



# Service Desk

*ITILv3 Foundations*

<http://www.jasondion.com>

## Service Desk

- Provides a single, central point of contact for all users of IT services
- First point of contact for all issues with all services
  - Inbound incidents
  - Service requests
  - Change requests
  - ...and more
- Usually owns the Incident Management process



## Help Desk -> Service Desk

- First service desks were simply call centers or help desks
- Over time, they became better organized and evolved into full service desks, offering more than just a “break-fix” mentality to problem solving



## Local Service Desk

- Located physically close to the customers they support



## Centralized Service Desk

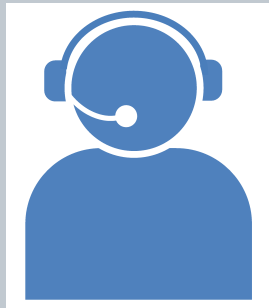
- Makes better use of resources, improves consistency, and centralizes management

New York

Washington

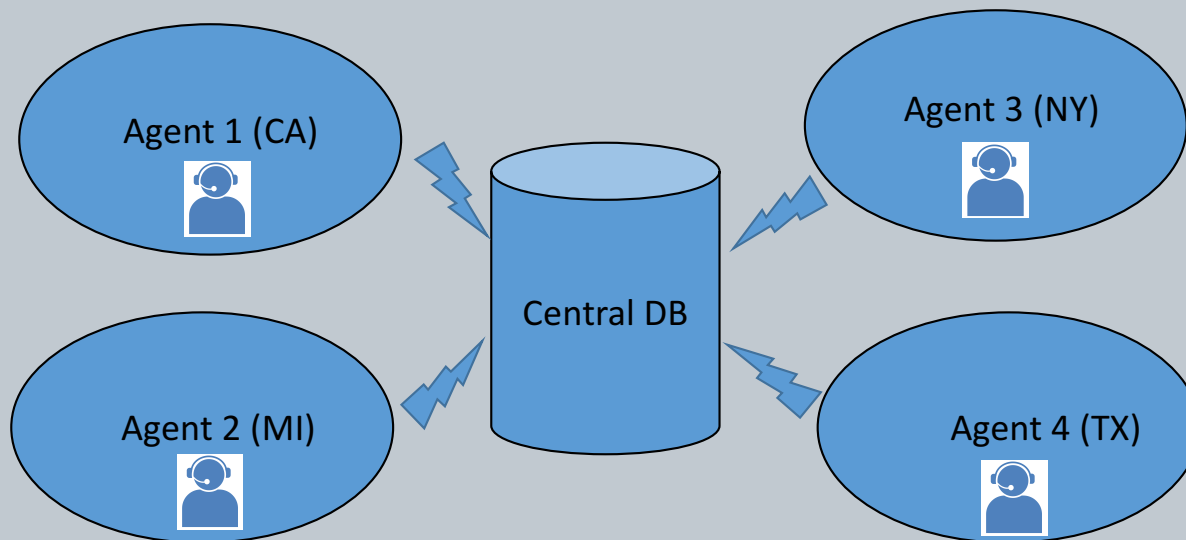
California

Florida



## Virtual Service Desk

- Doesn't require a centralized location, but can still make better use of resources, improves consistency, and centralizes management



## Follow-the-Sun

- Combines local, centralized, and virtual service desks, allowing for 24x7 coverage across all time zones

