

Service Desk Managed Services – Scoping Questionnaire

Please complete the Answer / Response column below to support scoping of Service Desk managed services

Client: Arkansas St University
Date: September 18, 2026

Prepared by: Auxis – IT Managed Services
Scope: Service Desk

#	Category	Question	Answer / Response	Notes / Comments
A. Organization, Staffing & Scope				
1	Organization, Staffing & Scope	Total number of End-Users, by location	19,000	Jonesboro Only
2	Organization, Staffing & Scope	Current number of Service Desk resources, by location	3 Operators, 1 Manager, 1 Supervisor	
3	Organization, Staffing & Scope	Number of "Desktop Support" engineering resources, by location	Help Desk : 3 Operators, 1 Manager, 1 Supervisor 6 employees in Campus Card Center to assist with in-person support	
4	Organization, Staffing & Scope	Number of "Field" technicians	23	Endpoint & A/V
5	Organization, Staffing & Scope	Additional roles or teams (and number of resources) related to specialized end-user support – describe the support scope	N/A	
6	Organization, Staffing & Scope	Number of stores (if applicable – retail environments)	N/A	
7	Organization, Staffing & Scope	Which Service Desk support tiers/shifts are in scope? (e.g., Level 1 – Business Hours, Graveyard, Weekend)	Level 1 After-hours	
8	Organization, Staffing & Scope	Is On-Site Desktop Support required? If so, list the locations required	N/A	
9	Organization, Staffing & Scope	Is Hardware Depot Service required?	N/A	
10	Organization, Staffing & Scope	Is End-Point Patching in scope for the Service Desk?	N/A	
11	Organization, Staffing & Scope	Is End-Point Imaging Administration (e.g., Intune) in scope for the Service Desk?	N/A	
12	Organization, Staffing & Scope	Is Identity and Access Management in scope for the Service Desk?	Yes, identity verification for accounts	
B. Hours, Language & Contact Channels				
13	Hours, Language & Contact Channels	Hours of operations required for the Service Desk	5:01 pm - 7:59 am Monday to Friday Emergency roll over during normal business hours (8:00 am - 5:00 pm Monday to Friday) Holidays	
14	Hours, Language & Contact Channels	Are there any special language requirements?	Primary - English (Bilingual in Spanish would be beneficial)	
15	Hours, Language & Contact Channels	What methods do you require to contact the Service Desk (Call, Chat, Email, Self-Service Portal)?	Phone call	
C. Ticket Volume & Handle Time				

16	Ticket Volume & Handle Time	Average number of inbound calls per month	1500	
17	Ticket Volume & Handle Time	Average duration (minutes) for inbound calls	4	
18	Ticket Volume & Handle Time	Average number of outbound calls per month	385	
19	Ticket Volume & Handle Time	Average duration (minutes) for outbound calls	Less than 10 minutes	
20	Ticket Volume & Handle Time	Total number of incidents per month, last 12 months (opened by phone, chat, email, or Service Management portal)	2400	
21	Ticket Volume & Handle Time	Total number of incidents per month after-hours and weekends, last 12 months	4820	
22	Ticket Volume & Handle Time	Average number of incidents handled per month by Service Desk Level 1	2400	
23	Ticket Volume & Handle Time	Percentage of incidents resolved by Service Desk Level 1 support	90%	
24	Ticket Volume & Handle Time	Average handle time (minutes) for Service Desk Level 1 incidents	4 minutes	
25	Ticket Volume & Handle Time	Total number of requests per month, last 12 months (opened by phone, email, or Service Management portal)	2800	
26	Ticket Volume & Handle Time	Total number of requests per month after-hours and weekends, last 12 months	total incident - 10% total	
27	Ticket Volume & Handle Time	Average number of requests handled per month by Service Desk Level 1	1750	
28	Ticket Volume & Handle Time	Percentage of requests completed by Service Desk Level 1 support	95%	
29	Ticket Volume & Handle Time	Average handle time (minutes) for Service Desk Level 1 requests	4 minutes	
30	Ticket Volume & Handle Time	On average, how many tickets (incidents and/or requests) are handled by a Service Desk agent per hour or per day?	100	
D. Service Levels & Backlog				
31	Service Levels & Backlog	Average Speed of Answer (ASA)	20 seconds - 3 minutes	
32	Service Levels & Backlog	Abandonment Rate (AR)	0.01%	
33	Service Levels & Backlog	What is the First Call Resolution (FCR) rate for the Service Desk?	95%	
34	Service Levels & Backlog	Are there any specific SLA requirements (ASA, FCR, Abandon Rate, Response Time)?	Preferred all calls resolved or escalated	
35	Service Levels & Backlog	Is there a "backlog" of tickets? If so, what is the number, and explain why	No	
E. Tools & Technology				
36	Tools & Technology	What Service Management (ITSM) tool is currently used by the Service Desk? Keep, or use provider's tool?	TD, explore providers tools	
37	Tools & Technology	What Contact Center tool is currently used? Keep, or use provider's tool?	Cisco phone support or could work with provider	
38	Tools & Technology	What Knowledge Management tool is currently used? Keep, or use provider's tool?	In-house scripts or could work with provider	

39	Tools & Technology	What Remote Desktop / Remote Support tool is currently used? Keep, or use provider's tool?	Bomgar, open to other tools	
40	Tools & Technology	What POS system is used, if applicable? Keep, or use provider's tool?	N/A	
F. Process & Documentation				
41	Process & Documentation	Do you have Level 1 procedures documented?	Yes	
42	Process & Documentation	How many SOPs or Knowledge Base articles are documented?	Currently 124	
43	Process & Documentation	Do you have a Service Catalog implemented on your Service Management tool? If so, what items are configured (e.g., request a phone)?	We have a client portal where users can request various services and support	
44	Process & Documentation	Do you have Workflows configured on your Service Management tool? If so, for what processes (e.g., new hire, termination)?	No	
G. Supported Environment				
45	Supported Environment	Provide a list of applications supported by the Service Desk	MFA, Account support, password reset, Canvas, Microsoft, Proctoring software	
46	Supported Environment	Provide a list of operating systems supported by the Service Desk	Windows 11, Mac, iPhone, Android, ChromeOS	
47	Supported Environment	Provide a list of hardware supported by the Service Desk	Windows 11, Macbooks/iMacs, iPhones/iPads, Andriod devices, Chromebooks	
48	Supported Environment	Number of Windows end-points supported	N/A	
49	Supported Environment	Number of MAC end-points supported	N/A	
50	Supported Environment	Number of mobile devices supported	N/A	
51	Supported Environment	Average number of new hires / terminations per month	10	
H. Additional Requirements				
52	Additional Requirements	Please provide any special requirements for the Service Desk	Provide excellent customer service and clear communication	