**SCR help desk**

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**Recommendations for creating an SCR help desk**

A help desk serves as the first point of contact for users and customers when seeking technical assistance or information that relates to the institution or company’s services and products. For this reason, SCR as an IT company needs to install a help desk so that it can support its customers.

Creating a help desk will benefit SCR in various ways. One of the ways that a help desk is beneficial is by giving answers to technical questions that SCR customers have in real-time (Helpdesk, 2021). Helping users to understand how TIMS system resources work and how they can be used more effectively and create satisfaction is another reason. Moreover, teaching users how to meet their information needs and become productive makes help desk a requirement.

To create a help desk, SCR needs to follow the action plan below:

1. SCR needs to define its key goals and metrics so that it can determine how results will be measured. It is worth mentioning that something that can’t be measured cannot be improved.
2. SCR then needs to implement new ideas slowly over time. Contrarily, quick implementation of ideas over a while might lead to failure.
3. SCR understands its customers. Moreover, the IT experts of SCR need to think like their customers because what may seem easy for them may be complex for their customers.
4. SCR needs to hire staff members with the proficient customer and technical skills.
5. The final step of the action plan is for SCR to outline processes for its staff and automate them with an innovative help desk solution that is simple for customers and users to understand (Helpdesk, 2021). If SCR has the right help desk, then they will be able to efficiently measure results, manage workloads, and improve communication with the company’s staff.

**How SCR should manage the TIMS system in the future.**

SCR can manage TIMS through version control systems. Version control helps the IT team of TIMS to track and manage software code changes through version control systems. Moreover, the IT team can work faster and smarter and increase the success rate of software deployment (Atlassian, 2021). The software of version control uses a special database to track code modification. Since software source code is the most important asset to the IT team of TIMS, version control helps to protect the source codes of various software from unintended repercussions and human error. Moreover, version control can help the IT team to track individual changes by each contributor in the team and help to prevent the works of different developers from conflicting. Additionally, this is done without affecting the work of the rest of the team.

SCR can also use configuration management. Configuration management is the control of configurations for information systems. The objective of this control is to manage risk and enable security (UpGuard Team, 2021). Hackers always look for systems with immediate vulnerability. Once they get into a system, they start to make changes to the system. For TIMS, configuration management will help them through the identification of misconfigurations that cause system vulnerability and the identification of unusual changes done to the registry keys. Configuration management tools can help TIMS to have a broader understanding of the changes made on their key assets. To install a robust configuration management system, SCR will have to:

1. Identify the devices that need to be managed and categorize them.
2. Define acceptable configuration baselines for each device.
3. Define assessment frequency once all devices are identified and categorized.
4. Fix the identified problem or grant an exception. Moreover, expected changes are verified for auditing.

SCR can perform capacity planning to analyze and estimate computer software, hardware, connection infrastructure, and storage resources needed in the foreseen future at TIMS. Capacity planning will help the management of TIMS to minimize the cost of resources, ensure that resources are available, manage and identify skills inventory and shortages, and book future resources (Meier, 2021). To perform capacity planning at TIMS, SCR will need to:

1. Check on the service level agreement of TIMS’s IT teams. This will provide a clear understanding as to whether vendors are following through with their end of the agreement.
2. Measure and analyze the current capacity.
3. Determine future capacity requirements.
4. Identify consolidation opportunities.
5. Make recommendations for the capacity requirements and take action.

**Managing IT Security at TIMS**

In IT security, physical security is the ultimate strategy. SCR will manage the physical security of computer rooms by setting up video surveillance systems in areas that make them difficult to disable (Shinder, 2007). Moreover, an authentication system will be installed into locking devices so that a biometric scan is used to unlock doors and keep records of who got in and who got out.

Managing network security issues is also important. Various cybersecurity threats pose a threat to IT companies such as ransomware attacks, computer viruses, phishing attacks, DDoS attacks, crypto-jacking, and advanced persistent threats. SCR ensures that the plain text key encryption is used because it is the most secure protocol compared to network traffic encryption which is more vulnerable to malware attacks. Moreover, SRC ensures that WiFi Protected Access (WPA) is used instead of Wired Equivalent Privacy (WEP) because it uses Temporal Key Integrity Protocol (TKIP) which is more secure. Furthermore, the installation and updating of firewalls will deter cyberattacks by preventing unauthorized connections.

SCR also ensures security issues are brought to a minimum. SQL injection is the worst threat to application security because it leaves data exposed. SCR offers continuous security testing to keep the issue at bay. Hackers use cross-site scripting attacks to impersonate valid users and steal information. SCR validates user inputs and encodes output to prevent such attacks.

The security of files at TIMS is also SCR’s chief concern. File-sharing can lead to hacking, malware infection, and loss of sensitive information if it is not properly managed. SRC ensures that all staff members are educated on the risks of sharing files within the company and implements file-sharing policies within the company. Moreover, the IT department needs to have full transparency of all file-sharing apps that staff members use.

User security is also ensured by SCR. All user information such as passwords, usernames, system roles, and telephone numbers are regularly updated. Moreover, SCR manages user access to IT resources to ensure that the system is secure.

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