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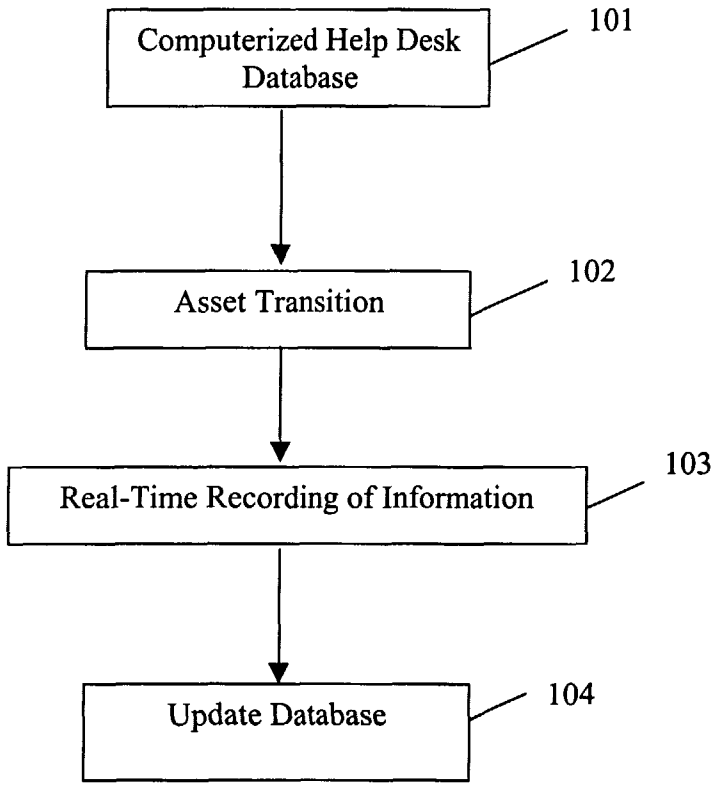
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(54) Title: METHOD AND SYSTEM FOR IMPROVED HELP DESK RESPONSE



(57) Abstract: The method and system of the present invention facilitates an improved help desk response. Information is first aggregated from a variety of sources into a computerized help desk database (101). As one or more assets are transitioned, information relating to each transition is recorded (103) into the computerized help desk database. Concurrently therewith, the computerized help desk database is updated (104) so as to improve the speed with which information is available to the help desk.

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