

## Help Desk / Incident Response



Help desks are now a fundamental and core part of good business service and operation. However, addressing the tricky issues, selecting the right tools, and managing the help desk correctly can actually be a very daunting task.

Essentially, the Help Desk is a central point through which problems/issues are reported and subsequently managed/co-ordinate. From a wider perspective, it is also seen as core part of the service function, responsible for bringing together multiple resources to address an issue. Of course, Help desk users can be external or internal, making the function potentially critical in terms of both the organization's smooth running, and the quality of direct support offered to customers.

The authorized personnel Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. The personnel may use a Help Desk Software is powerful management software that automates many features of a company's help desk environment. Typical functionality includes

The software is shared by all members of a support area, including the first point of contact for the helpdesk, and the staff that receive job requests for later resolution

- Call Management
- Call Tracking
- Knowledge Management
- Problem Resolution
- Self-Help Capabilities



The EOR management team has extensive (decades) experience in help desk, operations center and incident response actions at the highest and most critical levels. EOR provides a complete product to included standard operation procedures, product development tailored for customers, and a highly competent staff of advanced skills.

EOR is an expert at incident response. It has established an incident handling process that provides the framework for an orderly response to events that threaten or compromise the security, integrity or operation of computing resources for its customers. This includes a staff of EOR personnel, which keep its customers from establishing a response from ad hoc team members, recruited as the situation warrants.