# Help Desk – Workflow

## Overview

Draw a workflow using Visio to assist in a discussion to create procedures for a Help Desk

## Difficulty Level

This question (and the next) represent real-life business processes and would be considered above-average in analytic complexity. The goal is to produce a reasonable diagram of your understanding as a first draft to assist in an imagined discussion with the client . There is no “right” answer at this stage.

## Background

The context is the “help desk” model in practice for our BUS 4064 course. We are using the following applications:

* Whatsapp (Android app)
* Email
* Blackboard Discussion Group
* Possibly other applications

The content is the subject matter in our course.

The context is the questions and change requests arising out of studying and using our content and how they are addressed and answered by the class and the Professor.

We are interested at this point in understanding the “current” state. Before beginning, I suggest you become familiar with the available documentation on the current process.

## Instructions

* Create a process flowchart (or “workflow”) showing how questions, discussion, and change requests are handled in our “help desk” process.
  + This flowchart will be used for further analysis and an eventual training manual.
* Focus on understanding the workflow as you actually observe it in practice.
* Specify this workflow using a reasonable and straightforward flowchart that contains the essential facts without irrelevant detail. You can make some clarifications if you like, and also raise some questions. Use your own interpretation of the content on which to base the flowchart.
* Include any information that you find about the Service Level Agreements.
* Include the diagram label

## Hints

* The SLA (Service Level Agreements) are not part of the flows. Place the information in text boxes or “callouts” in the appropriate locations in the flow.
* It is best practice to make a Swim Lane flowchart where different “swim lanes” represent the different levels of support (or “functional areas”).
  + Swim lanes should represent the different roles or groups involved, such as “student”, “class”, “Professor”, etc.
  + Swim lanes should not represent different types of content, such as questions, discussion, and change requests.
* Treat your document as a draft based serving as a foundation for further discussion.
* Spend the majority of your time on using the drawing tool and a minimum amount of time trying to determine a “correct” answer – there is no “correct” answer to this question, only one of several "useful" representations.

## Artifact Format and Name

Submit in PDF format.

For name, see section: List of Artifacts