

LIGHTNING TALKS

IT Team

AGENDA

1. Scaling a Service Desk
2. Service Desk Workflow
3. MDM
4. Zero Touch Provisioning

snapshot

August 08, 2019

LIGHTNING TALKS

IT Team: Chris Garzon

Scaling a Service Desk

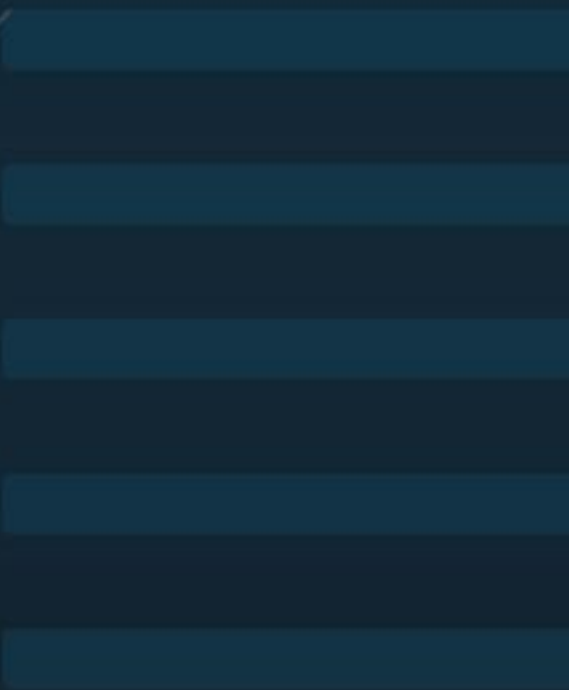
snapsheet

August 08, 2019



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- Service Desk
- Freshservice
- JIRA Service Desk



- Incident Management
- Service Request
- Knowledge Base
- IT Needs



Email Distractions

. Evrosystems

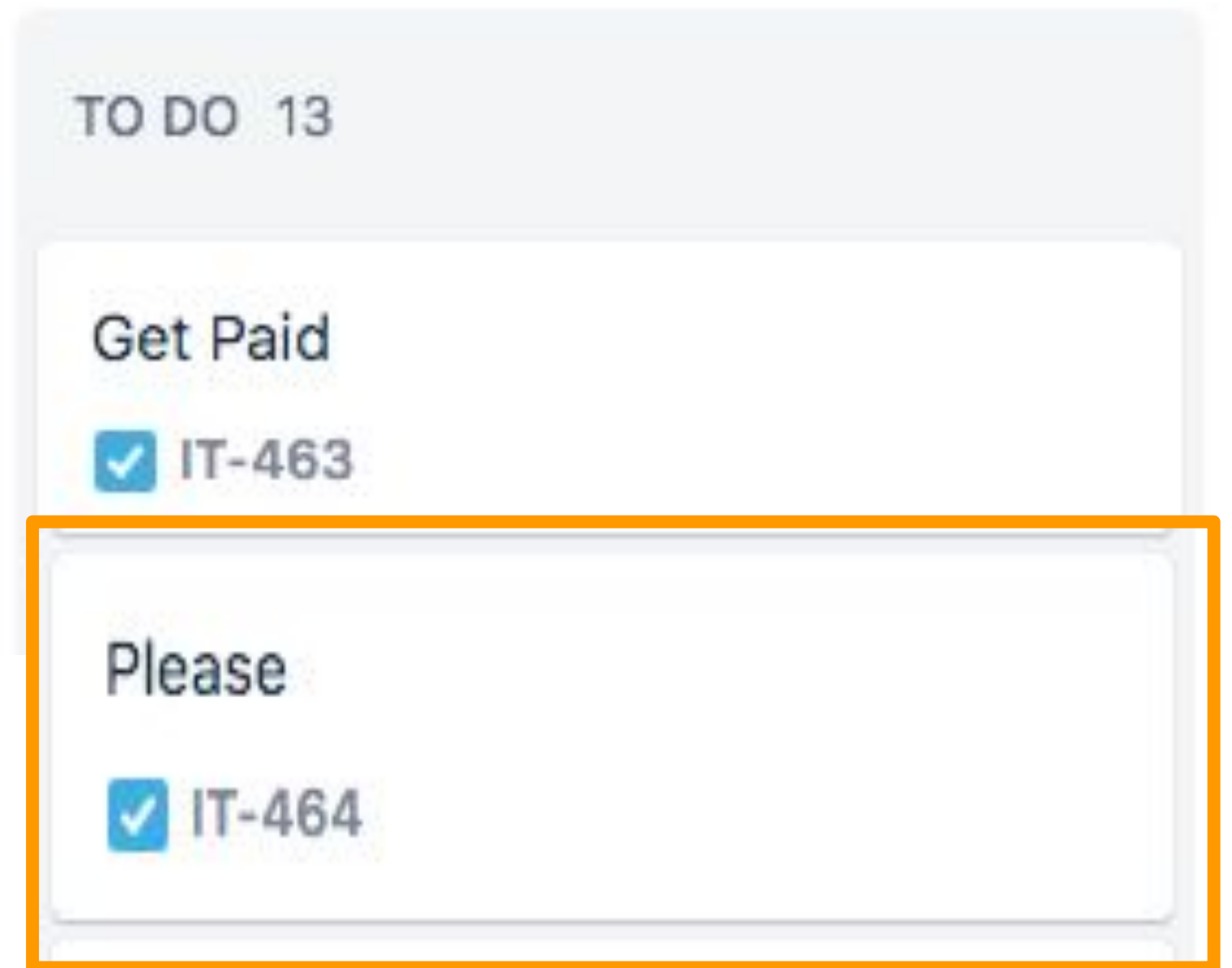
Carlyne, ex-Ida, author of quote or source of data, if optional

Email Distractions



- **Cloud-Based Service Desk**
- **Single Team Workspace**
- **Track Request & Assets**

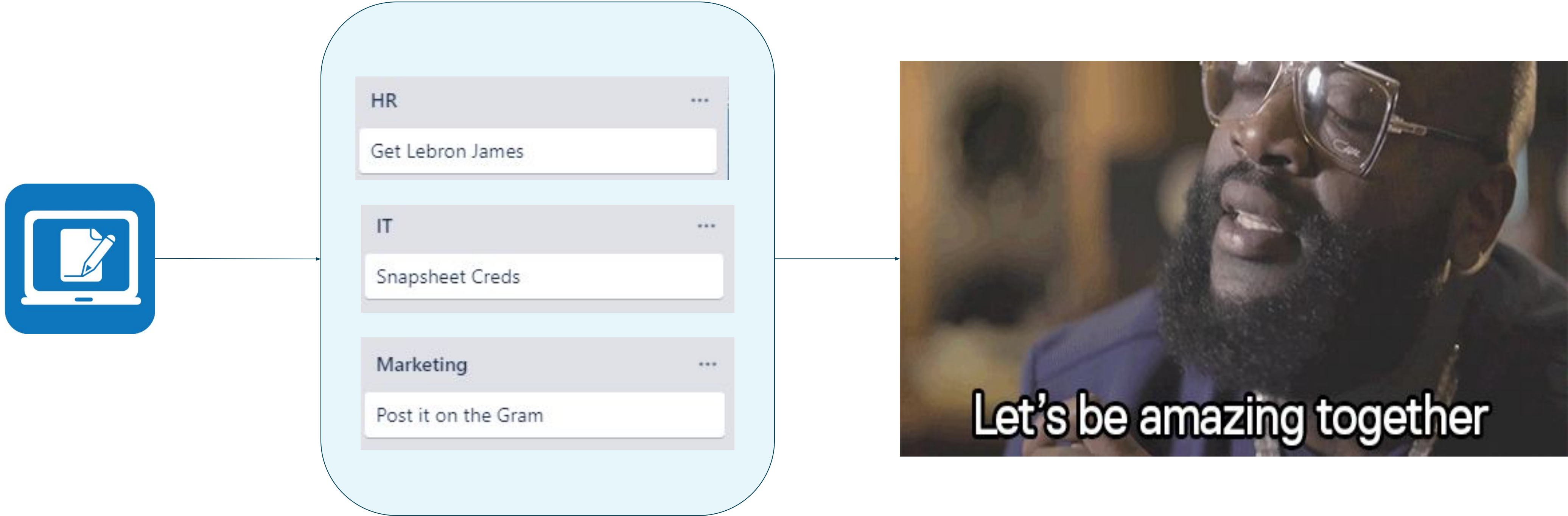




Collaborative Work Space



JIRA Service Desk Project



Q&A

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Lightning Talks

IT Team: Service Desk Dynamics

“Do I have to submit a ticket for this?”

Understanding Service Desk Workflow

snapsheet

August 08, 2019

Lightning Talks

IT Team: Service Desk Dynamics



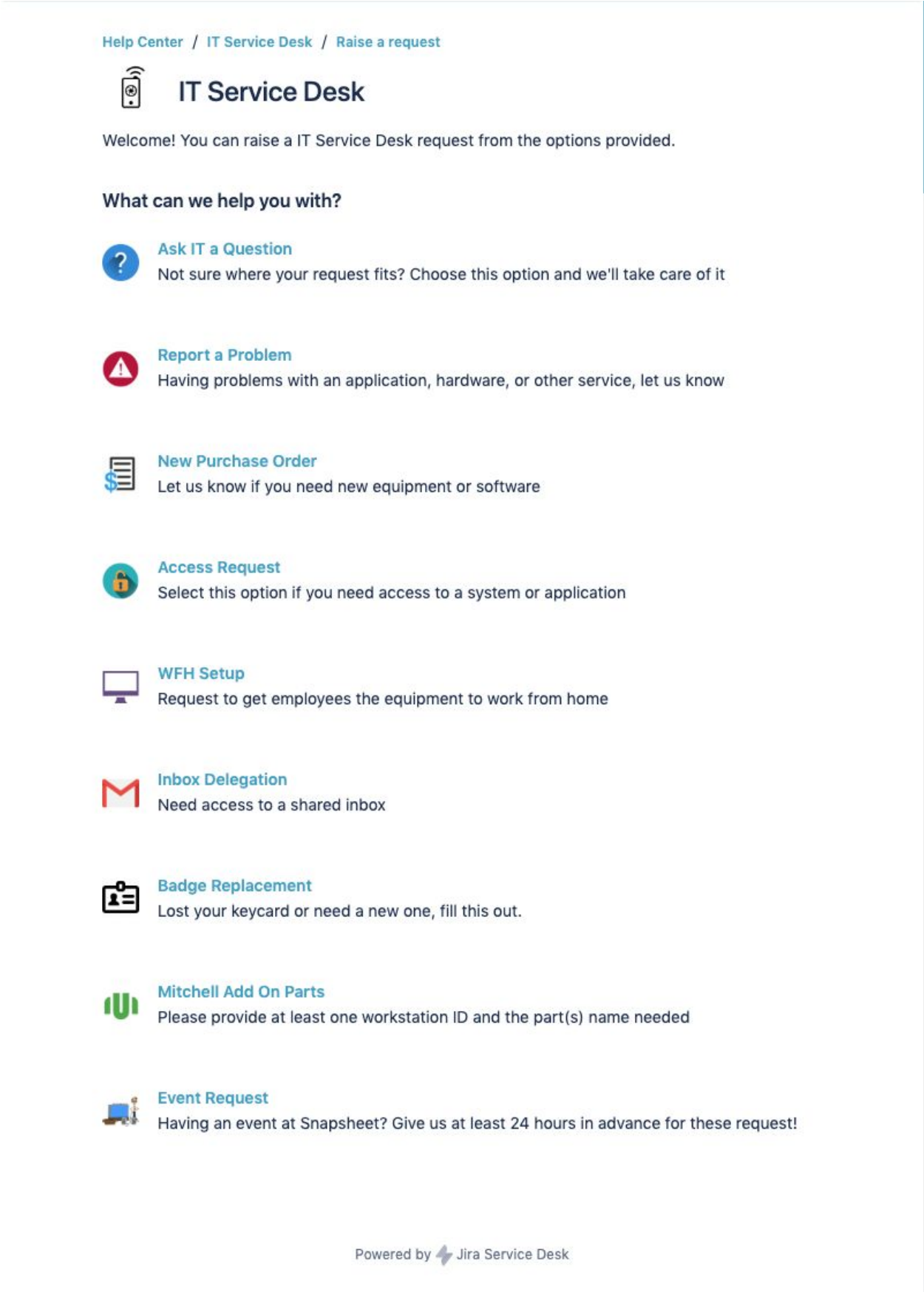
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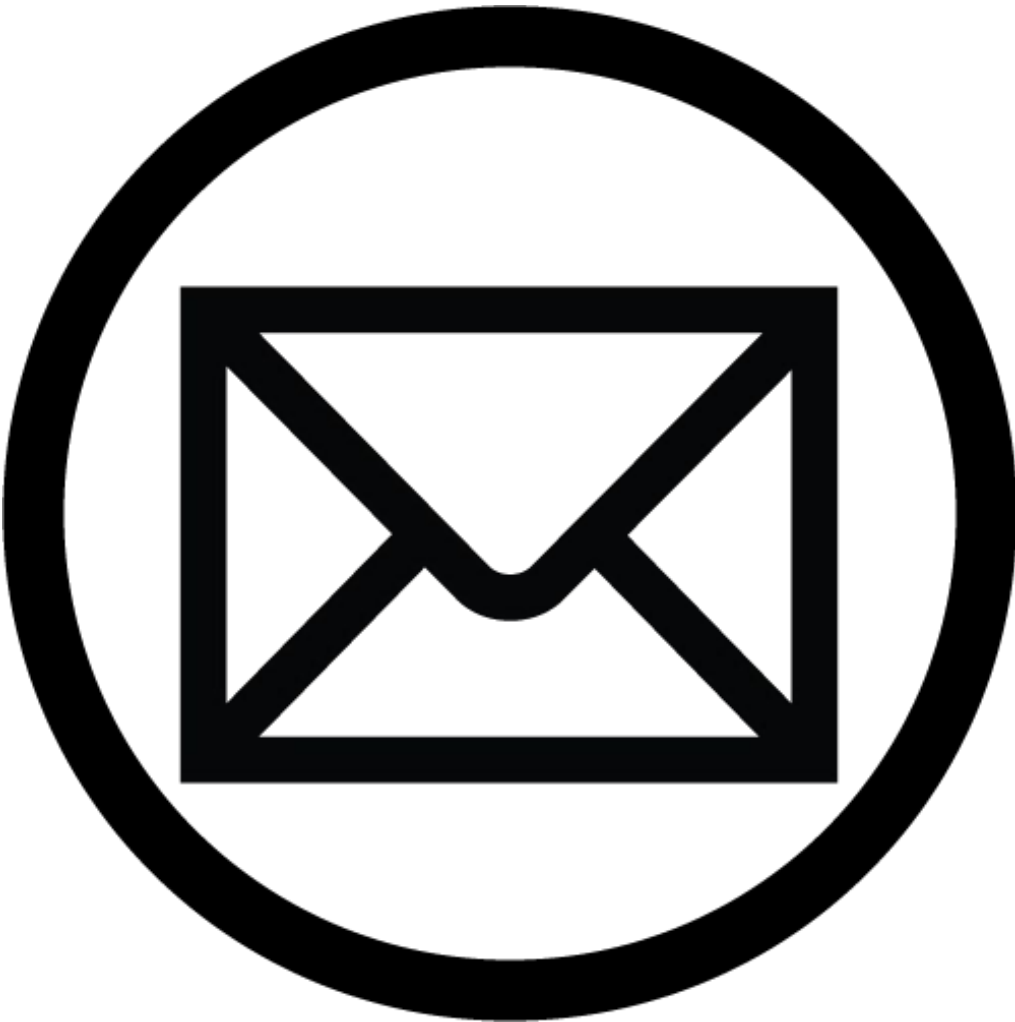
Where to submit a Service request

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Portal

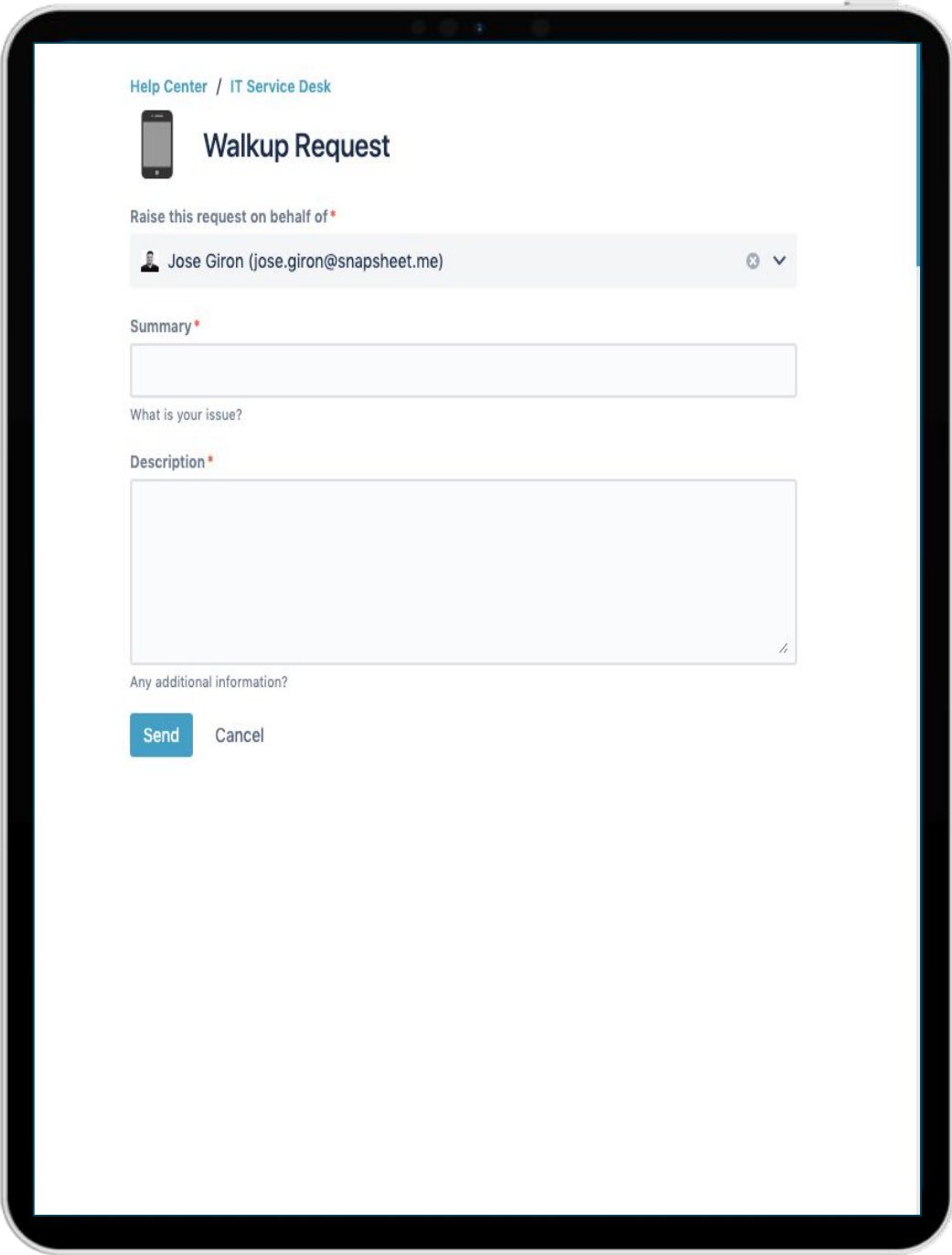


Email



helpdesk@snapsheet.me

Walkup



Portal Request

SDESK-1558

This iPad Rocks

Edit

Comment

Assign

Triage

Admin

Type:

Service Request

Status:

NEW (View workflow)

Priority:

Low - This does not impede your work

Resolution:

Unresolved

Components:

None

Labels:

Walkup

Description

Just testing out yo

CloudApp

First, you need to link your CloudApp Account to Jira.

Link your CloudApp Account

Drops

CloudApp Drops added to this issue will appear here. Don't know how to add?

Attachments

Drop files to attach, or browse.

Related knowledge base articles

No related articles found.

Didn't find a suitable article? Search knowledge base or create an article.

Activity

CloudApp Drops added to this issue will appear here. Don't know how to add?

Email Request

Return to queue

SLAs

3:59 Time to first response within 4h

23:59 Time to resolution within 24h

Assignee:

Unassigned

Assign to me

Reporter:

Chris Garzon

Request participants:

None

Organizations:

None

Votes:

0 Vote for this issue

Watchers:

0 Start watching this issue

Service Desk request

Request type: Walkup Request

Customer status: New

Channel: Portal

View customer request

Created: Just now

Updated: Just now

Walkup Request

ce Desk APP 12:17 PM

I Got a (Critical) issue! Who's taking it?

Garzon

IT Walkup created a Service Request

SDESK-1558 This iPad Rocks

Status: New Type: Service Request Assignee: Unassigned

Priority: Low - This does not impede your work

Why should I submit a request?

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Lightning Talks - Why you should submit a request

IT Team: Service Desk Dynamics

SLA in affect



- Critical Issue - 30 mins
- First Response - 4 hrs
- Resolve - 24 hrs

Off hours Alerts



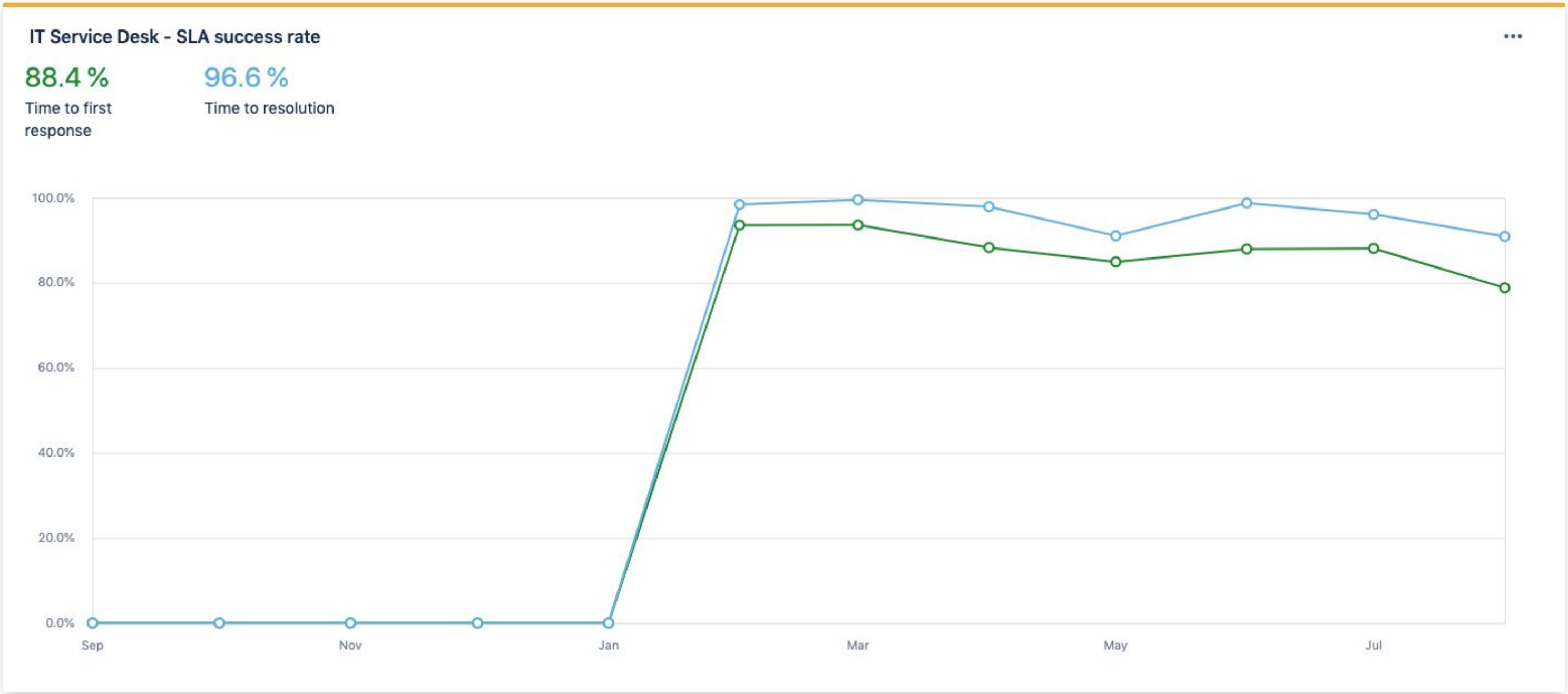
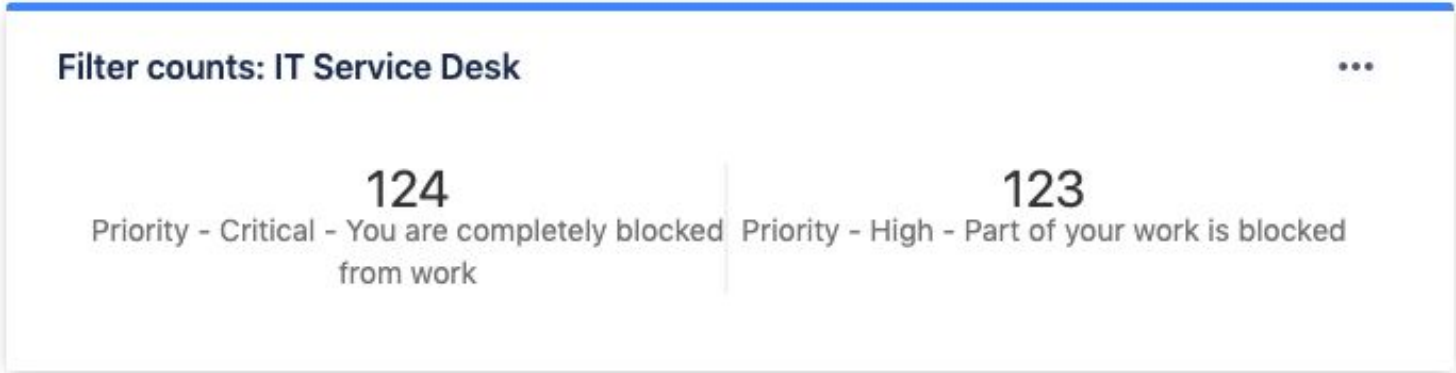
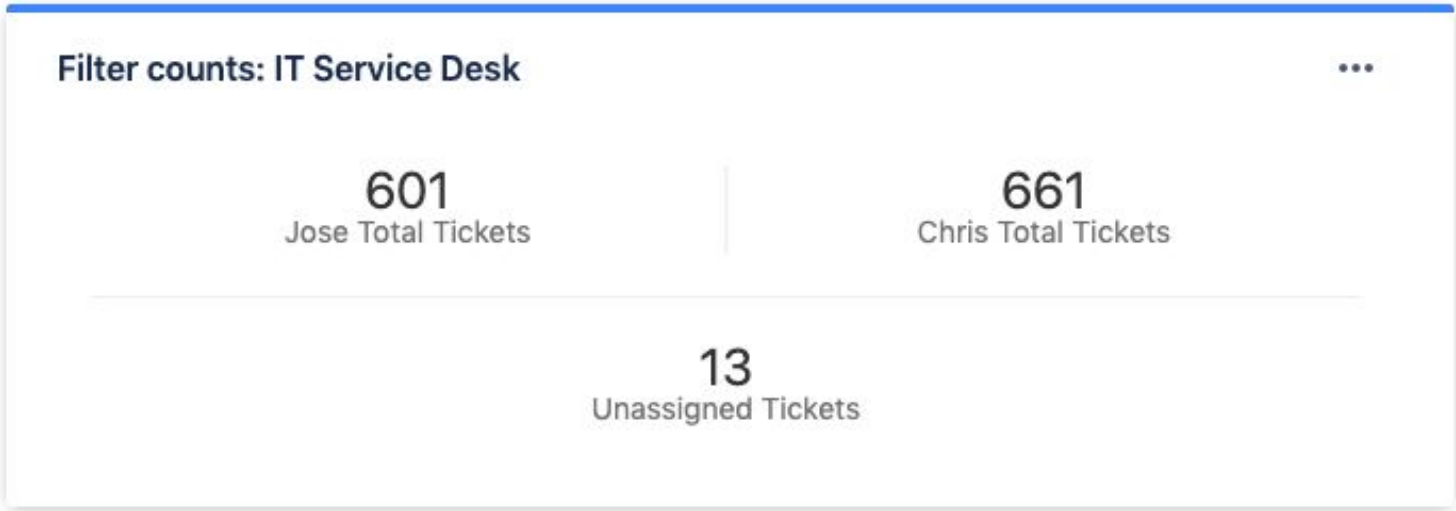
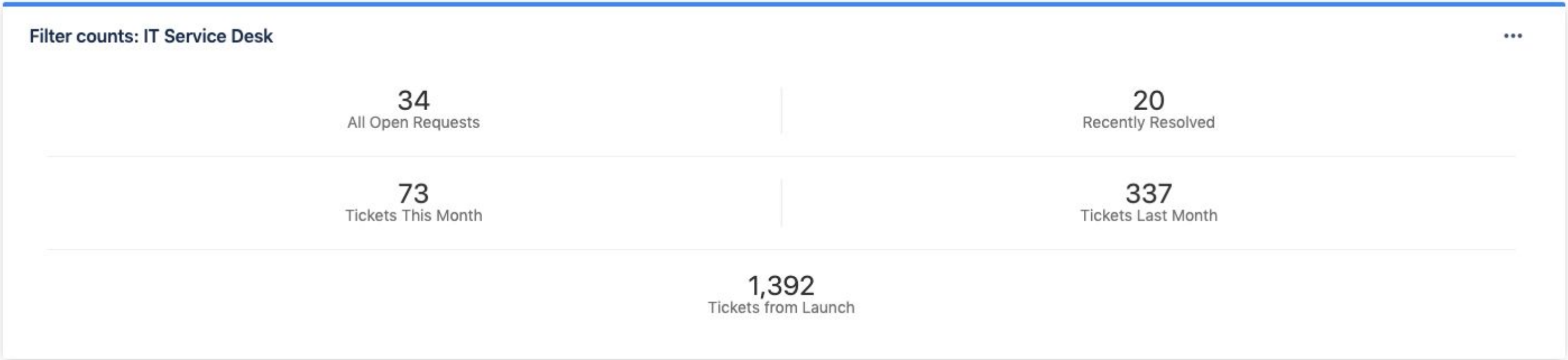
- On-Call Notifications
- Ping all team members if no one acknowledges

Lightning Talks - Reports

IT Team: Service Desk Dynamics

IT Service Desk

★ Add gadget Edit layout ⋮



Lightning Talks

IT Team: Service Desk Dynamics

Q&A

snapshot

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LIGHTNING TALKS

IT Team: Matt Grochocinski

IT'S A TRAP!

Exploring the financial repercussions of the destruction of two fully armed and operational moon-sized battle stations in a 4-year period and the dissolution of the galactic government in Star Wars.

snapsheet

August 05, 2019

LIGHTNING TALKS

IT Team: Matt Grochocinski

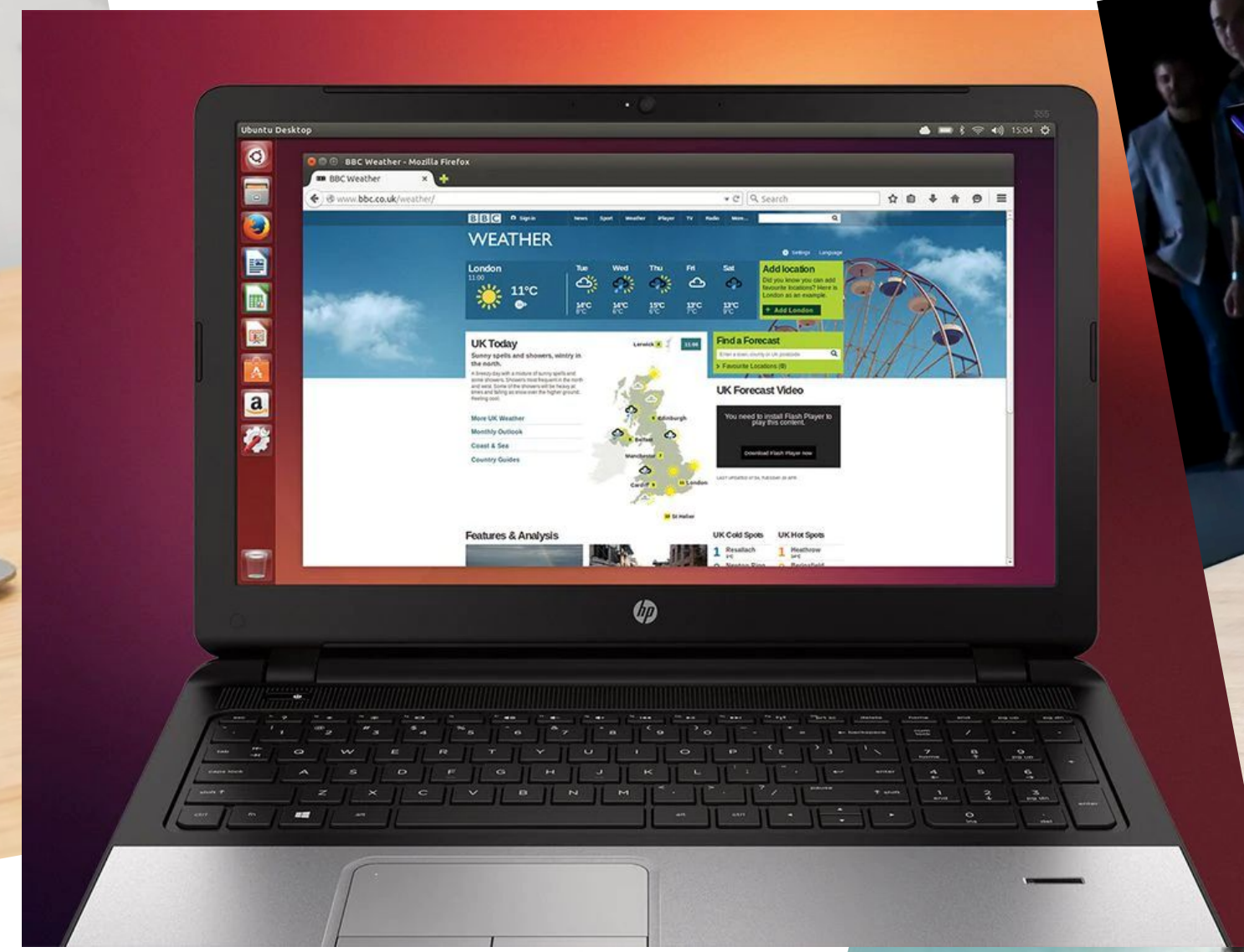
MOBILE DEVICE MANAGEMENT AND YOU

snapsheet

August 05, 2019









YOU NEED A MANAGEMENT FRAMEWORK!

ENTER MDM:

What is MDM?

- Framework that manages and monitors devices.

ENTER MDM:

How does MDM work?

- SERVER
- AGENT

ENTER MDM:

What can MDM do for us?

- SECURITY
 - Control
 - Monitoring
 - Management
- AUTOMATION
 - Hands-off
- DEPLOYMENT

THE NITTY-GRITTY

- Configuration Profile
 - Always applied and enforced
- Policy
 - On-demand or scheduled task

SCENARIO TIME

- New zero-day security patch is released.
- Employee's laptop is stolen.
- Snapsheet buys a new software.
- IT installs a new printer.

LIGHTNING TALKS

IT Team: Matt Grochocinski

Q&A

snapsheet

August 05, 2019

Lightning Talks

IT Team: Ben Richards

Don't Touch That!

A Journey towards touchless provisioning.

snapshot

August 8, 2019

Don't Touch That!

Set it and forget it!

(Actually continuously monitor and audit...)

Don't Touch That!

First time setup:

Why is it important?

- Consistency
 - Expected
 - Repeatable
- Speed
 - Ease of use
 - Hands-off
- Security
 - Control



I will work with you to figure out what the thing is that you need,
I will get the thing ordered for you,
I will unbox the thing and set it up for you,
I will help you get started using the thing,
I will maintain the thing in proper working order for you,
I will troubleshoot the thing for you,
I will fix the thing for you (if I can, or find someone who can if I can't),
I will properly dispose of the thing for you when it's no longer useful,
I will replace the thing with another, possibly better thing when the time comes.

The one thing I will not do?
Use the thing for you.



SCENARIO TIME

- We sign a big contract and need to hire 20 new remote employees.
- Employee's laptop is stolen during delivery.
- Spreadsheet buys a new software.

LIGHTNING TALKS

IT Team: Ben Richards

Q&A

snapsheet

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