

SERVICE DESK & OPERATIONS SUPPORT VALUE

FOR BUSINESS CUSTOMERS & USERS


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- ▶ Consulting services, including telecom operators, call centers, and internal Service Desks (Royal Canin, OKTEL, and others)
- ▶ Member of the expert reviewers team for ITIL® 2018
- ▶ Portfolio manager at the IT4YOU.pro, including supervising the SD services
- ▶ Professional certified ITIL® trainer since 2011



MY EXPERIENCE IN SD OPERATIONS

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- The background features a circular diagram illustrating the Service Level Agreement (SLA) process. It consists of two large green curved arrows forming a circle. The top arrow is labeled 'Service Requirements' and the bottom arrow is labeled 'Service delivery'. In the center of the circle is a yellow folder icon with the letters 'SLA' written in red. To the left of the circle, the word 'client' is written in a large, dark font, accompanied by blue silhouettes of three people. To the right, the word 'Provider' is written in a large, dark font, also accompanied by blue silhouettes of three people.
- ▶ Agreement between IT Department/outsourcing provider and business department
 - ▶ Regulates certain service conditions, KPIs, and interaction procedures for a single IT service or a group of IT services provided for this business unit

SERVICE LEVEL AGREEMENT

- ❑ Service is valuable for a Customer
 - SD supports users first
- ❑ Driven by Risk management
 - Anything that is not mentioned in SLA can proceed to a conflict
- ❑ Strictly defined areas of responsibilities of IT and business teams
 - Define areas of responsibility, constraints, and mutual obligations, and workflow
- ❑ SLA is the basis for mutual responsibility
 - Regular control based on metrics
- ❑ Flexibility
 - Continual service improvement based on business needs

SLA AS THE BASIC LAW FOR SD WORK

- ▶ Call process procedure
- ▶ RFC process
- ▶ Regular activities procedure
- ▶ KPIs
- ▶ Control procedure
- ▶ Escalation procedure
- ▶ Third-party dependencies (e.g. Internet provider and/or external Datacenter)

SLA PROCEDURES EXAMPLES

❑ Corporate level

- Describes SLM tasks and goals, which are common for each customer in the organization. For example, Corporate level establishes the principles of corporate e-mail and printing services.

❑ Customer level

- The Scope includes all items for a customer or a group of customers for all services they use. For example, sales and bookkeeping departments need Service Desk support for all services 5 days per week since 8am till 8pm (extended business day).

❑ Service level

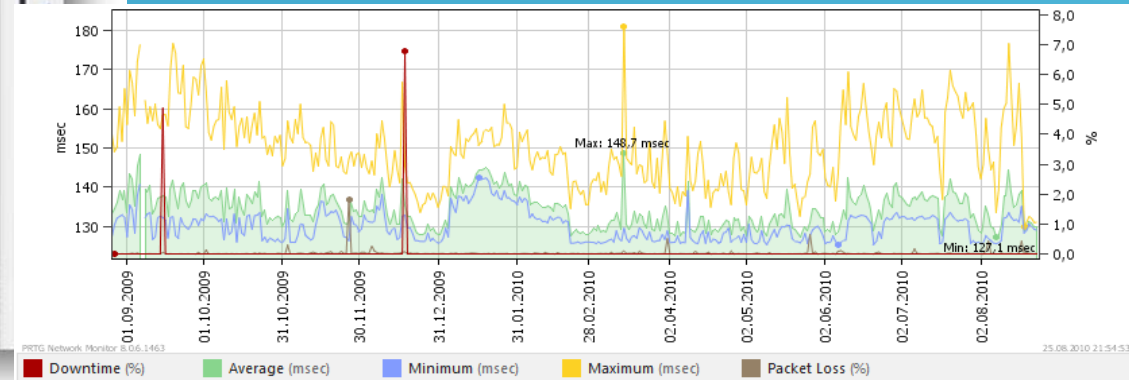
- The scope includes specific features of delivering a service to a customer. For example, during the tax reporting period a bookkeeping service priority raises to critical for a bookkeeping department, and service hours for it are from 8am to 10pm 6 days a week.

MULTI-LEVEL SLA STRUCTURE

MAIN VALUES OF SD FOR BUSINESS

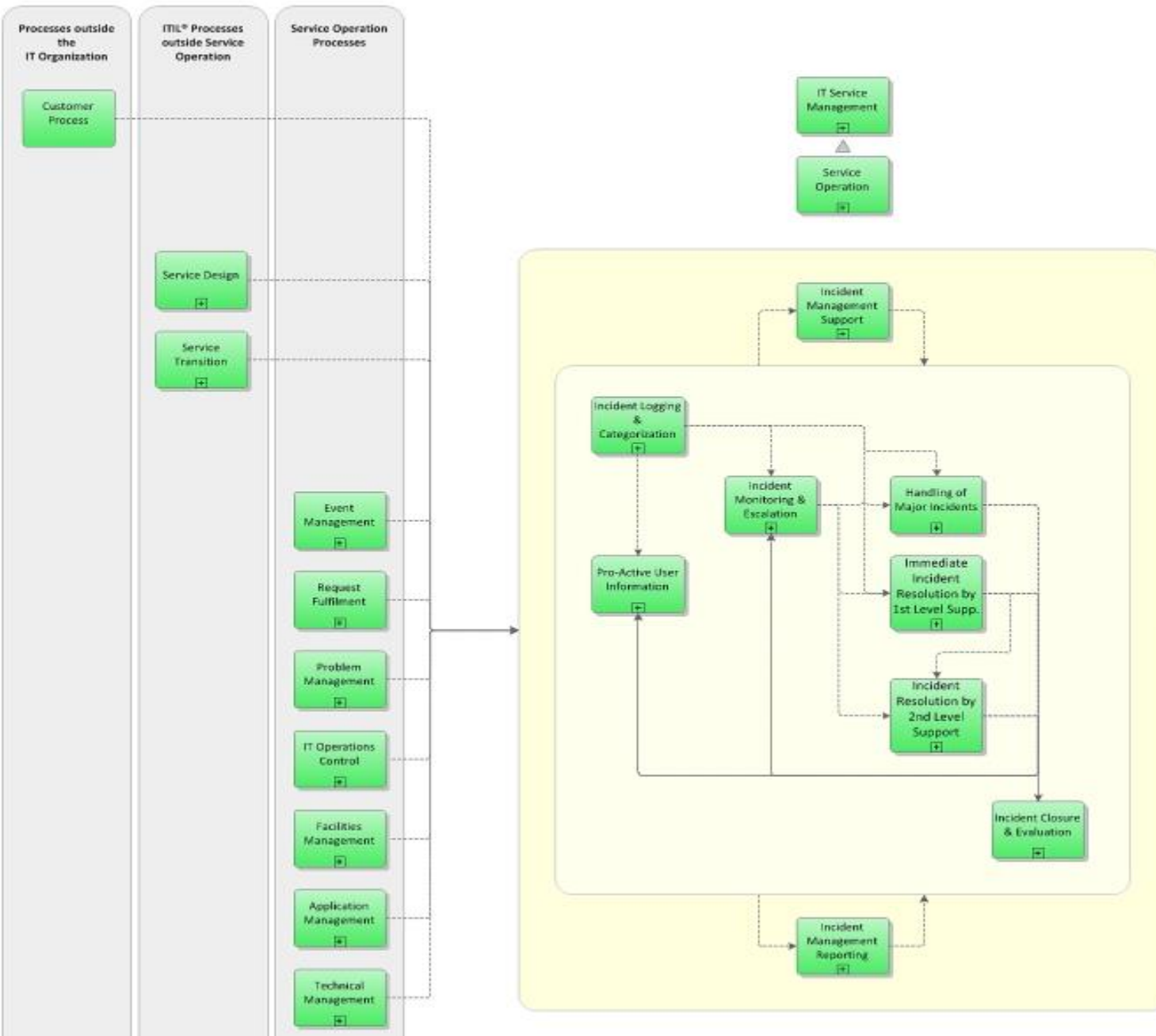
- ❑ Decrease users (employees) downtime
- ❑ Decrease IT service downtime
- ❑ Make users workload more predictable
- ❑ Identify users requirements and needs





SERVICE DESK KPIS ARE BASED UPON SLA

ITIL Incident Management



SERVICE OPERATIONS GENERAL SCHEMA