Best Practices in Help Desk Management

From a designated email inbox to complex ticketing systems, legal aid providers have a number of different approaches to how they manage their IT help desks. A well-run help desk resolves issues quickly and has procedures in place for escalation that limit the impact on the users' workflows. Having a system that allows for easily archiving and searching tickets allows IT staff to monitor recurring issues for technology planning and training purposes. This webinar will highlight help desk best practices and give attendees the tools they need to make their own help desks more efficient and useful as an IT management tool.

Presenter: Michael Hernandez - mhernandez@just-tech.com

Last updated on November 20, 2023.

[Training](#)

Print

Table of Contents

NEWS

News & publications

The news about recent activities for needed peoples.

[More News](#)

17 Dec 2024

Call for Speakers: Project Management, Second Chance Conference Sessions, and More

LSNTAP is planning our training sessions for 2025 and would like to hear from...

[Continue Reading](#)

11 Dec 2024

Resources for Supporting Child Victims & Witnesses Available

Passing along this message from the Center for Justice Innovation (https://www...

[Continue Reading](#)

Our Partners