**SCR help desk**

1. **Recommendations for creating an SCR help desk**
2. 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.
3. For this reason, SCR as an IT company needs to install a help desk so that it can support its customers.
4. **Creating a help desk**
5. 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).
6. Helping users to understand how TIMS system resources work and how they can be used more effectively and create satisfaction is another reason.
7. Moreover, teaching users how to meet their information needs and become productive makes help desk a requirement.
8. **How SCR should manage the TIMS system in the future.**
9. SCR can manage TIMS through version control systems.
10. Version control helps the IT team of TIMS to track and manage software code changes through version control systems.
11. Moreover, the IT team can work faster and smarter and increase the success rate of software deployment (Atlassian, 2021).
12. The software of version control uses a special database to track code modification.
13. 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.
14. **Managing IT Security at TIMS**
15. 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).
16. 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.
17. Managing network security issues is also important.
18. 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.
19. **Conclusion**
20. The security of files at TIMS is also SCR’s chief concern.
21. File-sharing can lead to hacking, malware infection, and loss of sensitive information if it is not properly managed.