Help Desk Structure/Budgeting Proposal  
CSTN4015  
CSTN Web Designs

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

Web Wizards – Room 316

Feb 3rd, 2025

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# Task 1: Help Desk Structure

Authored by Kyle W.  
Edited by Hannah B.S.

## Help Desk Structure

Tier-based system with 3 technicians, two tier 1 technicians using ticketing software. Help Desk Portal set up for common Tier 1 issues alongside troubleshooting workflows. If incident is unresolved by Tier 1, escalate to Tier 2 and document ticket with steps taken. Documenting and Updating a KBA to resolve issues/provide solutions to improve future response time.

## Communication Channels

Zendesk will be used for ticketing and documentation. Microsoft Teams used to communicate between technicians and tiers.

## Escalation Processes

-Zendesk ticket escalation for formal filing and organization.   
-Teams messaging for communications between techs and tiers.  
-Email and Phone support for employee helpdesk requests  
-A Help Desk Portal including a KBA for self-service help and FAQs.

## Work Flow Diagram

Created by: Kyle Walker

A screenshot of a diagram

Description automatically generated

## Timelines

Author: Hannah Babin Stiene

|  |  |  |
| --- | --- | --- |
| **Phase** | **Task** | **Projected Completion Date** |
| Planning | Finalizing the budgets for the hardware, software, and determining what is needed. | Feb 15 |
| Hardware Setup | Install and configure workstations | Feb 21, 2025 |
| Software Installations | Release the Ticketing System and any Security Software | Mar 1, 2025 |
| Staffing | Hire helpdesk technicians | Mar 14, 2025 |
| Training | Protocol training for helpdesk | Mar 21, 2025 |
| Go-Live and Testing | Final system testing and deployment! | Mar 31, 2025 |
| General Upkeep | Ongoing support for 1 year regarding the setup of the help desk. | Mar, 2026 |

# Task 2: Budgeting

Author: Hannah Babin Stiene

## Budget

Staffing: Salaries for the 3 helpdesk staff

* one Level 2 Technician (for advanced troubleshooting and system maintenance). Paid at $60,000/yr
* two Level 1 Technicians (for basic troubleshooting, ticket resolution, and user assistance). Paid at $42,500/yr ea.
* Competitive salaries offered

Hardware: three setups with 3 monitors, a keyboard, mouse, headset, backup power supply, and any other necessary peripherals.

* Three Workstations ($1,500/ea)
* Nine Monitors ($250/ea)
* Peripheral Devices (Headset, Keyboards, Mice, etc) ($5,000)
* Backup Power Supplies ($4,000)
* Desks and Chairs ($8,000)
* Software: Zendesk subscription, Microsoft 365 Subscription, AnyDesk subscription (for remote desktop access), SolarWinds for inventory management and resource allocation. (Zendesk $10,000/yr) (Microsoft 365 $8,000/yr) (AnyDesk $5,000/yr) (SolarWinds $8,000/yr

**Contingency Fund**: $10,000 for emergency IT failures or security issues.

## Main Concerns

Author: Hannah Babin Stiene, Jack Gordon

1.) Subscription Costs/Changes  
**Concern:** Inflating costs of software subscriptions can impact budgeting.   
**Justification:** Cloud-based software pricing is constantly fluctuating due to demand, licensing requirements, and more. Programs such as Zendesk may also need upgrades to support more users as the company grows.

2.) Cybersecurity/Data Protection  
**Concern:** Helpdesk staff handle sensitive data, making them a target for cyber threats (IBM Security, 2023).  
**Justification:** The average cost of a data breach is $4.45 MILLION, which is a cost that the company cannot afford.

3.) System Downtime  
**Concern:** Any downtime with the helpdesk system will affect the business operations (Big Panda, 2024).  
**Justification:** A 2024 report by BigPanda shows that unplanned IT downtime averages a cost of $14,056 per minute, highlighting the large financial impact that IT outages have.

4.) Employee Satisfaction  
**Concern:** Slow ticket resolution time can frustrate the employees, leading to a lack in productivity (LincolnIT, 2024).  
**Justification:** Fast IT support will keep employees happy, which should ensure that they complete all of their other tasks on time/as planned.

5.) Scalability  
**Concern:** As the company grows, the helpdesk will need to support more users and devices (Aglibar & Rodelas, 2022).  
**Justification:** A study on the help that ticketing systems provide found that critical ticket management, and tier systems, affect worker productivity.

## Resources

Aglibar, K. D., & Rodelas, N. (2022). *Impact of Critical and Auto Ticket: Analysis for Management and Workers Productivity in using a Ticketing System*. arXiv preprint arXiv:2203.03709. Retrieved from <https://arxiv.org/abs/2203.03709>

BigPanda. (2024). *The rising costs of downtime*. Retrieved from <https://www.bigpanda.io/blog/it-outage-costs-2024/>

IBM Security. (2023). *Cost of a Data Breach Report 2023*. Retrieved from <https://www.ibm.com/security/data-breach>

LincolnIT. (2024). *How IT Support Unlocks Employee Productivity*. Retrieved from <https://www.lincolnit.com/blog/how-it-support-unlocks-employee-productivity/>

## Work Log

**Hannah**

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| --- | --- | --- |
| Feb 3 | 1~ hour | Overall formatting of the document, adding the headers, table of contents, etc. |
| Feb 5 | 2~ hours | Planning the budgeting |
| Feb 10 | 1.5~ hours | Thinking of/researching main concerns |
| Feb 13 | 3 hours | Finishing up the assignment wherever possible, including formatting |

**Jack**

|  |  |  |
| --- | --- | --- |
| Feb 5 | 2 hours | Researching/Writing on Main Concerns |
| Feb 10 | 1.5 hours | Research of Main Concerns/Revising |
| Feb 13 | 30 min | Final Review |

**Kyle**

|  |  |  |
| --- | --- | --- |
| Feb 3 | 2~ hours | Task 1 Structure and Workflow Diagram creation |
|  |  |  |
|  |  |  |

## Team Rubric and 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. |

Hannah

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

Jack

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

Kyle

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