

## Strengths:

- One number to call
- Scripts
- Speed
- Footprints
- Remote assistance available
- Experienced/Knowledgeable
- Availability

## Weaknesses:

- Scripts
- Footprints
- Out of date resources
- Communications (between help desk and resolvers)

## Opportunities:

- More self-help
- Increase internal organization
- Improve tracking
- Streamline tools

## Threats:

- Outdated resources
- Lack of Communication/Collaboration
- No standardization