

IT Support & Helpdesk System Research Survey Form

Introduction & Instructions:

Thank you for taking the time to participate in this survey. I am a student at Adventist University of Central Africa, and my research focuses on understanding daily IT support operations and the essential features of helpdesk/ticketing systems. Your insights and experiences will be invaluable in helping me learn about industry best practices. All responses will be treated as confidential and used only for academic purposes.

Please answer the following questions based on your experience in IT support and helpdesk operations.

Section 1: Respondent Information

Interview/Survey Date: _____

Interviewee Name: _____

Job Title: _____

Company/Organization: _____

Contact Information: _____

Years of Experience in IT Support:

- ☐ 0-2 years
- ☐ 3-5 years
- ☐ 6-10 years
- ☐ More than 10 years

Section 2: Daily IT Support Operations

1. Please describe a typical day in your role as an IT support professional:
(Open-ended response)

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2.What are the most common tasks you perform during your shift?

(Select all that apply)

- ☐ Incident logging and ticket creation
- ☐ Troubleshooting and resolving issues
- ☐ Communication with end-users
- ☐ Escalation of critical issues
- ☐ Documentation and reporting
- ☐ Other (please specify): _____

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Section 3: Helpdesk/Ticketing System Features

1.Which functionalities in your current helpdesk system do you use most frequently?

(Open-ended or list as multiple-choice if applicable)

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1. How effective is your current system in categorizing and prioritizing tickets?

- ☐ Very effective
- ☐ Moderately effective
- ☐ Not very effective
- ☐ Not sure

2.In your experience, which feature(s) are essential for an effective ticketing system?

(Open-ended response; e.g., reporting, SLA management, automation, etc.)

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Section 4: Communication & Incident Management

1.How does your team handle communication with end-users during an incident?

(Open-ended response)

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1.What procedures are in place for escalating unresolved or critical issues?

(Open-ended response)

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2.Can you share an example of how a common incident was resolved? Please describe the process briefly:

(Open-ended response)

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Section 5: Feedback & Recommendations

1.What improvements would you recommend for the helpdesk/ticketing system to enhance IT support efficiency?

(Open-ended response)

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2.Any additional feedback or suggestions for best practices in IT support operations?
(Open-ended response)

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Conclusion:

Thank you for your valuable input. Your responses will help contribute to a better understanding of IT support operations and guide the selection criteria for effective helpdesk/ticketing systems. If you have any questions or need further clarification, please feel free to contact me at josephmutangana65@gmail.com.

End of Survey