Asset Management

Tools

At the help desk you have plenty of tools at your disposal. Some things you’ll use daily and some things you’ll find that you will never use. There are always basic tool kits sitting at the end of each table. Inside are several different screw drivers, a bottle of screws, tweezers, extractors, and various other tools. There are certain tools to test batteries, hard drives, cables, and plenty of other devices but these are not used as much. There is also cabinets with assorted tools like mallets, plyers, and drills.

Security

The security involves keeping all things locked. All cabinets containing machines and important material should be locked whenever there is not a worker around and when you close down. Both WiFi’s are password protected as well as having WPA2 encryption. All administrator accounts for the ticket management website are password protected and need to be logged out of when done.