The result showed that the quality issues arose from two main areas; resolution time of requests and professionalism of IT staff. The quality issues are, according to both the quantitative and qualitative analysis, caused by high workload for one of the IT department’s teams and high expectations of the organization. Furthermore, this study emphasizes that alignment between IT department and organization is an issue of both sides, as alignment concerns mutual understanding and communication. To solve the service quality issues this study recommends starting to work with measurability and continuous improvements, for example Lean Six Sigma. The IT department can strive to increase the interdepartmental communication, share work tasks, educate internally, document competences and clarify responsibilities to decrease the workload.

According to **Knapp (2013)** consequently, help desks have evolved into service desks. Furthermore, the most critical issues faced by organizations in the service desk environment pertain to: (1) the structure of the service desk; and (2) how to improve user support.

**2.3 Local**