

**IT** Life Club

# IT Helpdesk Starter Pack

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IT Career in progress..





# Agenda

01 Introduction

02 Tools

03 **ITSM** Processes  
applied in **ServiceNow**

04 HR Ready



# Introduction

01 **Meet** and Greet

02 Introduction to  
**Outsourcing**

03 A **day** in the life of a  
**helpdesk** agent





# Meet & Greet



## Professional Experience

- 8+ years in the IT industry
- 5 years of interacting with ServiceNow
- 3 years of ITSM Consulting



## About me

- Teaching
- Water Polo
- Motorcycles
- Animals
- Married with Children







# Introduction to Outsourcing

# Introduction to Outsourcing

A stylized illustration of a person in a grey business suit walking from left to right. They are carrying a large brown circular object, possibly a bag or a wheel, under their left arm. To their left is a large orange sign on a stand that says 'OUTSOURCE'. To their right is a large orange sign on a stand that says 'HIRE'. The background is a gradient of light blue and green.

## Definition

**Outsourcing** is an agreement in which one company hires another company to be responsible for a planned or existing activity that is or could be done internally

## Examples

IT Help Desk, Financial Consulting Services, Human Resources, Facilities Management

## Benefits

Cost efficient, Focus on certain areas/departments , Time zone advantage, Skilled Resources

## Cons

Lack of complete control over resources, business uncertainty



# A day in the life of a helpdesk agent



# On a daily basis

## Stay on top of the Queue

As a helpdesk agent you will work with tickets, incidents or requests as you will see later in the presentation.

The takeaway point here is that your work consists in resolving tickets. These tickets can be raised by customers through phone, email, chat or in person.

## Multitasking

Sounds scary? Don't worry, you will develop this skill in time without putting too much effort in it, it will come naturally. What do I mean by multitasking, well an example could be creating the ticket at the same time when you speak with a customer over the phone. We will practice this in the next chapter and you'll see how easy it is

## Go to the office / Login

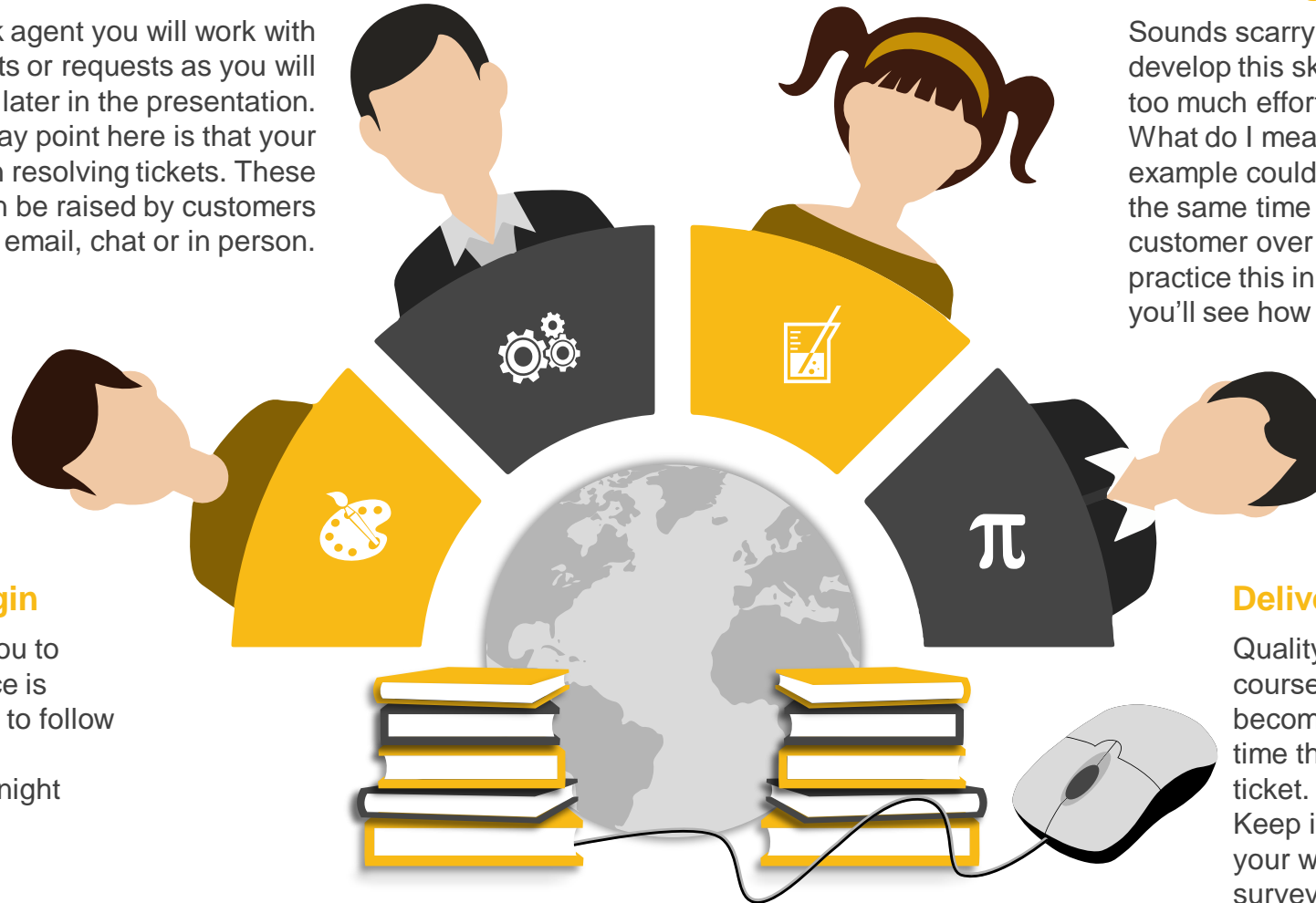
Whether your company allows you to work from home or your presence is required onsite you will still have to follow a schedule.

This may imply working on day /night shift

## Deliver Quality

Quality always wins over quantity of course this shouldn't be an excuse for becoming lazy because you will have a time threshold in which you can resolve a ticket.

Keep in mind that as a helpdesk agent, your work will be evaluated based surveys from customers, calls recording, punctuality, etc





# Tools

**01** Hardware

**02** Software





# Hardware



- Laptop
- Desktop
- Peripherals
- Desk/Software Phone



**65%**

Just in 2019 alone, there have been 166 millions brand new laptops sold across the world making this 65% of 254 million. The rest of 88 millions were as you might have guessed are Desktops and according to the same stats the number of sold desktops will decrease significantly.

Takeaway point: You will most likely receive a laptop from your new employer.



**56%**

Employers allow their employees to work from home.



**77%**

Employees consider working from Home more productive



# Software



Login/ Timesheet

servicenow™

## Software



Active Directory



Remote Connection app(s)



Exchange

Most commonly software  
used by Service Desk

Phone Software

# Login/ Timesheet

## Workforce Management App

Login  
according to  
shift/schedule

Leave on time

Record Over  
Time

Break  
Duration

Timesheet



# ITSM Tools

## ServiceNow

ServiceNow

BMC  
Remedy

CA  
Technologies

Fresh  
Service

Jira Service  
Desk

System	Incident	Create New	Assigned to me	Open	Open - Unassigned	Resolved	All	Overview	Critical Incidents Map	Administration	Incident Properties	ATP Subsets	Problem	Change
--------	----------	------------	----------------	------	-------------------	----------	-----	----------	------------------------	----------------	---------------------	-------------	---------	--------

INC0010001	2018-11-02 07:38:27	test	James Simpson	1 - Critical	New	Inquiry / Help	(empty)	(empty)	2018-11-02 16:52:50	System Administrator
INC0010002	2018-06-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
INC0010003	2018-12-12 23:18:55	Email							2018-12-12 23:30:24	admin
INC0010004	2018-12-12 23:32:42	Unable to access the shared folder.							2018-12-12 23:30:24	admin
INC0010005	2018-12-12 23:28:49	Need confirmation							2018-12-12 23:30:24	admin
INC0010006	2018-12-12 23:26:28	Employee application server is down.							2018-12-12 23:30:24	admin
INC0010007	2016-08-10 09:14:29	Employee application server is down.	David Miller	1 - Critical	On Hold	Software	Service Desk	(empty)	2016-08-10 09:14:29	admin
INC0010008	2016-08-10 09:37:45	Employee application server is down.	David Miller	1 - Critical	On Hold	Software	Service Desk	(empty)	2016-08-10 09:37:45	admin
INC0010009	2016-08-10 09:14:59	Employee application server is down.	David Miller	1 - Critical	On Hold	Software	Service Desk	(empty)	2016-08-10 09:14:59	admin
INC0010010	2015-12-20 15:08:31	Employee application server is down.	David Miller	1 - Critical	On Hold	Software	Service Desk	Beth Anglin	2015-12-20 15:08:31	admin
INC0010011	2015-11-24 07:47:36	SAP Materials Management is slow or there is an outage	Christen Mitchell	1 - Critical	On Hold	Software	Service Desk	(empty)	2015-11-24 07:47:36	admin
INC0010012	2019-12-27 11:42:25	The SAP HR application is not accessible	Margaret Grey	1 - Critical	In Progress	Inquiry / Help	Software	Beth Anglin	2019-12-27 11:42:25	admin
INC0010013	2019-12-27 11:42:25	SAP Financial Accounting	Margaret Grey	1 - Critical	In Progress	Inquiry / Help	Software	Beth Anglin	2019-12-27 11:42:25	admin

## Active Directory

Password  
Reset

Map Printer

Access to a  
shared  
folder



## VPN

Access  
Customer  
Network  
Environment

Access In-  
House  
applications

Timesheet

Shared folders

# Microsoft Exchange

Create email  
accounts

Create/Edit/Remove  
DLs

Increase mailbox  
size



# Microsoft Outlook

Create signature

Create/Edit/Remove  
Rules

Create/Repair a .pst  
file

Connectivity issues

Delay email sending

Request  
read/delivery report

## Phone Software

The background of the slide features two office telephones. In the foreground, a Yealink T46S phone is visible, showing its keypad with speed dial buttons (labeled 'To Amanda', 'To Brian', 'To Chris', 'To Dawson'), a navigation pad, and function buttons like 'HEADSET', 'MUTE', 'MESSAGE', 'HOLD', 'REDIAL', and 'TRANSFER'. A second phone, partially obscured behind it, has 'HD' printed on its top. The entire scene is overlaid with a semi-transparent orange filter.

Avaya

Cisco  
Unified

Mitel

# Chat and Remote connection solutions



Skype 4  
Business

MS Teams

Webex

Team  
Viewer

Remote  
Desktop  
Connection



# ITSM Processes Applied in ServiceNow



- 01 Hands On **ServiceNow** instance
- 02 **User** Interface
- 03 **Incident** Management
- 04 **Service Request** Management
- 05 **Knowledge** Management
- 06 **Service Level** Management



# Hands On ServiceNow instance





# User Interface





# Incident Management

[Definitions](#)[Personas](#)[Use Cases](#)[Process  
Diagrams](#)[Demos](#)

## Incident Management

An incident is considered to be any event that could lead to an unplanned interruption to IT services or reduction in the quality for the same

**Mission:** Restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

## Major Incident Management

Is an incident that results in significant disruption to the business and demands a response beyond the routine incident management process. Major incidents have a separate procedure with shorter timescales and urgency that is required to accelerate resolution process for incidents with high business impact.



# Incident Management & MIM

Definitions

Personas

Use Cases

Process  
Diagrams

Demos



**End User**



**Help-Desk /L2**



**Group Manager**



**Major Incident  
Manager**



# Incident Management & MIM

Definitions

Personas

Use Cases

Process  
Diagrams

Demos



**End User**



**Help-Desk /L2**

# Incident Management & MIM

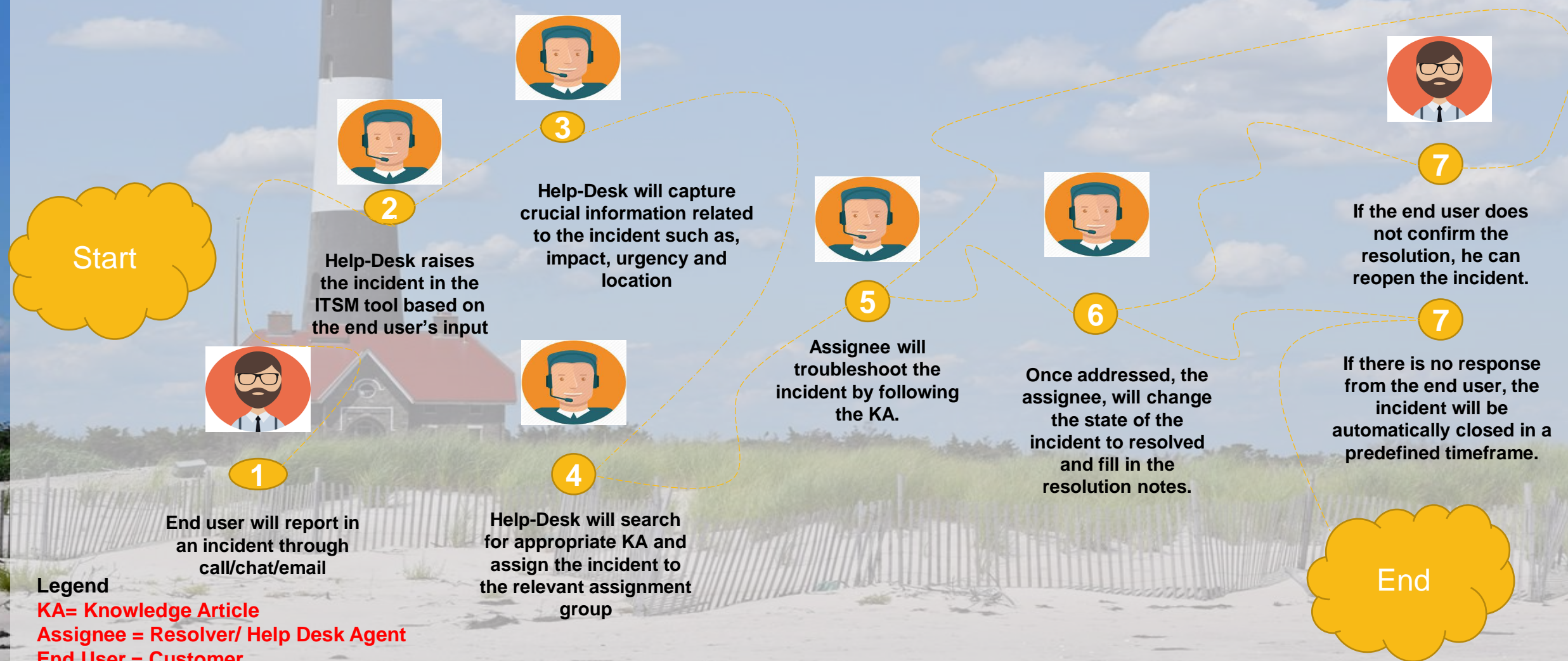
Definitions

Personas

Use Cases

Process Diagrams

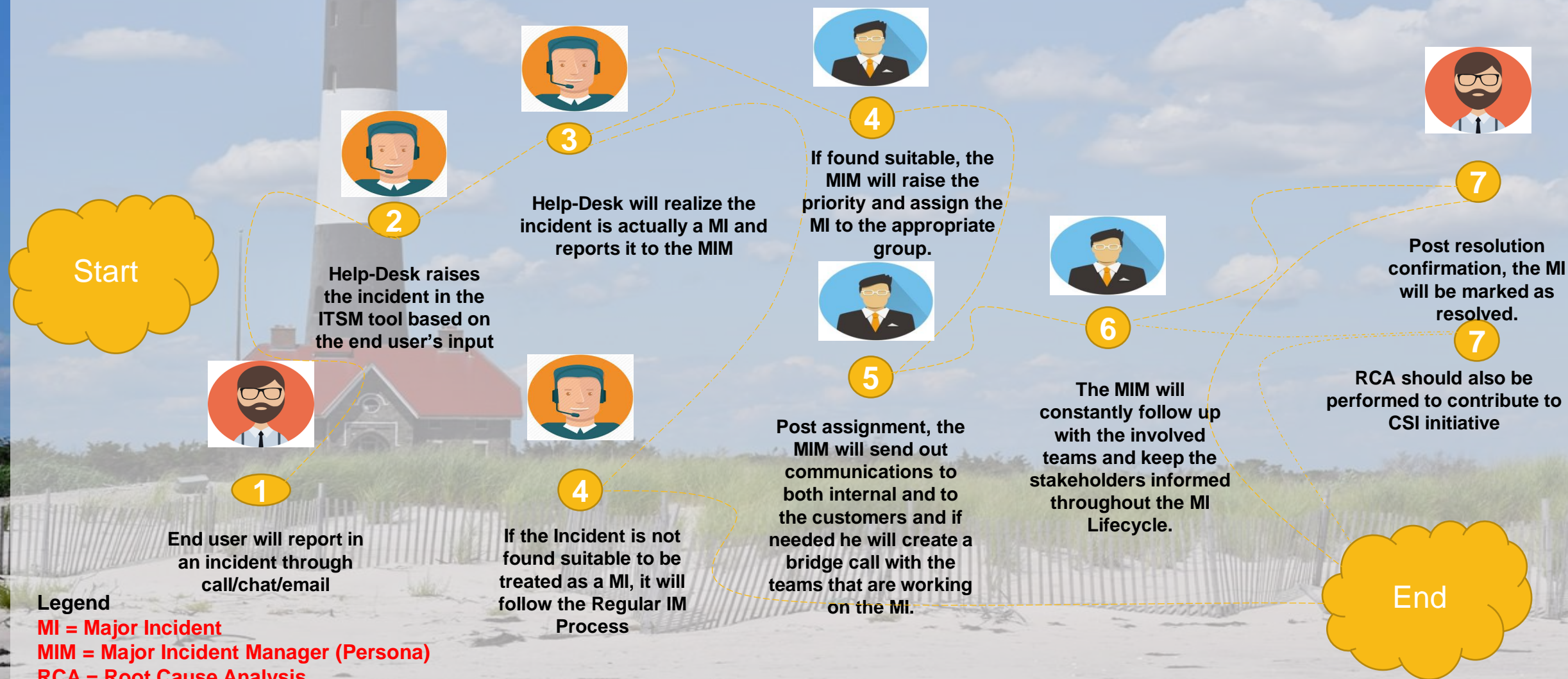
Demos



**Legend**  
**KA= Knowledge Article**  
**Assignee = Resolver/ Help Desk Agent**  
**End User = Customer**



# Incident Management & MIM



**Legend**  
**MI = Major Incident**  
**MIM = Major Incident Manager (Persona)**  
**RCA = Root Cause Analysis**





# Service Request Management

# Request Fulfillment

Definition

Personas

Use Case

Process  
Diagram

Demos

## What?

Request fulfillment is the process responsible for managing the life cycle of all service requests from the users.

These service requests can vary from an access, a new laptop or a software installation.

## Why?

Not all the organizations have this process in place however if number of service requests is a large one, it would be smart to handle service requests as a separate work stream.

## Examples

Password Reset

Shared Folder

Unauthorized  
Software

# Request Fulfillment

Definition

Personas

Use Case

Process  
Diagram

Demos



**End User  
(Requester)**



**Help-Desk  
(Fulfiller)**



**Approver**



**Supplier**



# Request Fulfillment

Definition

Personas

Use Case

Process  
Diagram

Demos



**End User  
(Requester)**

**Hardware**

**Access to an  
application**



**Help-Desk ( Fulfiller)**

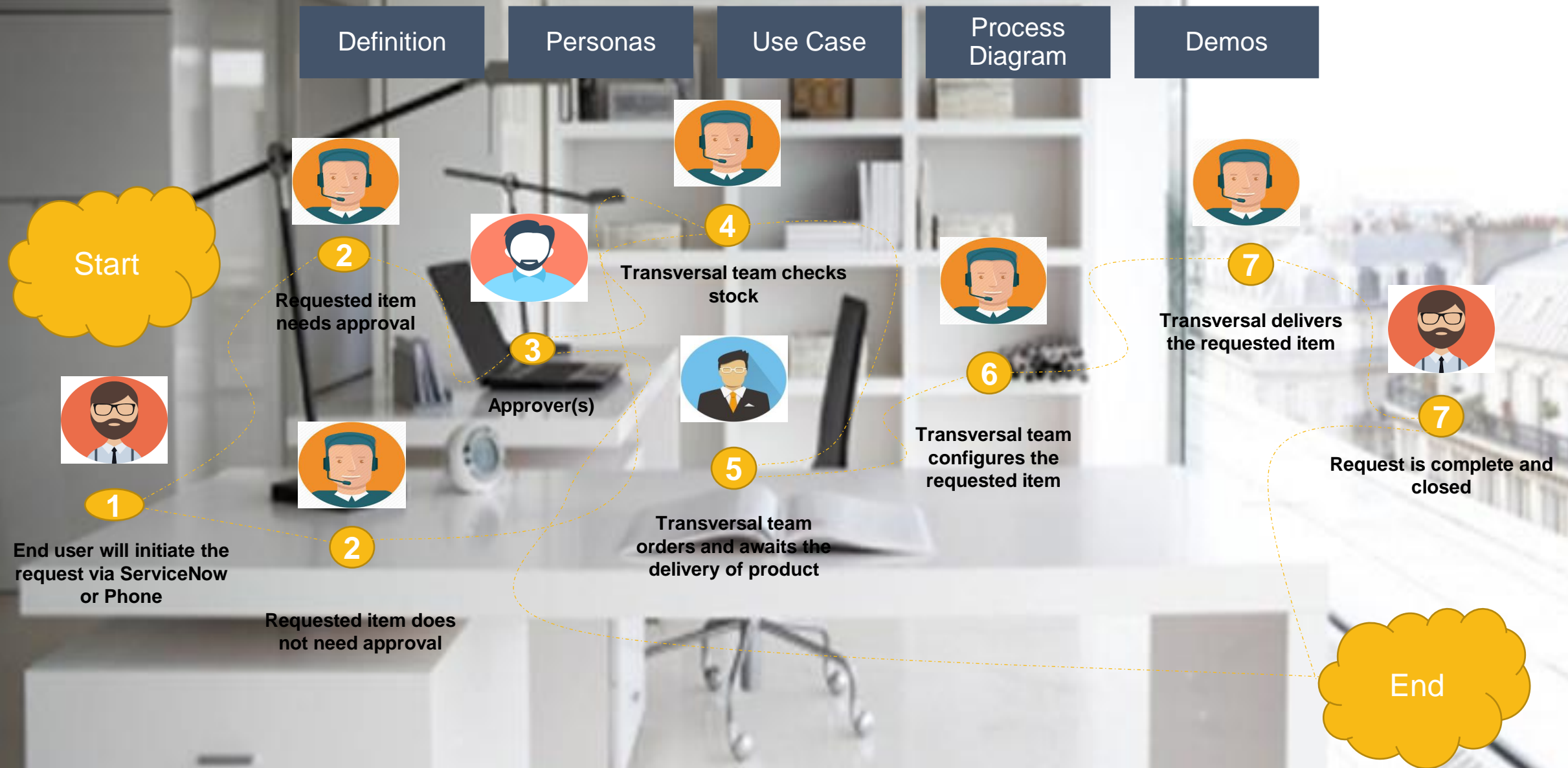


**Approver**



**Supplier**

# Request Fulfillment





# Knowledge Management





Definition

Personas

Use Case

Process  
Diagram

Demos

## Purpose



## Objective



# Knowledge Management

Definition

Personas

Use Case

Process  
Diagram

Demos



End User



Help Desk



Knowledge Manager



# Knowledge Management



Definition

Personas

Use Case

Process  
Diagram

Demos



**End User**



**Help Desk**



**Knowledge Manager**

Browse Service Portal –  
Knowledge Articles

Apply Knowledge Article

Create Knowledge Base/  
Knowledge Article  
Retire Knowledge Article



# Knowledge Management

Definition

Personas

Use Case

Process  
Diagram

Demos



End User



Help Desk



Knowledge Manager

Retiring KA

Approval?

Retired

Republish\*



Definition

Personas

Use Case

Process  
Diagram

Demos

Create  
Knowledge  
Base

Create / Retire  
Knowledge  
Article

Access  
Knowledge  
Article from the  
Incident Form

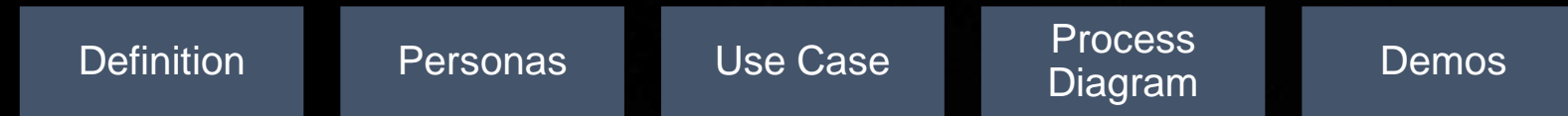
Access  
Knowledge  
Article from the  
Service Portal



# Service Level Management



# Service Level Management



SLA

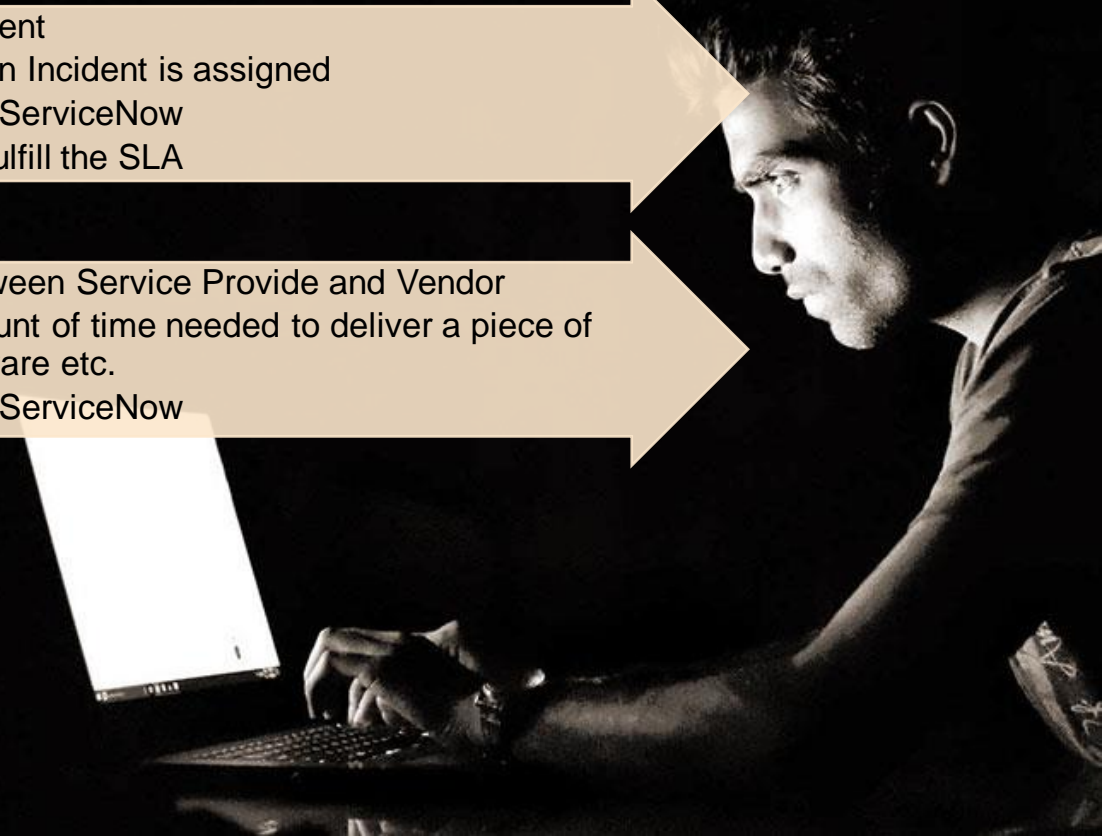
- Agreement between Service Provider and Customer
- Negotiable
- Captures the amount of time needed to deliver a service
- Configurable in ServiceNow

OLA

- Internal agreement
- E.G. x time till an Incident is assigned
- Configurable in ServiceNow
- Contributes to fulfill the SLA

UC

- Agreement between Service Provide and Vendor
- Tracks the amount of time needed to deliver a piece of hardware, software etc.
- Configurable in ServiceNow



# Service Level Management

Definition

Personas

Use Case

Process  
Diagram

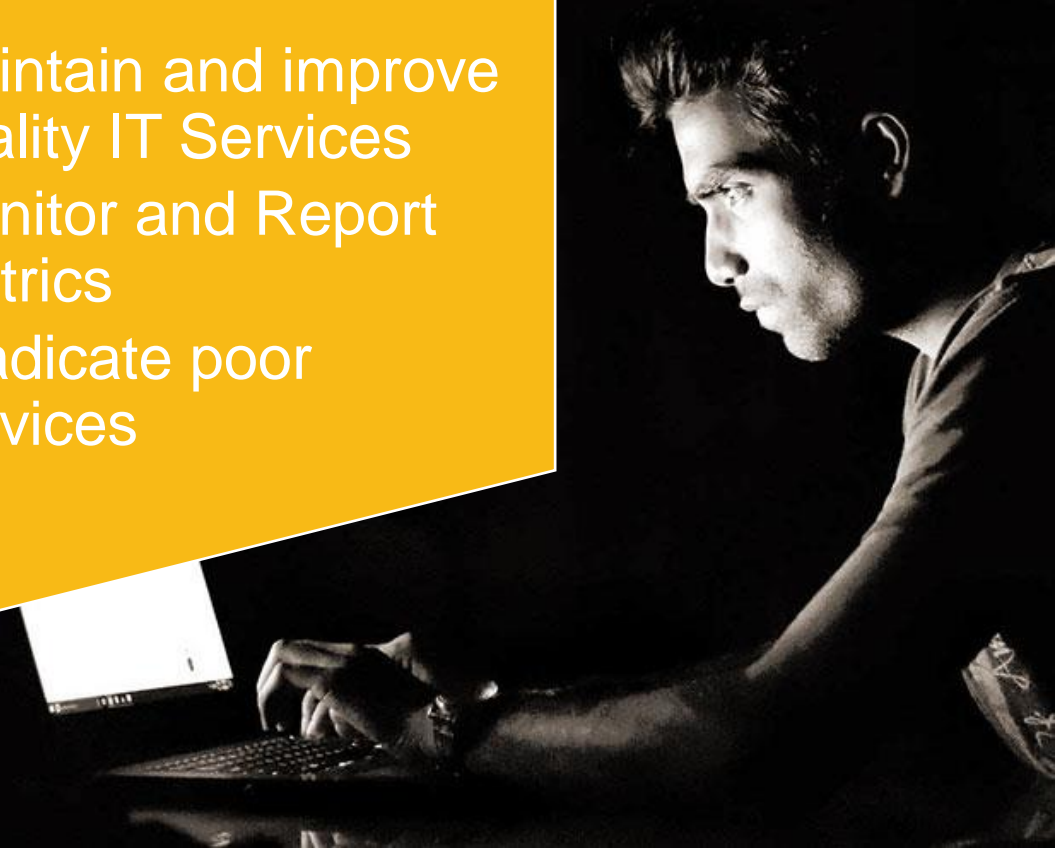
Demos

## Responsibilities

- Negotiate SLAs
- Ensure SLAs, OLAs, UCs are appropriate
- Conduct meetings with stakeholder to review the metrics

## Goal

- Maintain and improve quality IT Services
- Monitor and Report metrics
- Eradicate poor services



# Service Level Management

Definition

Personas

Use Case

Process  
Diagram

Demos



**End User**



**Help-Desk**



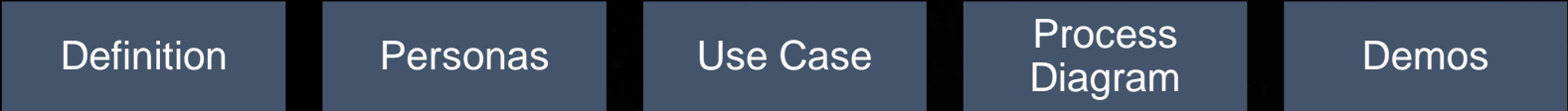
**Vendor**



**ServiceNow  
Administrator /  
Integrator**



# Service Level Management



**INCIDENT**



**Configuration Item**

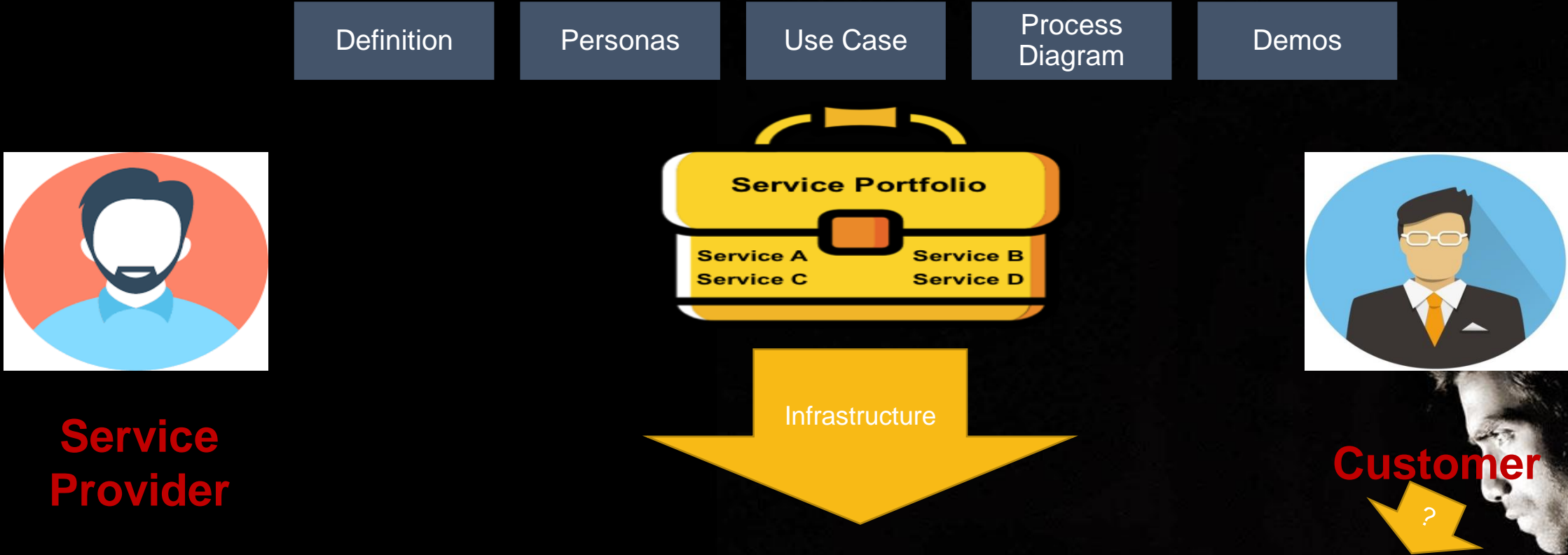


**Help-Desk**

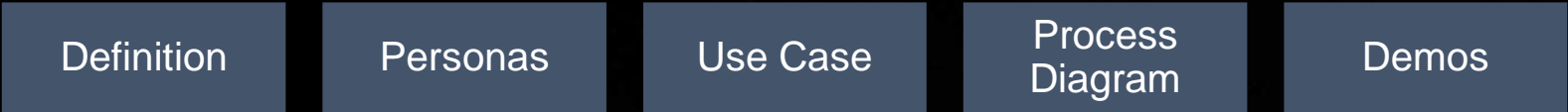


**Router**

# Service Level Management



# Service Level Management



**Service  
Provider**

**Failed SLAs = Payment  
Obligations**



**Customer**

**Proposes unrealistic SLAs**







# HR Ready

- 01 Walkthrough of Top **HR** questions + scenarios
- 02 Job **Description**
- 03 **Salary** negotiation technique
- 04 Role **play**

# Top HR Questions

## Tell me about yourself

First impression really matter and apart from the name, birth location, age you should emphasize on your education, degrees and learning desire.

## What drives you to become a Help Desk Agent?

With this question the interviewer is trying to find out whether you are determined to fill in this position or not.

## Are you a team player?

Saying yes is of course not sufficient. An example of how you engaged another colleague or colleagues to overcome a certain blocker is needed.

## How well you perform under stress? Are you a multitasking person?

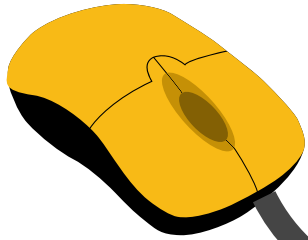
The help desk agent requires multitasking hence the answer should be yes. Multitasking and stress are quite often interconnected and an example of multitasking in real life should be included

## Share an example of a hard situation you have encountered

The answer should be yes and the story should contain enough details and the end of the story must be of course a happy one.

## What are your strengths and weaknesses

Although the question might sound easy, this is a tricky question and you should not just enumerate top 3 strengths and weaknesses but rather elaborate on why you believe the previously mentioned define you



# Top HR Questions + Scenarios

## Would you say no to a customer?

If the situation requires so, you would definitely have to say no. No matter what, It's better to set the expectations right than to lie to the customer

## Which Schedule suits you better?

The interviewer is not specifically interested in your preferences but rather he wants to find out if you are a flexible person.

## Describe what would you do in your first day in the office?

Join the onboarding program, meet the team, manager, hands on documentation

## Why us?

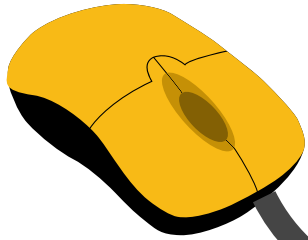
Highlight that you have done your own research before applying to the job, emphasize that the company is growing and you would like to be part of the growth

## It is now the third time when your new colleague asks you the same questions

The new joiner is definitely having a problem is remembering the answer or is lazy and doesn't want to look for the answer himself

## You work on the morning shift, walk in the office and notice that there aren't any colleagues on site even though 2 more should be there

This kind of situation could lead to SLA Breach, escalations to upper management and should be reported by you to your direct superior at the earliest





# Job Description



Service  
Desk

Help  
Desk

IT Officer

IT  
Support

IT  
Associate



Job Description

# Salary Negotiation technique

The best thing money can buy is financial freedom

Do your  
homework

Ask (a bit) more than  
your goal

Provide  
solid  
arguments

Do not get  
over  
excited

Be  
confident

Practice



# Role Play





**Thank you!**

