



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

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

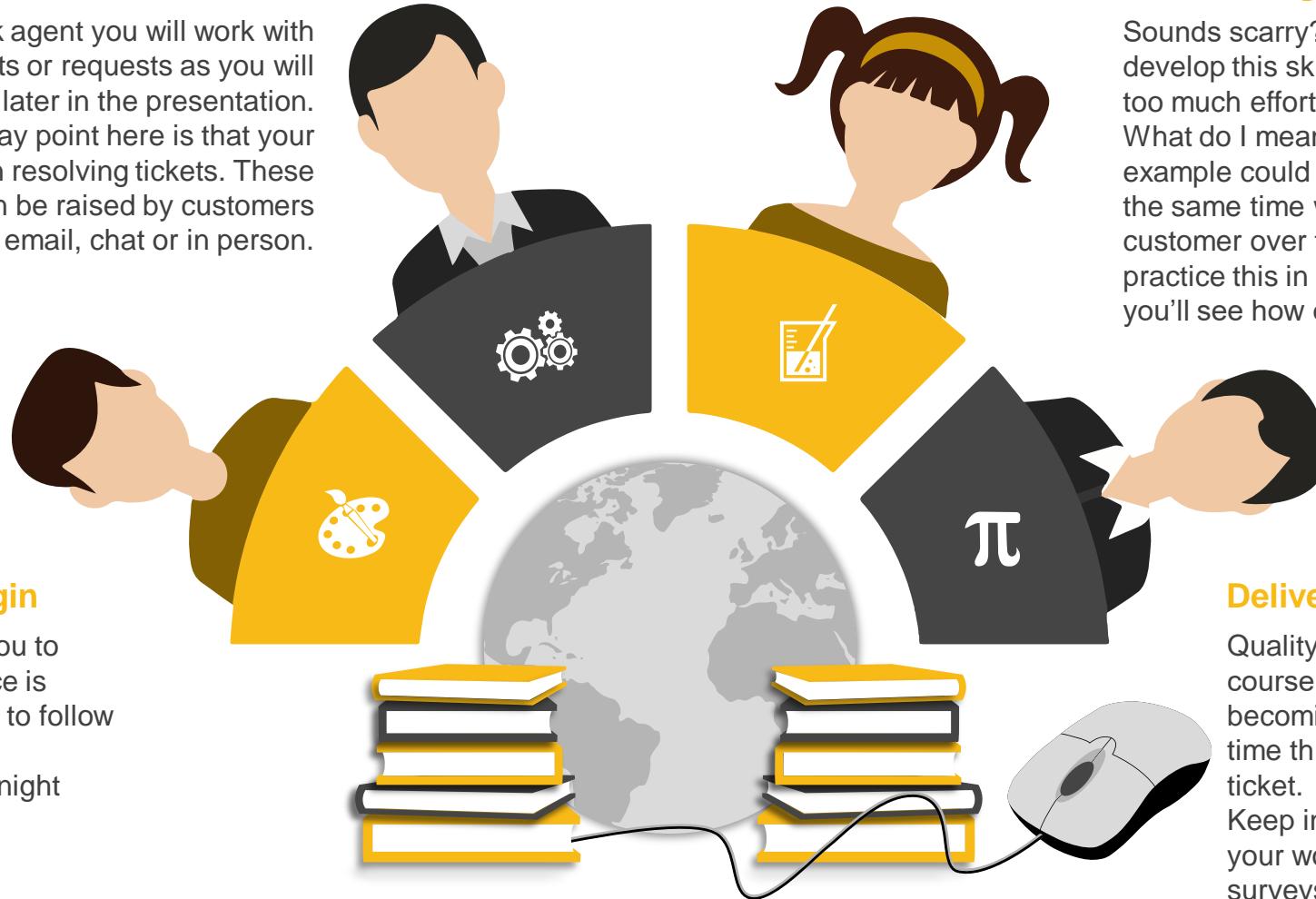


On a daily basis

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

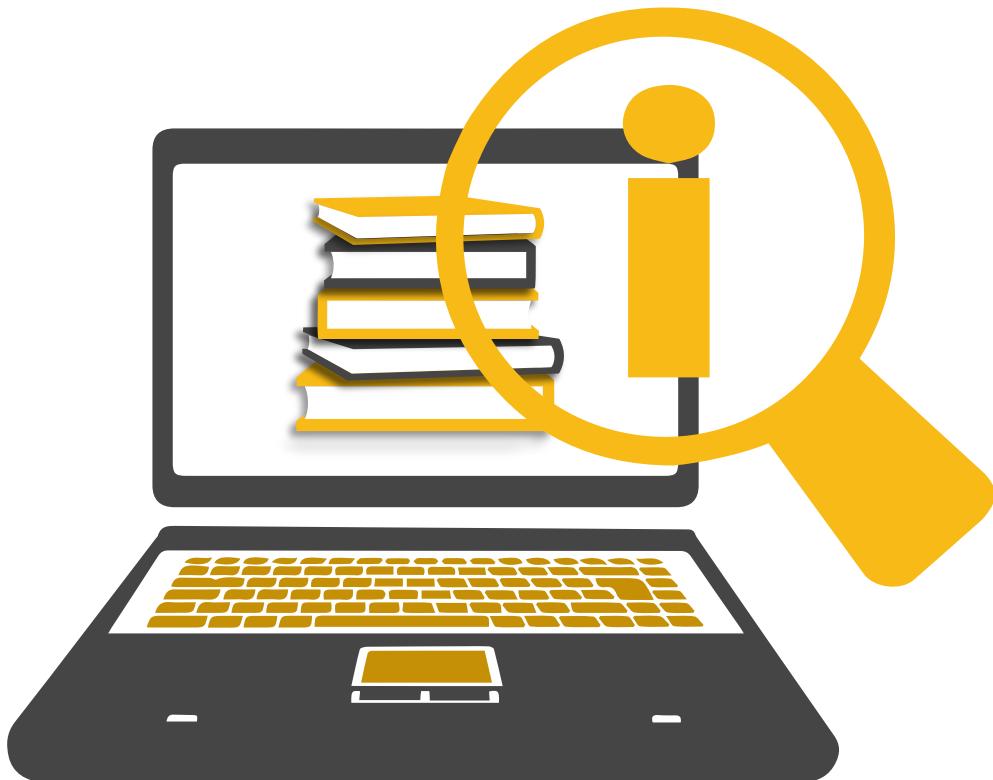


Tools

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.



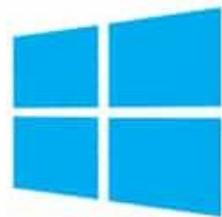
77%

Employees consider working from Home more productive



Software

Login/ Timesheet



Active Directory

Remote Connection app(s)



servicenow™



Exchange

Phone Software

Software

Most commonly software used by Service Desk

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

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

1

Create signature

Create/Edit/Remove
Rules

Create/Repair a .pst
file

Connectivity issues

Delay email sending

Request
read/delivery report

Phone Software

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

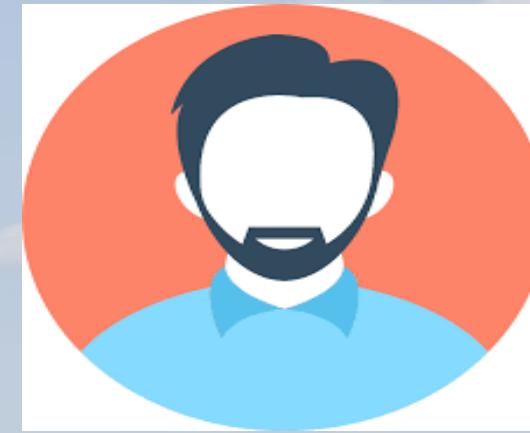
Demos



End User



Help-Desk /L2



Group Manager



**Major Incident
Manager**

Incident Management & MIM

Definitions

Personas

Use Cases

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Diagrams

Demos



End User



Help-Desk /L2

Incident Management & MIM

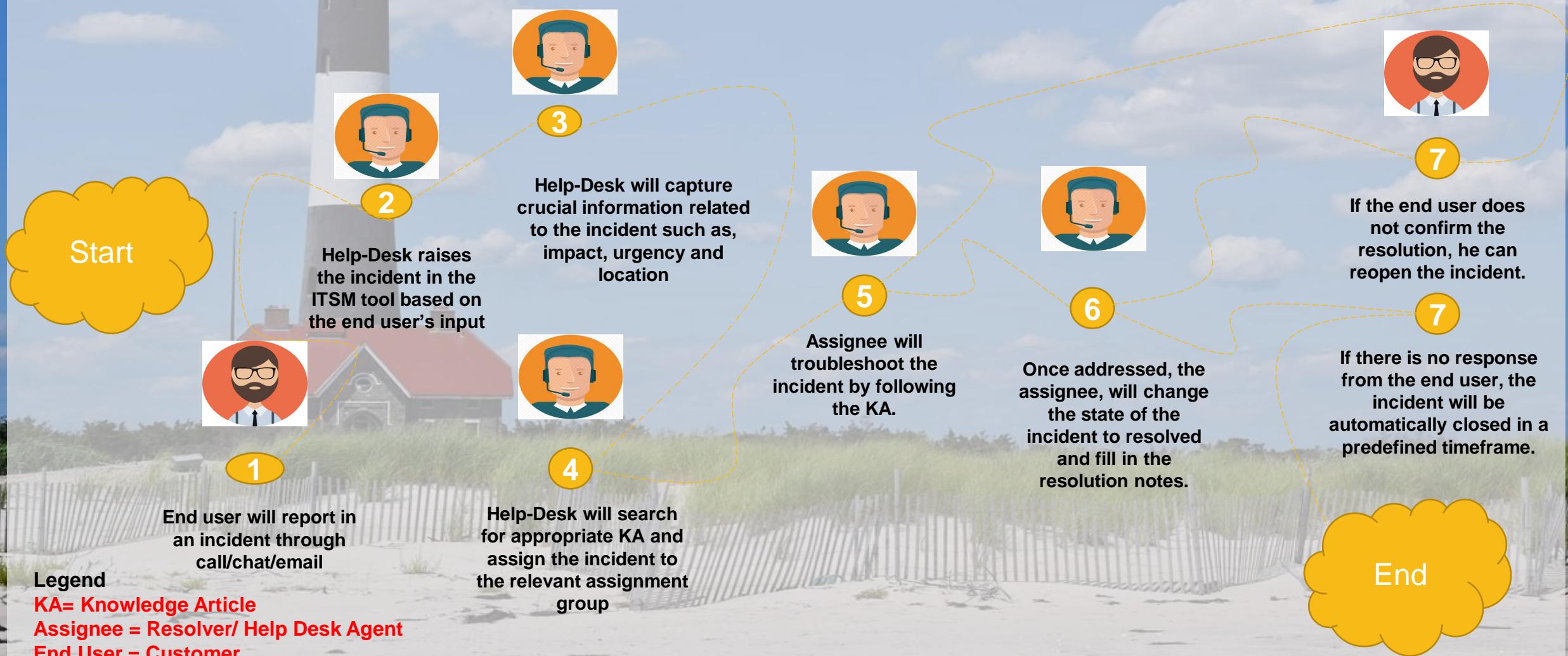
Definitions

Personas

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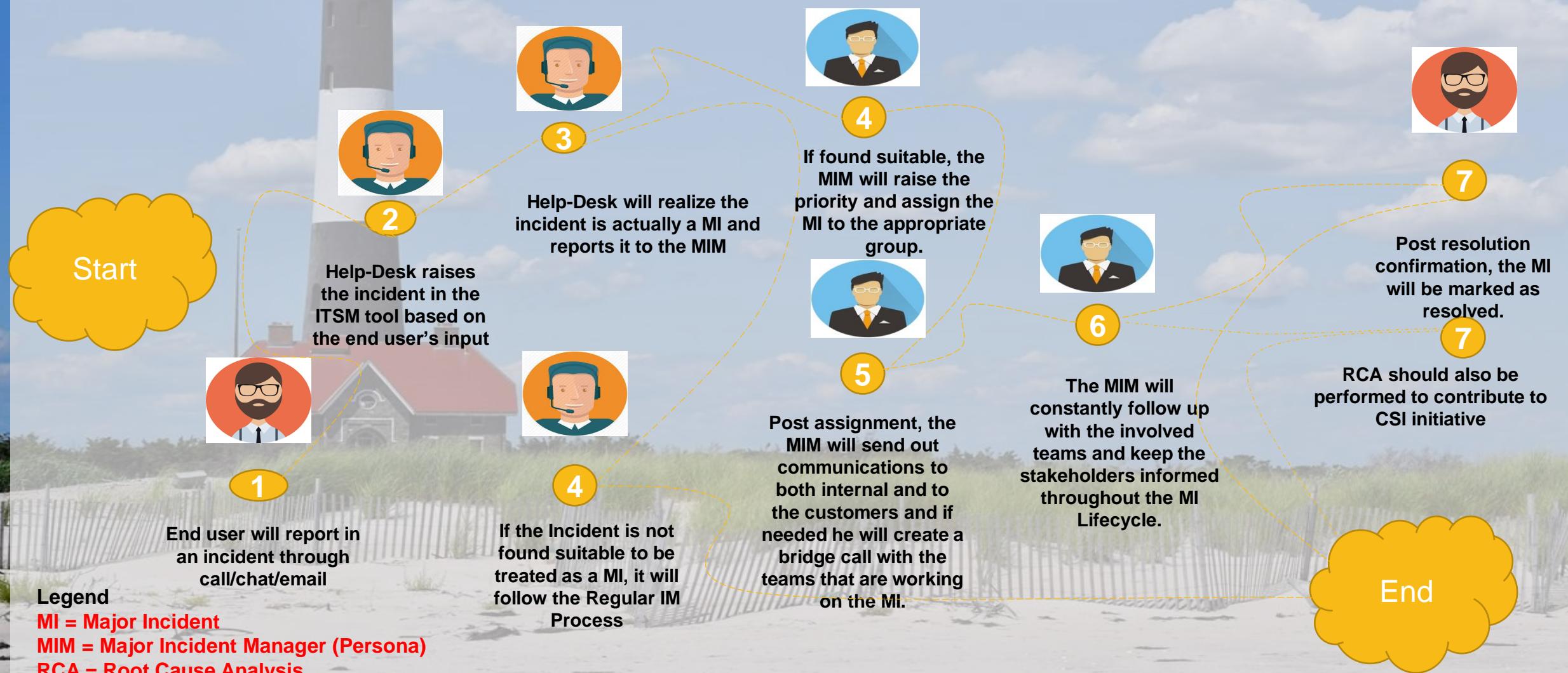
Process
Diagrams

Demos



Incident Management & MIM

Definitions Personas Use Cases Process Diagrams Demos





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

*

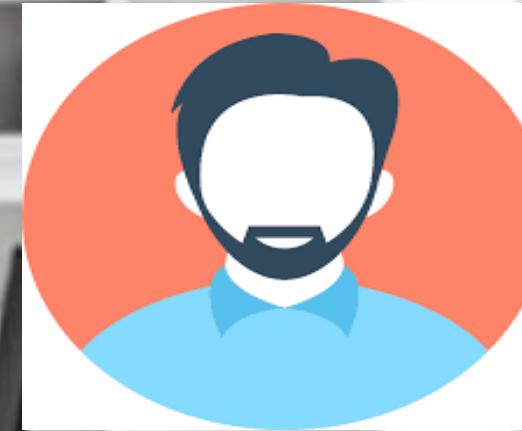
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**End User
(Requester)**



**Help-Desk
(Fulfiller)**



Approver



Supplier

Request Fulfillment



**End User
(Requester)**

Definition

Personas

Use Case

Process
Diagram

Demos

**Hardware
Access to an
application**



Help-Desk (Fulfiller)

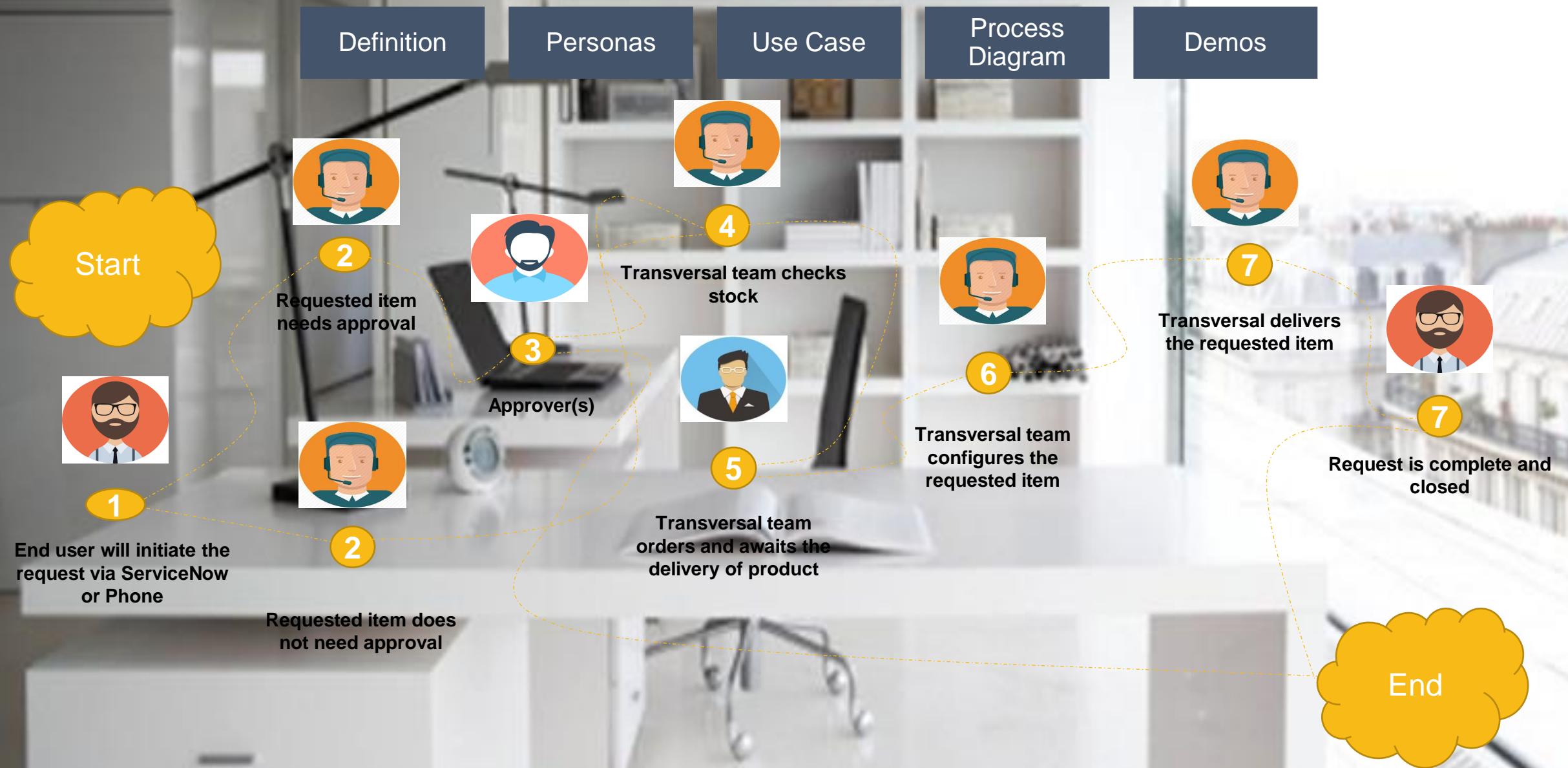


Approver



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



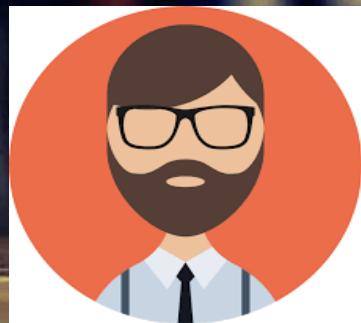
Definition

Personas

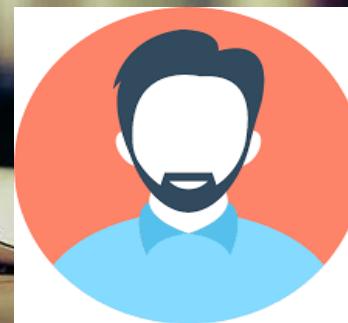
Use Case

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

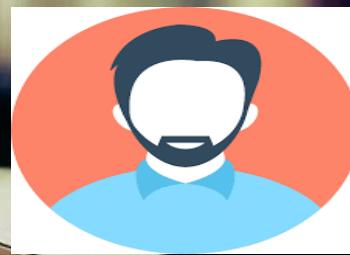
Use Case

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

Definition

Personas

Use Case

Process
Diagram

Demos

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



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

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Diagram

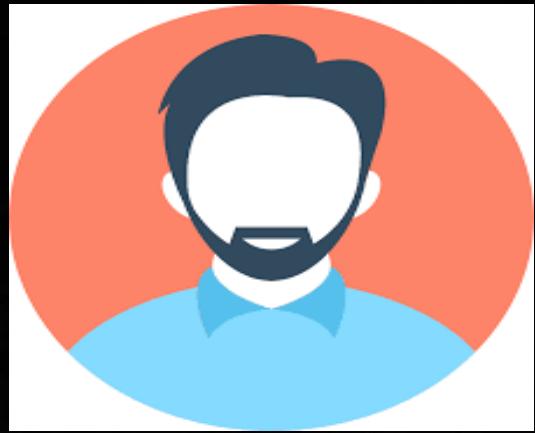
Demos



End User



Help-Desk



Vendor



**ServiceNow
Administrator /
Integrator**

Service Level Management

Definition

Personas

Use Case

Process
Diagram

Demos

INCIDENT

SLA Definition

**Configuration
Item**



Help-Desk

Fast fix



Router

Service Level Management

Definition

Personas

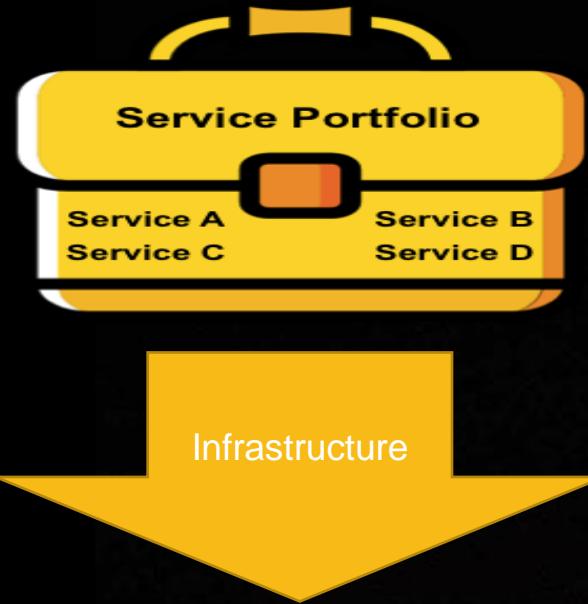
Use Case

Process
Diagram

Demos



**Service
Provider**



Customer



Service Level Management

Definition

Personas

Use Case

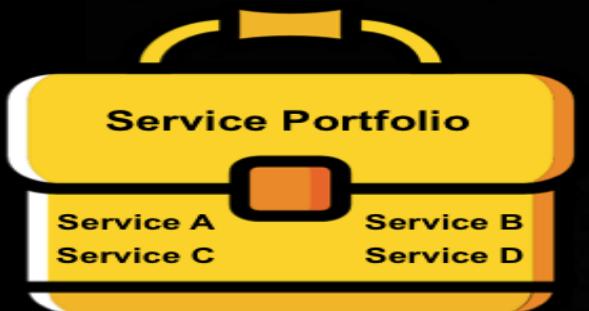
Process
Diagram

Demos



**Service
Provider**

Failed SLAs = Payment
Obligations



Customer

Proposes unrealistic SLAs





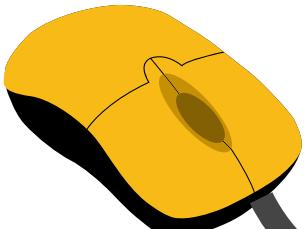
HR Ready

- 
- A large, ornate book is open, showing pages that glow with a warm, golden light. From the center of the book, numerous thin, glowing lines radiate outwards like fireworks or star trails, creating a sense of energy and enlightenment. The background is a dark, star-filled space.
- 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.



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 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.



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



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

Are you a team player?

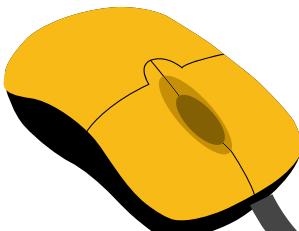
Saying yes is of course not sufficient. An example of how you engaged another colleague or colleagues to overcome a certain blocker is needed.



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



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

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.



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

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



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!

