

# IT SUPPORT TIERS

## TYPES OF IT SUPPORT BY LEVEL



### LEVEL 0

#### SELF HELP

FAQs, product documentation, blog posts, service manuals, etc.

### LEVEL 1

#### HELP DESK / SERVICE DESK

Support for basic issues, known problems, and service requests

### LEVEL 2

#### TECHNICAL SUPPORT

Incidents needing specialized technical knowledge and experience

### LEVEL 3

#### EXPERT SUPPORT

The highest technical resources are accessed for incident resolution

### LEVEL 4

#### OUTSIDE SUPPORT

Preferred vendors/partners from outside the organization provide support

# Help Desk Operations Guide

**David Kirk**

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

## **Help Desk Operations Guide:**

Delve into the emotional tapestry woven by in **Help Desk Operations Guide** . This ebook, available for download in a PDF format ( PDF Size: \*), is more than just words on a page; it's a journey of connection and profound emotion. Immerse yourself in narratives that tug at your heartstrings. Download now to experience the pulse of each page and let your emotions run wild.

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