

# MANAGED HELP DESK FOR ATTORNEYS CHECKLIST



## Executive Tool for Reducing IT Downtime & Disruption

Built for law firm leaders and practice managers. Use this checklist to evaluate help desk support readiness and minimize downtime.



## How to Use

1. Takes 20–30 minutes
2. Check each box that applies
3. Count the total number of checked items
4. Identify help desk and downtime risks

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## Support Coverage & Availability

- Document help desk hours and availability
- Verify after-hours support options exist
- Confirm 24/7 critical support escalation
- List all support vendors and contacts
- Validate response time expectations
- Record SLA details for key services

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## Communication & Escalation

- Define internal incident reporting steps
- Confirm support ticket acknowledgment process
- Document escalation contacts by severity
- Ensure lawyers know how to contact help desk
- Record expected response for urgent issues
- Test escalation paths periodically

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## Issue Resolution & Tracking

- Log all reported IT issues consistently
- Track time to resolution for each ticket
- Define priority levels for common issues
- Document resolution workflows
- Review recurring problem trends
- Identify tickets that require external escalation

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## Remote Support & Tools

- Provide remote access support tools
- Enable secure remote troubleshooting
- Verify remote session auditing
- Document supported remote platforms
- Train staff on remote help desk access
- Review the remote tool effectiveness



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## Monitoring & Proactive Alerts

- Enable help desk monitoring dashboard
- Track open tickets in real time
- Set automated alerts for aging tickets
- Monitor system-wide uptime trends
- Review alert accuracy and tuning
- Report monitoring summaries monthly

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## Knowledge Base & Self-Service

- Publish searchable help articles
- Document common troubleshooting steps
- Track article usage and relevance
- Update content based on new issues
- Encourage staff self-service adoption
- Audit knowledge base quality quarterly



### Scoring Model

- Count the total number of checked items
- Total Possible Score: 36
- 0–12 → High Risk
- 13–29 → Moderate Risk
- 30–36 → Controlled / Support-Ready



### Immediate Red Flags

- No documented help desk hours
- No after-hours support option
- No ticket tracking process
- No escalation contacts listed
- No remote support tools available
- No proactive monitoring alerts



### Next Step

If your score indicates exposure, schedule a Help Desk Readiness Assessment.

[Help Desk Readiness Assessment](#) 