

# SERVICE DESK AS A FUNCTION



# SERVICE DESK

## What is SD

- Service Desk is a specialized function, aimed at processing of different types of requests from different sources, i.e. users, monitoring, etc.

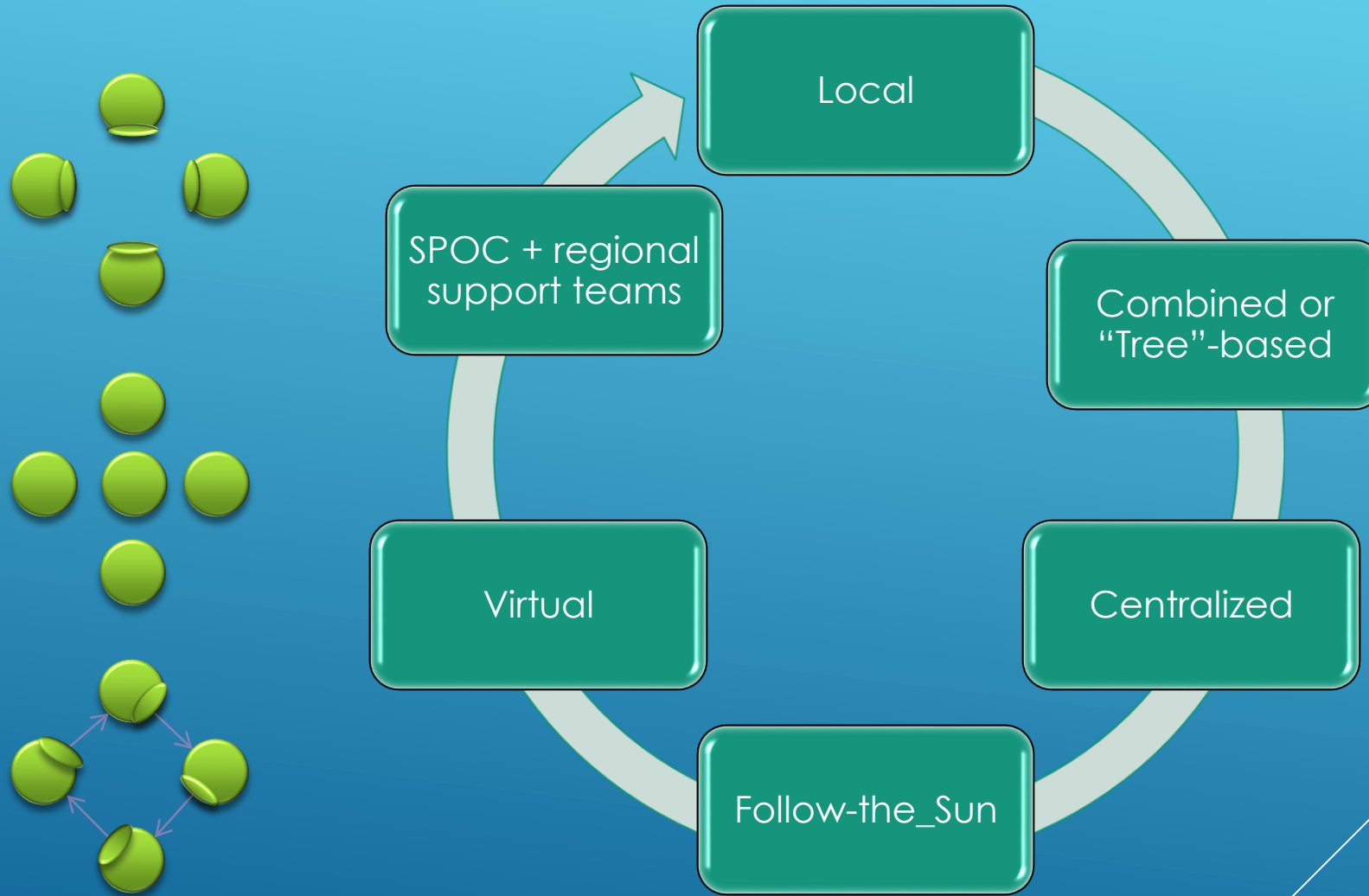
## Value

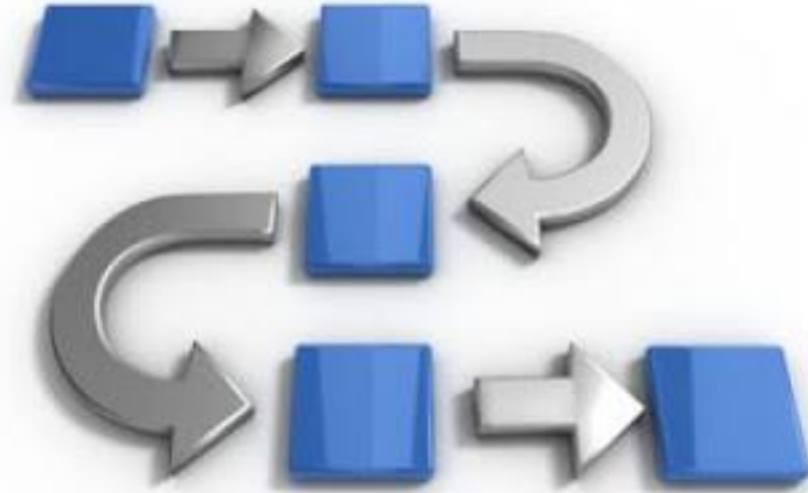
- Single Point of Contact with users (SPOC)
- Leads INC, RFS fulfillment
- Serves as an interface for other processes

# SERVICE DESK TASKS



# TYPES OF SERVICE DESK ORGANIZATIONAL STRUCTURE





# FOLLOW-THE-SUN



## Workroom requirements

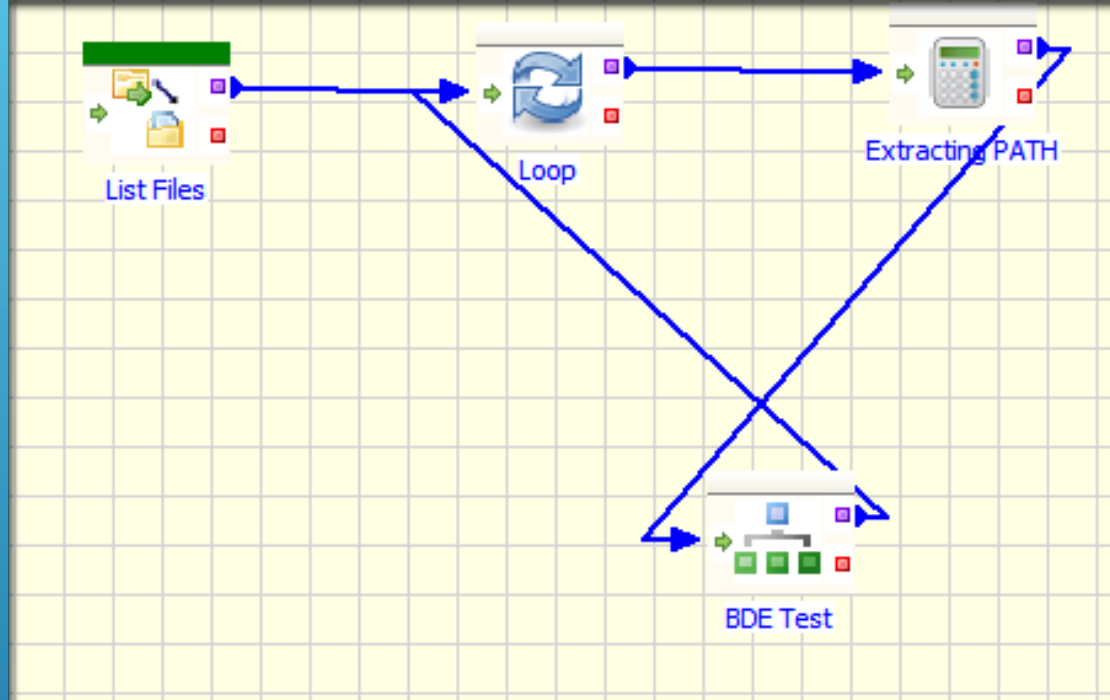
- Spacious room with plenty of natural light.
- Good acoustic features in the staff room
- Specific furniture
- Rest and relax rooms for staff



## Technical requirements

- Fast Service Catalog Access
- Knowledgebase access
- Hands free phones or other audio systems
- “Mouse”-free interface
- Two or three monitors
- Hot keys in the SD software
- Scripts from the 2<sup>nd</sup> and 3<sup>rd</sup> tiers
- Conference systems
- Messengers, chats, bots

# SERVICE DESK FACILITIES



- ▶ Show knowledge articles at one screen without scrolling:
  - ▶ Adjust article size
  - ▶ Adjust monitor size
- ▶ Use graphics in knowledge base articles

**!TIP**



SPECIAL FACILITIES  
TO IMPROVE  
OPERATOR'S  
EFFECTIVENESS



# PLANNING MODELS

- ▶ Half-hours
- ▶ Self-managed
- ▶ «Triples»
- ▶ Combined



# STAFF DEMAND AND IMPLYING FACTORS

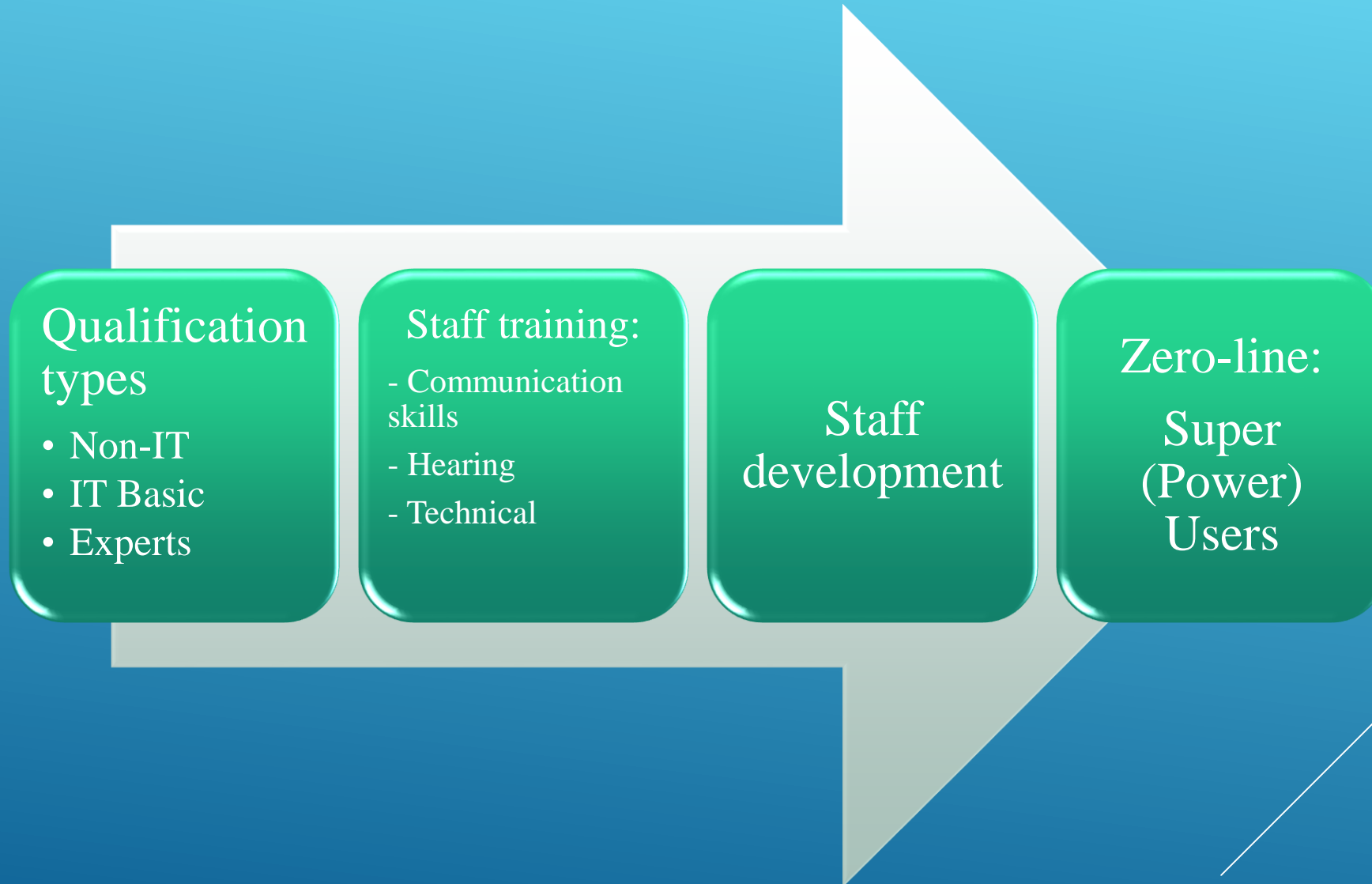


# ERLANG FORMULA FOR STAFF NUMBER

## Erlang formula

- $S = \frac{N*T}{k*D}$
- $S$  - Number of 1<sup>st</sup> tier operators
- $N$  – Number of requests per day
- $T$  – *median time per request including opening, initial support, closure time*
- $K$  – workload (usually 0.7-0.8)
- $D$  – *workday duration.*

# SERVICE DESK STAFF DEMAND



# SD STAFF QUALIFICATION REQUIREMENTS

Strongly depends on SD type  
(call center, help or service desk)

## Basic requirements:

- Communications skills, especially active listening to users and customers
- Be Agile – work in the fast changed environment
- Basic understanding of customer's business and processes
- Basic diagnosis skills
- Skills with technical tools
- Ability to learn fast

# SD OUTSOURCING ADVANTAGES

## Advantages:

- Company concentrates on main business
- Manage only Type III and part of type II IT services, which are vital for business
- Decrease expenditures
- Transfer risks
- Better business scaling model
- More simple business transformation

## Important

- Define QoS for outsourcing services in more detailed manner
- Monitor carefully based on business parameters
- Don't transfer core business processes

# SERVICE DESK OUTSOURCING

## Warranties:

- Outsourcing SD should use the same, or at least compatible processes and tools
- Strict SLA
- Straight effective communication channels
- Train outsourcer staff for your business needs, processes and systems
- The customer **MUST** be the owner of business and IT service data

# SERVICE DESK KPIS

## Formal metrics Service Desk

- FLR – share of requests resolved at 1<sup>st</sup> tier
- FCR – share of requests, resolved at the first call
- Mean time resolve INC or MTRS
- Mean time of functional escalation
- Mean cost of request resolution
- Mean time RFS closure
- INCs and RFS's per day, time, tier

## User/Customer satisfaction surveys

- Evaluate support quality and staff