



# IT SERVICE DESK

# OBJECTIVES

- Provide one central point of contact for problem logging and resolution by system users
- Provide one centralized problem management system
- Provide high level of technical expertise to support users

# SERVICE

- Provide day-to-day support – recording and resolution of problem
- Maintain a database history for Analysis and improvement

# GOALS

- Quickly and efficiently resolve problems.
- Reduce IT Service Desk calls by training and knowledge sharing with users.
- Mechanism to raise an early alarm with automated processes - in case of any emergency or high risk calls.

# DIFFERENCE BETWEEN IT HELPDESK AND IT SERVICE DESK



REACTIVE

PROACTIVE



Limited integration with other IT service management processes.

- Incident based resolution – no detailed db
- Management information generally includes statistics regarding technician Performance and resolution SLAs

Full integration with other IT service management processes.

- Centralized knowledge base (kb) of known errors, and fixes.
- Single point of contact for all IT areas/ applications
- Management information includes statistics on service deficiencies, customer Training needs, resource usage and incident trends, allowing management to make more informed, meaningful IT decisions.
- Maintains incident ownership through resolution

# THE “IT SERVICE DESK”

- A team responsible for dealing with a variety of service events via phone calls, emails, IM, text messages, web interface, etc.
- The single point of contact for users to
  - Report service disruptions or degradations
  - Request an IT service
  - Resolve incidents / fulfil request
- Point of coordination for IT groups and processes
- Complete Ownership of incidents/requests through its lifecycle

# SEVERITY DEFINITIONS

- Severity 1(High) : system down or application is inoperative.
  - Issues to be resolved on topmost priority
  - Escalation on immediate basis to decision makers
  - Update on actions taken and issue resolution
- Severity 2(Medium): high impact condition associated with an application or a key hardware problem.
  - SLAs are strict but not as tough as Severity 1. Need to be resolved on priority
  - Work towards reducing business impact
  - Update on closure of issue to concerned persons
- Severity 3(Low): application performance, or an interrupted low-impact - conditions associated with software problems or user questions.
  - Communicate to user on call closure
  - Update in database on closure of the call

# SERVICE DESK IMPLEMENTATION SUCCESS CRITERIA

- Faster resolution of incidents/service requests.
- Increased first call closure rate.
- Increased customer satisfaction.
- Reduced customer, user and business impact from outages.
- Management information is automatically collected for analysis.
- Reduced operational and resource costs.
- Increased efficiency/reduced waste in processes.



# HOW TO MEASURE THE SUCCESS OR EFFECTIVENESS OF IT SERVICE DESK?

- Customer Satisfaction Survey
  - At fixed frequency – Annual / half yearly / Quarterly
  - Online / Real Time feed back on each call closure
  - Frequent interaction with Customer key persons
- Results of survey to be made public in unbiased manner
- Corrective actions to be announced and delivered



# Thank You!

For more information have a look at:

[www.crestit.in](http://www.crestit.in)