# UCOL LIBRARY: COMPUTER SUPPORT HELP DESK DEVELOPMENT

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## BICT (Applied) Industry Project

This project undertaken by Donna Thompson, had the following goals:

- To analyse the current library system for computer support for UCOL students, Palmerston North campus.

- To provide the best library computer support solution based on the results of an investigation of the current system, and the documentation of user requirements for future use (future proofing).

- To evaluate user support applications specifically for tertiary students.

- To research and evaluate user support software to meet user requirements.

- To implement Computer Support Assistant's helpdesk software for UCOL students at the Palmerston North campus.

- To publish a frequently asked questions table on the UCOL web site for staff and student support.

Computer Support Assistants, CSAs, work from the UCOL library, Palmerston North campus to provide student IT support, and issue equipment. Disparate systems, and turnover of CSAs, who are typically computing degree students contributed to the library looking for a centralised helpdesk software solution.

The analysis revealed that buying versus building a software solution would be the preferred library solution. After evaluation of a variety of helpdesk software ranked against weighted criteria 'House on the Hill' provided the best fit. It met the criteria to log calls, track call escalation and problem resolution, manage contacts, track inventory, search the integrated knowledgebase, and manage the Service Level Agreements.



*Figure 1. Meeting Helpdesk Criteria*

The software was customized to CSA requirements and has easy to use pre-defined reports. It allowed users to log and track their own calls via a Web browser.

The licensing agreement suited UCOL library's budget and multi-user access requirements.

Implementation involved providing comprehensive test logs and training was given to all the computer support assistants.

This project was implemented to ensure the UCOL Library continues to provide excellence in customer services.