

Helpdesk Service Catalog



Category	Service Name	Service Description
Accounts and Access	Account Management/Changes	Managing user accounts and associated access.
Accounts and Access	Account Terminations	Removing user account access for employees or 3rd party accounts that are no longer required.
Accounts and Access	New Accounts	Setting up new network accounts including domain and local accounts used by client employees and business partners.
Accounts and Access	Password Management	Resetting of user passwords and unlocking of accounts.
Messaging and Collaboration	Calendar	Troubleshooting calendar synchronization issues on devices.
Messaging and Collaboration	Email	Troubleshooting send/receive errors, blacklisting/whitelisting, SPAM identification, mail forwarding, creating aliases, new mailboxes, administering shared mailboxes.
Messaging and Collaboration	File Sharing	Providing users with access to shared folders and documents.
Messaging and Collaboration	Instant Messaging	Troubleshooting instant messenger errors.
Messaging and Collaboration	Mailing Lists	Creating and updating (removing/adding) user access to email distribution lists.
Software	Licensed Software	Procurement and installation of licenced software on user machines.
Software	Operating System	Troubleshooting issues with Windows OS and iOS.
Software	Software Distribution	Deploying new software applications using software deployment tools.
Software	Application Support	First line support and troubleshooting for business applications.
Support and Training	User Training	Engaging with end users singly or in groups to train them on IT tools and business applications.
Support and Training	Vendor relations	Managing the provision of IT services from client vendors.
Cloud Services	Backup Services/Data storage	Setting up and monitoring backup schedules.
Cloud Services	Provisioning	Supporting the process of provisioning of cloud services e.g. Dropbox, Box, Azure, AWS, OneDrive
Cloud Services	Web Hosting	Managing the web hosting of client sites, including registration, setup and deployment.
Hardware	Accessibility Resources	Setting up accessibility features for users with special needs.
Hardware	Desktop PC	Troubleshooting desktop PC issues
Hardware	Laptop	Troubleshooting laptop issues
Hardware	Mac	Troubleshooting MAC issues
Hardware	Mobile Device	Troubleshooting mobile device issues
Networks and Connectivity	VPN	Setting up and configuring VPN software on user machines.
Networks and Connectivity	WAN	Managing the relationship with the ISP, monitoring the service, doing first line troubleshooting and escalating and tracking severe issues.
Networks and Connectivity	Wi-Fi	Troubleshooting Wi-Fi related issues.
Print	Copy, Scan to Email	Setting up network printers and copiers, and troubleshooting any printer/scanner related issues.
Security	Security Scans	Testing of a network's vulnerabilities using a variety of automated software tools.
Voice	Audio/Video Conferencing	Setting up user access to conference facilities.
Voice	Mobile	Ordering and delivery of mobile devices, setting up of the device and resolving any software and email related issues.
Voice	Telephone	Assigning users extensions and troubleshooting extension errors