

What the Heck is a Service Desk?

Different resources for different environments.



Overview

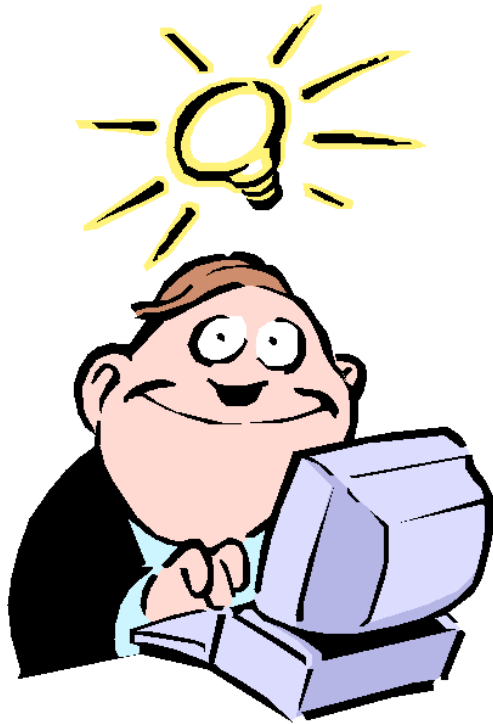
- Introduction
 - Background
- What's important to you?
 - Customers / User needs
- What's the difference between a Helpdesk vs. Service Desk?
 - Metrics
 - Candidate Profiles
 - Examples

What's important to you?

- Analyze customer/user needs
 - Single Point of Contact (SPOC) vs. First Point of Contact (FPOC)



What are you looking for?



- Factors to consider
 - Current skill sets and skill gaps
 - Budget for training/outside resources
 - Long term goals

What's the difference between a Helpdesk and a Service Desk?

- **Standard Definition (ITSM)**- is a process-based practice intended to align the delivery of information technology (IT) services with needs of the enterprise, emphasizing benefits to customers.
- **Staffing Definition**
 - **Resource differences**
 - **Candidate profiles**



What's the difference between a Helpdesk and a Service Desk?

- Example – Service Desk
 - Healthcare Client - Philadelphia
 - Moved to SPOC
 - Displaced four Junior Analysts (\$35,000 x 4)
 - Hired two Senior Analysts (\$60,000 x 2)
 - Outcome:
 - Higher first call resolution with similar wait time
 - Savings of \$20,000 per year

What's the difference between a Helpdesk and a Service Desk?

- Example – Service Desk
 - **Financial Services Client – Milwaukee**
 - Implemented ITIL v3
 - Supported domestic sales/trading staff
 - Hired three Sr. Analysts (8+ years in Financial IT Support)
 - **Outcome:**
 - Increased SLA metrics (first call resolution) by 10%
 - Reduced desk side service calls

What's the difference between a Helpdesk and a Service Desk?

- Example - Helpdesk
 - Legal IT Support Client – Chicago
 - Specialized field of work
 - Hired 10 recent graduates
 - Created 6 week training “boot camp”
 - Outcome:
 - Close to 100% adoption of all internal policies
 - No bad habits from other environments



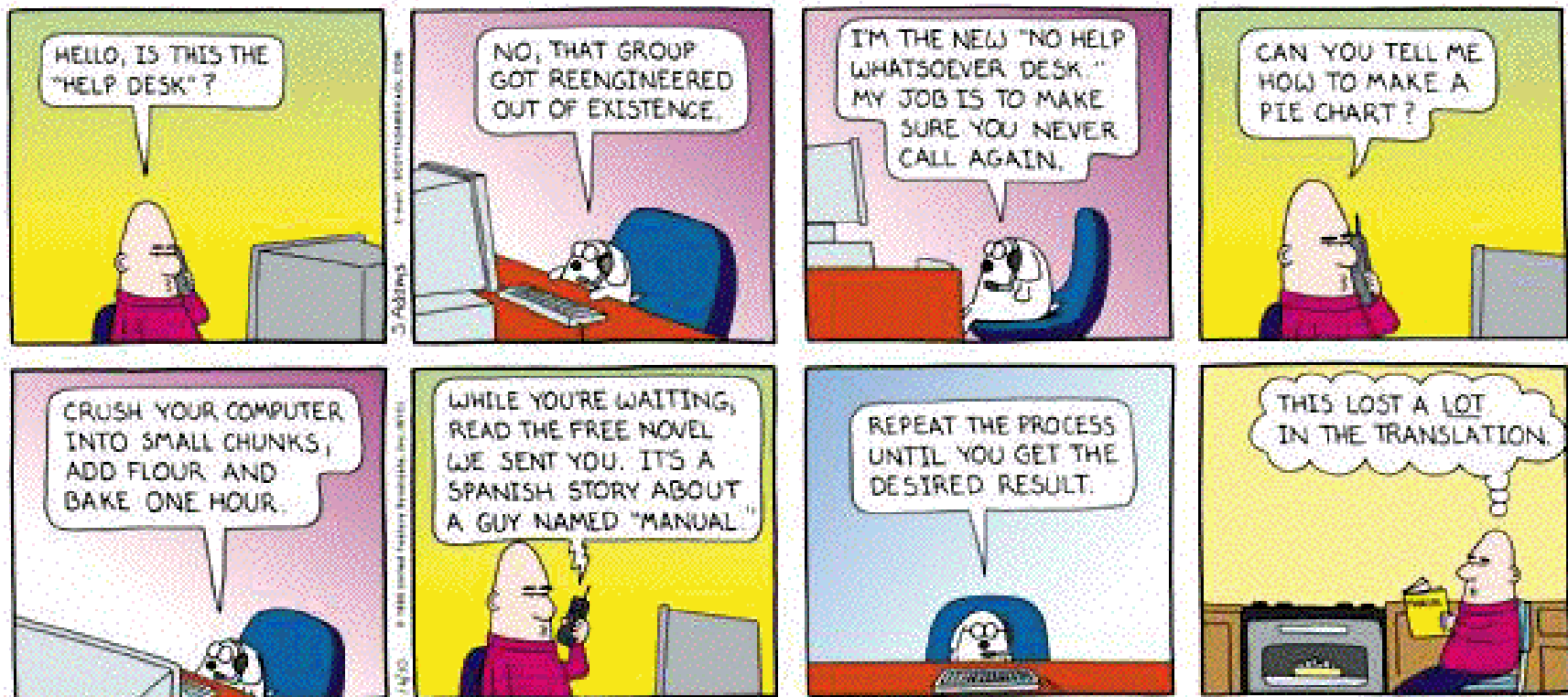
What's the difference between a Helpdesk and a Service Desk?

- Example – Helpdesk
 - Retail Client – Indianapolis
 - Struggled to fill 2nd and 3rd shift positions
 - Hired 16 students/recent graduates
 - Moved into other parts of the IT organization
 - Outcome:
 - Decreased wait times
 - Strong support within IT for the helpdesk

Summary

- Commit to your vision
 - Helpdesk or Service Desk
- Create a staffing model
 - Determine the candidate profile
 - Implement practices to reflect vision
- Evaluate skill gaps
 - Metrics Analysis
 - Abandonment, First Call Resolution, Queue Time, Mean Time to Resolution
 - Annual staff reviews

Questions?



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