Help Desk Project Proposal  
CSTN4015  
CSTN Web Designs

**Created, and reviewed by**: Kyle Walker, Hannah Babin Stiene, Jack Gordon, and Liam Butler

Web Wizards – Room 316

Jan 8th, 2025

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Executive Summary  
Author: Kyle Walker  
Edited by: Hannah Babin Stiene

CSTN Web Designs is an internet design company that is heavily reliant on its IT infrastructure to deliver its services. However, the existing Help Desk system is not meeting the demands of the company, leading to delays in resolving technical issues, increased downtime, and a lack of employee productivity.  
  
This proposal serves as a plan to design and implement a modern Help Desk system that suits CSTN Web Designs' needs. The proposed solution will address issues, including improving ticket resolution time, providing hardware and software support, and offering a streamlined system for issue tracking and management.

## Project Objectives

Author: Hannah Babin Stiene

* Provide technical support for all end-users within the organization.
* Resolve hardware, software, and network issues in a timely manner.
* Implement a centralized help-desk system to streamline problem management.
* Maintain and improve the efficiency of IT systems to minimize downtime.
* Train staff in basic IT troubleshooting.
* Ensure the IT systems will be successful long-term.

## Project Scope

Author: Hannah Babin Stiene

* **Included Services**
  + Email issues
  + Software installation
  + Password resets
  + Hardware troubleshooting
* **Exclusions**
  + Personal device support
  + Third-Party integrated software issues

### Resources

**Number of staff =** 80

**Number of computers =** 20 (Dell)

**Number of laptops =** 60 (Dell)

**Number of tablets =** 35 (Dell)

**Number of printers =** 5 (Kyocera FS 2020)

**Required Business Software =**

Microsoft Office

Adobe Creative Suite

Billing Software

## Milestones

Author: Hannah Babin Stiene, Kyle Walker, Jack Gordon  
Edited By: Liam Butler

**Phase 1 (1 Month): Planning and Design**

* **Finalizing Software, Hardware, and Confirm Budget**

**Phase 2 (1 Month): Hardware Installation and setup**

* **Setting up workstations for staff**

**Phase 3 (2 Months): Software implementation/imaging and Networking**

* **Installing/imaging Help Desk software, configuration of network**

**Phase 4 (2 Month): Staffing and training**

* **Hiring and training staff in how to use software, tools, etc.**

**Phase 5 (1 Month): Testing and Execution**

* **Testing workstations and software.**

### Budgeting

* **Objective:** Finalize the budget for the IT Helpdesk project and ensure costs align with expected expenditures.
* **Key Deliverables:**
* Hardware and software procurement budget.
* Staff salaries and training costs.
* Ongoing operational and maintenance expenses.
* **Timeline:** Jan 10th, 2025

### Hardware (Help Desk Only)

* **Objective:** Procure and install necessary hardware for the Helpdesk team.
* **Key Deliverables:**
* Desktop or laptop computers for support staff.
* Additional devices (e.g., phones, printers) if required for Helpdesk operations.
* Peripherals (e.g., headsets, mouse, keyboard).
* **Timeline:** January 15th, 2025

### Software (Help Desk Only)

* **Objective:** Implement the necessary software tools for managing IT requests.
* **Key Deliverables:**
* Helpdesk ticketing portal where tickets can be monitored, assigned, and answered
* Remote desktop software for troubleshooting.
* Knowledge base system for common solutions and FAQs.
* Antivirus and endpoint protection software.
* Testing of the web portal to ensure authentication is working properly.
* **Timeline:** January 21st, 2025

### Staffing

* **Objective:** Hire and onboard staff for the IT Helpdesk.
* **Key Deliverables:**
* Job descriptions for Helpdesk roles.
* Recruitment and interview process.
* Onboarding documents and initial team setup.
* **Timeline:** Feb 1st, 2025

### Training

* **Objective:** Ensure all Helpdesk staff are trained in tools, processes, and customer service.
* **Key Deliverables:**
* Training in Helpdesk software and IT processes.
* Soft skills training for customer interaction and problem resolution.
* Ongoing support and training materials for staff development.
* **Timeline:** Feb 14th, 2025

Setup/Design

* **Objective:** Set up the physical and virtual infrastructure for the IT Helpdesk.
* **Key Deliverables:**
* Design and configure workspace layout (physical and virtual).
* Network setup, including VPNs or secure connections for remote support.
* IT systems configuration (ticketing systems, communication tools).
* **Timeline:** Feb 21st, 2025

### Timelines

* **Objective:** Define overall project timelines, including key phases and deliverables.
* **Key Deliverables:**
* Detailed timeline of the entire IT Helpdesk implementation process.
* Phases of setup (hardware procurement, software installation, team hiring, etc.).
* Ongoing review and adjustment of the timeline as the project progresses.

### Preliminary Scope Statement

* **Support services:** Email issues, software installation, password resets, hardware troubleshooting, etc.
* **Exclusions:** Issues outside of standard IT support, such as personal device support, etc.

### Requirements

This project must meet the following list of requirements to achieve success.

* The solution must be tested in the IT lab prior to deployment.
* The solution must be implemented without disruption to operations.

Project Deliverables

The following deliverables must be met upon the successful completion of the project. Any changes to these deliverables must be approved by the project sponsor.

* Centralized ticketing system – A centralized platform will be created for the sole purpose of answering, monitoring, and assigning tickets.
* Help Desk Portal – A knowledge base with the solution to many common problems and additional information that can be accessed by employees for the purpose of solving issues without needing to submit a ticket.
* Integration – The new system will integrate seamlessly with existing company platforms such as staff portals and email systems.

### Summary Budget

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project.

|  |  |
| --- | --- |
| **Summary Budget – List component project costs** | |
| **Project Component** | **Component Cost** |
| * Staff | $160,000 |
| * Hardware | $55,000 |
| * Software and Licensing | $35,000 |
| **Total** | **$250,000** |

### Hardware (HelpDesk Only)

* **Justification:** Investing in high performance workstations will guarantee that our staff have the necessary tools to complete the jobs at hand. This can help ensure seamless/uninterrupted support. Ensuring we have backup power supplies will help minimize downtime due to power failures. We may want to consider getting laptops as well for more around-the-clock support.
* **Requirements:**
  + **3 dedicated workstations** (Lenovo ThinkCentre M90s).
    - [Dell OptiPlex 7000 7020 Desktop Computer - Intel Core i7 14th Gen i7-14700T - 16 GB - 256 GB SSD - Micro PC - Black : Amazon.ca: Electronics](https://www.amazon.ca/Dell-XPS-8960-Desktop-Computer/dp/B0CFFSVBXK/ref=asc_df_B0CFFSVBXK?tag=bingshopdesk-20&linkCode=df0&hvadid=80127103054169&hvnetw=o&hvqmt=e&hvbmt=be&hvdev=c&hvlocint=&hvlocphy=&hvtargid=pla-4583726568624704&psc=1) ($1,2500.99 CAD ea.)
  + **6 Monitors** \*2 per workstation (Dell SE2222H)
    - [Moniteur d’ordinateur HD intégrale Dell 22 SE2222H | Dell Canada](https://www.dell.com/fr-ca/shop/moniteur-dell-22-se2222h/apd/210-ayyq/moniteurs-et-accessoires-des-moniteurs?cjdata=MXxOfDB8WXww&tfcid=88501276&cjevent=ffef1f1cd34511ef814d00f80a82b832&dgc=CJ&publisherid=5370367&publisher=&aff=Skimlinks&affid=5370367&aff_webid=100587891&aff_user_id=209867X1705835Xea7c440390ba61e041a455c2cf7db3d5&gacd=9683519-28465123-5750457-345578820-177484298&dgc=af&VEN1=12105225-100587891-209867X1705835Xea7c440390ba61e041a455c2cf7db3d5&dclid=CMCr5Nbs94oDFeJkRwEdYYsshA) ($89.99 CAD ea.)
  + **Peripheral devices** (headsets, keyboards, mice).
  + **Backup power supply**
* **Implementation:**
  + Workstations will be installed in a dedicated Help Desk area for uninterrupted operations.

### Software (HelpDesk Only)

* **Justification:** Microsoft 365 Licensing to help with communication between the help-desk team.
* **Recommended Applications:**

Zendesk for Ticketing  
AnyDesk for Remote Access  
SolarWinds for Inventory Management and Resource Allocation  
  
A Microsoft 365 Business subscription for the three helpdesk staff would be ideal so communication can be streamlined.

* **Main Features:**  
  KBA for common issues that arise

### Staffing

* **Team Structure:**
  + One Level 2 technician for more difficult issues and system maintenance.
  + Two Level 1 technicians for basic troubleshooting and ticket resolution.
* **Recruitment Plan:**
  + Job postings on IT-specific job platforms
  + Screening based on certifications
  + Competitive Salaries to encourage applicants

### Training

* **Training Program:**
  + Technical training on company hardware and software.
  + Help Desk software training
  + Soft skills training on communication and customer service expectations.
* **Evaluation:**
  + Post-Training evaluations to ensure all staff are performing as expected.

### Setup

* **Infrastructure Setup:**
  + Implement a Help Desk workspace with ergonomic features and dual monitors in a dedicated area to avoid interruptions.
  + Set up a virtual support environment for remote troubleshooting.
* **System Configuration:**
  + Set up ticketing workflows, escalation paths, and reporting dashboards.

# Bibliography

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Tristancho, C. (2023, April 27th). *What Are Milestones in Project Management?* Retrieved from www.projectmanager.com: https://www.projectmanager.com/blog/milestones-project-management

# Work Log

Name: Jack Gordon

Role within Project: Research, Documentation

Time spent:

Jan 13th, 10:30AM-12:30PM

Jan 15th, 8:30AM-10:30AM

Jan 20th, 10:30AM-12:30PM

Contributions:

Worked on milestones, reviewing, and editing.

References:

[What Are Milestones in Project Management? - ProjectManager](https://www.projectmanager.com/blog/milestones-project-management)

Name: Hannah Babin Stiene

Role within Project: Team Lead, Research, Documentation

Time spent:   
January 8 (2 hours) 8:30am-10:30am

January 15 (1.5 hours) 9am-10:30am  
January 20 (2 hours) 10:30am-12:30am  
January 22 (30 mins)  
January 26 (1 hour)

Contributions: Executive Summary, Project Objectives, Milestones, general formatting, ensuring all content has been properly added to the document

References:

Name: Liam Butler

Role within Project: Research, Documentation

Time spent:

January 20th, 11:00am – 12:30pm

January 22nd 9:00am – 10:30am

January 24th 8:30am – 10:30am

Contributions:

Fixed some spelling mistakes along with punctuation.

Fixed on/in mistake in Training.

Added to

Modified Training part

Name: Kyle Walker

Role within Project: Research, Documentation

Time spent:

8:30am – 10:30am Jan 8th – 2 hours – Milestones, budget research

9:00am – 9:30am Jan 22nd – Sign off on edits, final look at document

Contributions:

Executive Summary, Project Scope, Project Objectives, Milestones, Price checking for Budget

References:

ChatGPT for general template (prompt: “Create a basic Project Proposal template for an IT team tasked with building a new Help Desk”)

ChatGPT follow-up to previous prompt to include Milestones listed on assignment.

### Team Rubric & Evaluation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 0 | 1 | 2 | 3 | 4 |
| Work Quality | No work has been submitted to determine quality. | There is little effort put into the work. | Work requires corrections to be approved. | Work requires some attention and adjustments, is “okay”. | No corrections or attention was needed, work is high quality! |
| Attendance | No attendance, or any communication. | An increase in attendance is desired. | Attends but lacks participation in meetings. | Attends most of the time, with some participation. | Attends every class with full participation. |
| Initiative | No initiative has been shown | Requires aid from all team members to complete work/all tasks completed with supervision. | Required push from the Team Lead, some tasks completed under supervision. | Required no Team Lead, most tasks were done without any supervision. | Help from Team Lead was not needed, all tasks were completed with ease! |
| Deadlines | Nothing submitted to Team Lead | Little to no communication, and very little work submitted to team lead on-time. | Some documents submitted with minimal communication to the team. | Some documents were submitted with proper communication to the team. | All documentation submitted to the Team Lead in a timely manner. |
| Collaboration | No collaboration or effort to work with other group members. | Minimal collaboration with team, needs improvement. | Some collaboration, but inconsistent. | Good collaboration with team, consistent contributions to the teams’ success. | Good collaboration and teamwork goes above-and-beyond. |
| Participation | No participation in discussions, meetings, or assignments. | Minimal participation, little effort, poor engagement. | Moderate participation, occasional effort but inconsistent engagement. | Active participation in most discussions and shows good engagement. | Consistently active and engaged with discussions, meetings, etc. |

Liam Butler:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Work Quality | Attendance | Initiative | Deadlines | Collaboration | Participation |
| Hannah |  |  |  |  |  |  |
| Jack |  |  |  |  |  |  |
| Kyle |  |  |  |  |  |  |
| Liam |  |  |  |  |  |  |

Hannah Babin Stiene:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Work Quality | Attendance | Initiative | Deadlines | Collaboration | Participation |
| Hannah | 4 | 3 | 4 | 4 | 4 | 4 |
| Jack | 4 | 4 | 3 | 4 | 3 | 4 |
| Kyle | 4 | 1 | 4 | 4 | 3 | 3 |
| Liam | 2 | 4 | 0 | 3 | 1 | 2 |

Jack Gordon:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Work Quality | Attendance | Initiative | Deadlines | Collaboration | Participation |
| Hannah | 4 | 4 | 4 | 4 | 4 | 4 |
| Jack | 3 | 4 | 2 | 3 | 2 | 2 |
| Kyle | 4 | 2 | 4 | 3 | 2 | 3 |
| Liam | 1 | 4 | 1 | 3 | 2 | 2 |

Kyle Walker:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Work Quality | Attendance | Initiative | Deadlines | Collaboration | Participation |
| Hannah | 4 | 4 | 4 | 4 | 4 | 4 |
| Liam | 2 | 4 | 0 | 4 | 1 | 1 |
| Kyle | 4 | 2 | 3 | 4 | 4 | 4 |
| Jack | 4 | 4 | 4 | 4 | 3 | 4 |