Title: Method and System for Improved Help Desk Response

This non-provisional application claims priority based upon prior U.S. Provisional Patent Application Serial No. 60/342,031 filed December 18, 2001 in the names of Shawn Thomas, Gregory Gray, Michael Woodfin, Warner Mizell and Brian Thomas, entitled "Method and System for Deploying, Tracking and Managing Technology-Related Resources."

BACKGROUND

The present invention relates generally to a method and system for improved help desk response. Information is first aggregated from a variety of sources into a computerized help desk database. As one or more assets are transitioned, information relating to each transition is recorded into the computerized help desk database. Concurrently therewith, the computerized help desk database is updated so as to improve the speed with which information is available to the help desk.

Large enterprises are faced with a daunting task when it comes to managing their information technology resources. It is not uncommon for an information technology group within an organization to handle hundreds and even thousands of calls each day from technology users within the enterprise seeking support and assistance. In many cases, the users have specific questions relating to the configuration of their specific device or devices. In such cases, it is critical for the help desk support staff to have accurate, up-to-date information regarding each user's devices.

Typically, the help desk staff will have a computerized help desk database containing information relating each user's devices. In many cases, the information was input into the database at the time the original equipment was installed. The information may not have been updated to reflect past calls to the help desk,

the addition of new peripheral devices or the installation of new software applications. In more sophisticated operations, information relayed to the help desk is recorded in hand-written notes which are then forwarded to the asset management department. A technician in the asset management department inputs the information into an asset management database which is integrated with the computerized help desk database.

The traditional system is flawed for a number of reasons. First, there is a delay between the information received by the help desk and the updating of the information in the computerized help desk database. This delay can sometimes be considerably long, and even in those instances where it is relatively short, it can lead to significant problems if the difficulty experienced by a user is not fixed timely because the computerized help desk database contained inaccurate or out-of-date information. In addition, because the information is being recorded by help desk technicians and subsequently keyed into a separate asset management database, in many cases by another individual, the quality and level of detail of information input into the system can suffer. Accordingly, there is a need, therefore, for an improved method and system for help desk response.

SUMMARY

The present invention addresses the need for an improved method and system for help desk response. In traditional help desk systems, information is not continuously input into the computerized help desk database as asset transitions occur. In the present invention, information is first aggregated from a variety of sources into a computerized help desk database. As one or more assets are transitioned, information relating to each transition is recorded into the computerized help desk

database. Concurrently therewith, the computerized help desk database is updated so as to improve the speed with which information is available to the help desk.

THE DRAWINGS

The disclosed invention will be described with reference to the accompanying drawings, which show important sample embodiments of the invention and which are incorporated in the specification hereof by reference, wherein:

FIG. 1 illustrates the preferred method of improved help desk response; and

FIG. 2 illustrates the preferred system for improved help desk response.

EMBODIMENTS OF THE INVENTION

The numerous innovative teachings of the present application will be described with particular reference to the presently preferred exemplary embodiments. However, it should be understood that these embodiments provide only a few examples of the many advantageous uses of the innovative teachings herein. In general, statements made in the specification of the present application do not necessarily delimit any of the various claimed inventions. Moreover, some statements may apply to some inventive features, but not to others.

FIG. 1 illustrates a work flow process for the preferred embodiment of the improved help desk response. The first step in the method is the creation of a computerized help desk database **101**. The database will contain substantive information concerning assets owned by the enterprise. The database may be, for example, a relational database. In addition, the database may be located remotely from the location of the help desk or the location at which the transition of assets occurs. Information included in the computerized help desk database

may include, for example, asset ownership information, usage information, user information, legacy asset information, new asset information, software application information, financial information, site information, event history information and logistical information. The database may include information regarding such assets as desktop computers, laptop computers, hand held computers, printers, scanners, networking devices and storage devices, where each assets is electronically connected to the database.

Once a thorough, comprehensive, computerized help desk database **101** has been created, an asset transition **102** occurs. An asset transition **102** may be an event such as an asset installation, asset relocation, asset disposition or asset maintenance activity. Information from the asset transition **102** may be transmitted to the computerized help desk database **101** through, for example, the Internet or a local area network. In addition, the transmission may occur by secure, encrypted means. The information is transmitted to the computerized help desk database **101** concurrently with, and as part of, the asset transition **102**.

Information from the asset transition **102** is recorded directly into the computerized help desk database **101** in real time **103**. The database is simultaneously and instantaneously updated **104** based on the real time recording information **103**. By instantaneously and simultaneously recording information into the computerized help desk database **101**, any delay can be eliminated with respect to updating the database. As a result, help desk staff are able to have immediate knowledge of any changes resulting from the asset transition **102**.

FIG. 2 illustrates the preferred embodiment for a system for improved help desk response. A series of assets

201, 202, 203 and 204 are attached to a computerized help desk database **200**. Each of the assets **201, 202, 203 and 204** are electronically **connected 211, 212, 213 and 214** to the computerized help desk database **200**. The computerized help desk database **200** may be located remotely from the assets **201, 202, 203 and 204**. If so, transmission of information from the computerized help desk database **200** to the assets **201, 202, 203 and 204** may be through the Internet or through a local area network. In addition, transmission of information between the assets **201, 202, 203 and 204** may be made in a secure, encrypted manner. The assets **201, 202, 203 and 204** may be such assets as desktop computers, laptop computers, hand held computers, printers, scanners, network devices and storage devices. The information retained in the computerized help desk database **200** may be such information as asset user information, legacy asset information, new asset information, software application information, financial information, site information, event history information, logistical information, ownership information and usage information.

When an asset transition occurs, such as an asset installation, asset relocation, asset disposition or asset maintenance activity, the system provides a means for recording information related to the transition activity to the computerized help desk database **200**. Concurrently and simultaneously therewith, the system provides a means for updating the computerized help desk database.

WE CLAIM:

1. A method for improved help desk response comprising the steps of:

creating a computerized help desk database, said computerized help desk database containing information on assets owned by an enterprise;

transitioning one or more of said assets;

recording new information concerning said transition in said computerized help desk database during the implementation of said transition;

updating said computerized help desk database concurrently therewith, thereby improving the speed with which information is available to said enterprises' help desk.

2. The method of Claim 1 wherein said computerized help desk database is a relational database.

3. The method of Claim 1 wherein said computerized help desk database is located remotely from the location of said transition.

4. The method of Claim 1 wherein said information is transmitted to said computerized help desk database through the Internet.

5. The method of Claim 1 wherein said information is transmitted to said computerized help desk database through a local area network.

6. The method of Claim 4 or Claim 5 wherein said information is transmitted to said computerized help desk database through secure, encrypted transmission.

7. The method of Claim 1 wherein said assets are selected from the group consisting of desktop computers, laptop

computers, handheld computers, printers, scanners, networking devices and storage devices.

8. The method of Claim 1 wherein said information is selected from the group consisting of user information, legacy asset information, new asset information, software application information, financial information, site information, event history information, logistical information, ownership information and usage information.

9. The method of Claim 1 wherein said transition is selected from the group consisting of asset installation, asset relocation, asset disposition and asset maintenance.

10. The method of Claim 1 wherein said updating is conducted on a continuous basis and said changes are made to said computerized help desk database in real-time.

11. A system for improved help desk response management comprising:

a computerized help desk database;

assets electronically connected to said computerized help desk database;

means for recording information concerning said assets during a transition of said assets; and

means for updating said computerized help desk database concurrently therewith, thereby improving the speed with which information is available to said enterprises' help desk.

12. The system of Claim 11 wherein said computerized help desk database is a relational database.

13. The system of Claim 11 wherein said computerized help desk database is located remotely from the location of said transition.

14. The system of Claim 11 wherein said information is transmitted to said computerized help desk database through the Internet.

15. The system of Claim 11 wherein said information is transmitted to said computerized help desk database through a local area network.

16. The system of Claim 14 or Claim 15 wherein said information is transmitted to said computerized help desk database through secure, encrypted transmission.

17. The system of Claim 11 wherein said assets are selected from the group consisting of desktop computers, laptop computers, handheld computers, printers, scanners, networking devices and storage devices.

18. The system of Claim 11 wherein said information is selected from the group consisting of user information, legacy asset information, new asset information, software application information, financial information, site information, event history information, logistical information, ownership information and usage information.

19. The system of Claim 11 wherein said transition is selected from the group consisting of asset installation, asset relocation, asset disposition and asset maintenance.

20. The system of Claim 11 wherein said updating is conducted on a continuous basis and said changes are

made to said computerized help desk database in real-time.