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Structures for the Service Desk

(As recommended
in ITIL)



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The main aim of a service desk is to provide a single point of contact between the service provider and the user.



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What does the service desk do?

- ✓ Log incidents and service requests and allocate categories and priorities.
- ✓ Provide first-line investigation and diagnosis.
- ✓ Resolve incidents and service requests, where possible.
- ✓ Escalate incidents and service requests to other parties to resolve within agreed timescales.
- ✓ Keep users informed of progress.
- ✓ Close all resolved incidents, service requests and other calls.
- ✓ Conduct satisfaction surveys.



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1

Local service desk

A desk is physically located near the users. This most likely means that if you have more than one user site, you have several service desks, one at each site.

2

Centralised service desk

One for all and all for one, basically (Sorry, Alexandre Dumas)

3

Virtual service desk

The service desk appears to be a centralised service desk, but invisible to the users. There might be multiple service desks, possibly scattered geographically, and the users' calls are distributed.



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4

Follow-the-sun service desk

This is a type of virtual service desk where the calls are routed by the time of day.

Does your org use any other methodology?

Please share in the comments!



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Thank you!

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