

Enterprise Service Desk (ESD)

Proficiency Code: B

The ESD is an AFNetOps capability provided by the 690th Network Support Squadron (NSS). The ESD addresses all end-user device issues and manages network user accounts and groups. The ESD is the first organization Air Force Network (AFNET) users contact when they experience issues with their government provided end-user equipment. When addressing a reported issue with an end-user device, the ESD creates a trouble ticket (TT) and manages that TT throughout its lifecycle, regardless of who ultimately resolves the problem. If the ESD is unable to resolve an issue or it falls outside of the ESD's area of responsibility, the TT is elevated to the next tier for resolution. Under the current ESD construct, the 690 NSS operates and maintains four geographically separated operating locations that comprise the ESD—two within the continental United States (CONUS) and two outside of the continental United States (OCONUS). All four operating locations operate within one logical domain: the AFNet ("us.af.mil"). TTs, once generated, are virtually distributed to the first available technician at any of the four operating locations on a 24/7/365 basis. It is important to note that the ESD function is constantly evolving and their processes changing; in the communications career field it is important to stay current with the processes.