

DevInfo Helpdesk

Providing global technical support on the DevInfo platform



For hundreds of DevInfo databases and thousands of users, the DevInfo helpdesk ensures platforms are up and running and that system administrators receive timely support.

CSF's DevInfo technical helpdesk support service ensures that queries from users worldwide are responded to on time. Queries range from requests to access secure data or obtain DevInfo map files to requests for assistance with using the application and deploying it on dedicated servers. Support is provided via email and Skype.

CSF's technical team also works towards minor bugs and enhancements to the DevInfo platform, and makes these available through a download link on www.devinfo.org.

By making CSF available for personalized support, the helpdesk has helped initiate conversations that have led many local agencies to develop their required web- or locally-hosted databases on DevInfo technology.

Features

- Global support available in a timely manner, via email or Skype and in multiple languages
- Technical support team provides application enhancements to DevInfo and the di Monitoring platform
- Remote desktop support for application deployment

Benefits

- Users empowered by continuous support
- Team administers DevInfo website and hosting environments, and supports local or web database implementation

Facts

Stakeholders	UNICEF HQ
Geographic Area	Global
Time Period	2016
Topics	Database management, software maintenance
Services	24x7 helpdesk, remote technical assistance via email and Skype, FAQ and technical documentation
Administrator	Samip Gupta sgupta@dataforall.org

Budget

USD \$0.198 million