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WITH  
**SANJOG AUL**

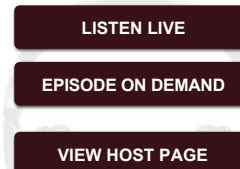
**CIO Talk Network**  
**Wednesday at 7 AM Pacific**  
**February 27th 2008: Does Your IT Helpdesk Help?**

The IT helpdesk operation in most organization has mostly been ad hoc and reactionary. It has also been given the glamorous title, "service desk" with "ITIL" expected to provide a virtual weapon and the department to become a proactive army that anticipates and annihilates enterprise wide IT problems. Is that truly the case?



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