**Practical 3: Service Desk and Service Request Management**

## 1. Reflection

The role of the Service Desk practice is being a point of contact for users of the organization’s services. Involved in understanding and classifying the issue, resolving the issue as the first line, escalating an incident to more technically inclined staff, or passing it to Request Fulfillment, and handling incident closure.

What sets Service Desk apart from Request Fulfillment is their intention and the types of situations encountered. Service Desk aims to resolve issues users face as quickly as possible, ensuring they’ll be back to using the service as intended. Request Fulfillment, however, is a component that aims to deal with non-incident related requests like changing passwords, or queries on IT services. They also deal with requests for hardware or software as a part of their scope.

Scenario 1: Service Desk only organization

In this scenario, an organization only has their Service Desk without Request Fulfillment. One of the benefits of such a configuration would be the consolidation of resources, where a separate one does not need to be formed for Request Fulfillment, and having all calls be handled by the Service Desk team. Another benefit being that as Request Fulfillment is the department that handles frequently occurring Service Requests like password resets and requests for software or hardware, Service Desks use the KEDB upon first contact to resolve issues. As more of such issues are encountered, they’d be prepared to resolve and improve several of the KPIs of Service Desk being the ‘First-line resolution rate’, ‘Time to resolve an incident’, and ‘Cost of handling an incident’.

However, by having all calls funneled into the Service Desk team, this could possibly lead to the team being overwhelmed as if they were handling many Service Requests, little to no staff would be available for higher priority incidents. As a result, this would impact the KPI of ‘Number of calls’ and ‘Customer satisfaction’ from the increased volume of calls faced and a lack of staff to handle all those calls.

Scenario 2: Request Fulfillment only organization

In this scenario, an organization only has their Request Fulfillment without a Service Desk. A benefit of having only the Request Fulfillment is the enabling of quick access to standard services. This improves the productivity of staff and the quality of services provided. Another being the reduction of bureaucracy in requesting and gaining access to existing services.

However, with such a configuration, the organization cannot properly handle any form of incident as that is not part of the scope of Request Fulfillment. While they are capable of handling low-risk and low-cost Service Requests like queries of IT Services and requesting for hardware and software, anything that requires escalation to a more technically inclined team cannot be done as that is not part of their scope. Apart from not having a process of escalation, based on the Request Model, there is no point containing investigation, categorization, or even resolving and closure. This suggests that should a severe incident be brought to the Request Fulfillment team, they may not know how to even handle such situations. When looking at KPIs affected, it’d affect the ‘Mean lapse time for handling requests’ and ‘Number of requests completed within target time’. It’ll increase the mean lapse time as calls that are not part of the Request Fulfillment scope would come in, and the team wouldn’t be able to resolve it quickly. Without proper categorization of Service Request and Incident by the Service Desk, Request Fulfillment now needs to spend more time in handling such calls, increasing the time, and possibly not meeting agreed target times to complete the request.

Therefore, for an organization to function and be capable of covering all possible situations they may face, whether complaints of an affected service or a request for standard services, it is important for an organization to implement both Service Desk and Request Fulfilment.