

Chapter 2: Help Desk Maturity Assessment Worksheet

This Help Desk improvement checklist worksheet is intended to be used in conjunction with the related chapter in the [Help Desk Management Book by Wayne Schlicht](#).

A maturity assessment is a tool used by companies to determine their maturity compared to industry standards. Below we recommend the following steps to determine your Help Desk's maturity level.

Step 1 – Take the Help Desk Maturity Assessment

Visit the Help Desk Management book's companion resource website and complete the Help Desk maturity assessment. To try the IT Help Desk Maturity Assessment, click the following link.

<https://buildahelpdesk.com/help-desk-maturity-assessment-guide/>

Alternatively, you can go to BuildaHelpDesk.com a search for the keywords "Maturity Assessment."

Step 2 – Review the assessment results

Once you have completed the Help Desk maturity assessment, the results will be emailed to you. The results will give you your overall maturity level from a one to a five, with five being the most mature. You will also receive specific maturity levels for each of the ten core areas of your Help Desk's operations.

Step 3 – Create an improvement plan for low assessment maturity results.

The IT Help Desk Maturity Assessment results will list ten core areas with a maturity level for each. The maturity level will be in the range of 1 (basic) to 5 (very mature). Review the assessment results for any category with a maturity level of 1 or 2. Categories with low maturity levels offer the best opportunities for improvement. Using the information from this book and the resource website, create an improvement plan for all categories with a maturity level of 1 or 2.