Enterprise Service Desk (ESD)

Proficiency Code: B

The Enterprise Service Desk (ESD) mission is to provide help desk network support to all personnel at Continental United States (CONUS) and Outside Continental United States (OCONUS) US Air Force bases. Efficiencies are the main purpose, through the consolidation of Network Control Centers (NCC), help desk operations and leveraging the latest in technological advances. The ESD migrated over 121 multiple global help desk supporting customers at over 400 locations to an ESD construct based around a single, virtual service desk with four locations (Lackland AFB, Texas; Maxwell-Gunter AFB, Alabama; Ramstein AB, Germany; and Hickam AFB, Hawaii) operating 24 hours a day, 7 days a week, to include leap years and holidays. The construct includes all active duty Air Force bases, along with Air Force Reserve and Air Force District of Washington (AFDW), to support help desk operations based on a standard level or service for both Sensitive but Unclassified IP Data (SBU IP Data) and Secret IP Data support.

The ESD uses the Combat Information Transport System (CITS) provided. The service also remedies trouble-ticketing systems using a web-based architecture to automate the trouble ticket process. This facilitates the trouble ticket assignment to the appropriate level such as the Communications Focal Point (CFP), NCC, Major Command (MAJCOM) Coordination Center and Integrated Network Operations Security Center (I-NOSC) constructs if the ESD is unable to resolve the trouble ticket, while maintaining single server architecture for the ease of sharing information and keeping the same trouble ticket number.

Most trouble tickets are unclassified; however, in some tickets have a secret or top-secret classification. In 2010, a single Air-Force-wide instance of Remedy was implemented allowing support to all locations within a single ticketing system. The ESD uses an automated call distribution (ACD) system to allow intelligent routing of calls based on agent skills, locations, and/or availability. Integrated with the Remedy ticket tracking application, the ACD system provides the capability of automatically updating tickets saving time and effort. Included with the ACD is a suite of real-time and historical call metrics, which the ESD uses to manage staffing, productivity, and performance requirements. The Air Force Network Operations (AFNETOps) ESD is the largest enterprise service desk/call center in the world supporting over 700,000 users at this time.