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Evaluating IT helpdesk technologies for improving users' satisfaction

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Helpdesk (HD) is one of the duties of IT departments; it is the first level of support in any organization. It is the first point of contact to communicate the users' with services provider. Helpdesk depends mainly on IT technologies. It gives the first impression for the level of support services. The aim of this paper is to evaluate the IT helpdesk technologies for improving users' satisfaction in any organization. A questionnaire was designed and distributed to evaluate the IT helpdesk technologies, 169 respondents to the questionnaire from different organizations using IT helpdesk. The results showed that the role of the IT helpdesk in the process of users' support small, limited, and working by traditional way. The study recommended to meet expectations and maximize the level of users' satisfaction, more improvements is required to support IT helpdesk process by expanding the scope of support service that provided by IT helpdesk for users'.

Biography

Yas A Alsultanny received PhD in 1997 and from 1997 to 2000 he was worked as an Assistant Professor at the Baghdad University. From 2000-2005, he worked as an Associate Professor and Head of Computer Information Systems Dept. at the Applied Science University, Amman-Jordan. From 2005-2006, he worked as an Associate Professor at Graduate College of Computing Studies-Amman Arab University for graduate studies, Amman-Jordan. From 2006-2007, he worked as an Associate Professor at Computer Engineering Dept. Applied Science University, Amman-Jordan. From 2007-till now, he is working as an Associate Professor at College of Graduate Studies-Arabian Gulf University-Bahrain, and from 2011-till now he is serving as the Director of community services, consultation, continuous training and education center of the Arabian Gulf University. He supervised 60 MSc and PhD theses. He published more than 70 papers; he was chairperson, plenary speaker, and steering committee at various international conferences.

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