



Checklist 16: How To Outsource Your Support Desk

Project Name: _____ Date: _____

- | | | Yes | No |
|---|--|--------------------------|--------------------------|
| 1 | Determine the different tasks your outsourced help desk will be required to do | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Compartmentalize the various tasks into different sections, so you know the skills and quantity of the outsourced help you will need | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Determine whether or not the outsourcing you need can be computerized or whether you will need people to work on your outsourced helpdesk | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Also, create an understanding of the workload that a regular day will have | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Research on how much work an individual can do on an outsourced helpdesk and what the average pay is, depending on how much work you require | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Also, determine the different types of customers that regularly call on the helpdesk and decide whether or not you need specially designated support staff for particular clients or customers | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Also determine whether, given the type of work that you do and the type of customers that will call on the to-be helpdesk, customers will find their queries answered through the helpdesk | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Determine a budget for the entire project and calculate whether the cost of the helpdesk will be worth the time that is saved | <input type="checkbox"/> | <input type="checkbox"/> |

Notes

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- 9 Find a reliable platform on which to find this outsourced staff, which website you choose will depend on the level of experience, work-load, and budget that defines what you would like your support desk to do
- 10 Determine whether their asking price is in line with your budget and lay down terms and conditions regarding payment and work before making them an offer
- 11 Make them an offer if you are fully satisfied that they are the right people for the job and develop your support-desk in collaboration by integrating their suggests into the outsourced model.

Notes