

# Is Your Service Desk Prepared?

Follow the checklist below to ensure your Service Desk is ready for anything.

- Short Hold Times**  
Contacting the Service Desk should be a quick and painless experience by making sure you have adequate coverage and dedicated support staff for your callers.
- First Call Resolution**  
Your Service Desk Analysts should have the right tools, knowledge and experience to drive higher first contact resolutions for your end users.
- Available 24/7**  
Callers should be able to get live support 24/7, including nights, weekends and holidays.
- Certified**  
The Service Desk team should have certifications in A+, N+, Security +, IBM, Novell, Microsoft, ITIL, HDI and many more. They must also maintain their continuing education and certification requirements.
- Escalation Path**  
If the analyst isn't able to resolve the issue upon first contact, there needs to be an escalation plan in place for more complex issues to be resolved quickly.
- Dedicated**  
Each client has a personalized team that includes technology specialists tailored to the services provided, to act fast and effectively on the client's behalf.
- Same Day Account Creation**  
Your team should be able to make user access changes in minutes, not days.
- Exclusive**  
Analysts should understand the unique needs of long-term post-acute caregivers and the daily workings of facilities.
- HITECH and HIPAA**  
All analysts should be trained in HITECH and HIPAA to understand the health care industry's confidentiality laws and patient record sensitivity.
- Tracking**  
Document and categorize every issue, large or small, and perform trend analysis and problem management tracking.