

Service Desk

The Service Desk provides the primary window for customer and user contact with the service organization on a day-to-day basis. The Service Desk may be responsible for a number of discrete functions within the support organization, including:

- **Provision of a single point of contact for customers**

The Service Desk provides a day-to-day contact point between customers, users, IT services and third party support organizations. At an operational level, its objective is to provide a single point of contact to provide advice, guidance and may also be involved in providing a rapid restoration of normal services to its customers and users' following any service disruption.

- **Incident Classification**

Incident classification is an important role of the Service Desk. The final classification(s) of an incident may vary to the initially reported one. The customer / user often reports a 'symptom' of the incident and not necessarily the root problem. However, the incident classification process should not be over-complicated by adding too many classifications.

- **Incident Control**

The Service Desk should own the incident control process and monitor progress on all incidents regardless of origin.

- **Incident Reporting and Review**

The Service Desk forms the main day-to-day interface between the Service Delivery organization and the users. While the Service Desk plays an active role as a communication channel for incident control, it also provides a contact point for enquiries on general service issues (including advice on progress on prior reported incidents / problems) and the dissemination of relevant information (e.g. via bulletins, system messages, etc.).

Level 1 Prerequisites - Service Desk	Yes	No	Observations/Gaps
Does a Service Desk exist which manages, coordinates and resolves incidents reported by customers?	G	M	Yes, single phone number.
Is the Service Desk the recognized point of contact for all customer/user queries?	Y		ACD distributes calls by request type. Wrong selections by user are rerouted to the SD queue. New employee setup - no single point of contact/control....involves multiple service teams and multiple SD tools that are not integrated.
Does the Service Desk provide information to customers regarding planned changes?		R	There is a SD web site where users can find this information provided the SD has been advised of the change. Only 80% of changes are communicated to the Service Desk.
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answer 'Y'			

Level 1.5 Management Intent - Service Desk	Yes	No	Observations/Gaps
Is the business need for a Service Desk clearly identified and understood?	G	M	
Is there sufficient management commitment, budget provision and resource available for the effective operation of the Service Desk?	G	M	Scott confirms that his leadership supports his needs/requests
Is the Service Desk perceived as a strategic function by Senior Managers?	G		
Have the purpose and benefits of the Service Desk been disseminated within the organization?	Y		Yes for new employees and students. Suggest periodic/regular communications to users regarding services updates, etc.
Has an education and/or training program been conducted for customers and users in the use of the Service Desk and its benefits?	Y		Yes for new employees and students. Suggest periodic/regular communications to users regarding services updates, etc.
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answers 'Y'			

Level 2 Process Capability - Service Desk	Yes	No	Observations/Gaps
Have the functions of the Service Desk been explicitly defined and agreed?	Y	M	Yes, however a full review of this document is recommended as it was created approximately 3 years ago.
Do Service Desk operators have a procedure or strategy for obtaining the required information from customers while handling the call?	Y	M	Yes, many procedures are tool driven required fields....not all procedures are documented
Does the Service Desk provide the customer/user with information on service availability, an incident number or reference for use in follow-up communications, and progress updates on any request being managed by the service team?	R	M	Service availability when known. Yes on incident numbers. No progress updates. Remedy WEB opportunity.
Does the Service Desk make an initial assessment of all requests received, attempting to resolve appropriate requests or referring them to someone who can, based on agreed service levels?	G	M	Yes, they use a look up table.
Does the Service Desk communicate planned and short-term changes of service levels to customers?	R		Spotty only on the information that they receive
Does the Service Desk provide a status update to the customer on the closure of incidents?	G		Yes, automated email to the user with presumptive close - Problem----Presumptive is currently 365 days
Does the Service Desk provide management information and make recommendations for service improvement?	Y		Yes, through the weekly OPS meeting, however not always taken as an action item and resolved
Has a study of the workload mix been conducted to determine the required staff levels, skill type and the associated costs of the Service Desk?	G		Yes, ACD metrics which are reviewed daily
Are customer satisfaction surveys carried out by the Service Desk?	G		Yes, electronically for every service ticket.
Is the Service Desk notified of new services or changes to existing services?	R		Sometimes but very spotty....
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 2 other answer 'Y'			

Level 2.5 Internal Integration - Service Desk	Yes	No	Observations/Gaps
Does the Service Desk provide a single point of contact for all customer queries?	R	M	Not all. The Service Desk is sometimes bypassed by IT staff or for things that need to be handled quickly.
Does the Service Desk have access to a library of all product, hardware and software documentation and reference material used by customer / users?	R		Approximately 20% of what we support is documented. There is also some knowledge base info available.
Are major incidents/problems/changes from the previous week reviewed with customers?	G		Yes, in the OPS meeting with the Account Managers
Does a customer list exist and is it used to monitor customer satisfaction levels?	Y		Yes, through the Account Managers however they are currently overloaded with voice rollout
Are second-line support staff involved in the Service Desk, either on a full time or a rotational basis?	G		yes, Steve has his own second line team
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 2 other answer 'Y'			

Level 3 Products - Service Desk	Yes	No	Observations/Gaps
Is a single source of customer / user and supplier details maintained?	R	M	
Are standard processes available for capturing customer / user details and identification?	G	M	Tool driven by Remedy. No written procedures.
Are the services offered by the Service Desk clearly defined for customers and other parties?	Y	M	Do a good job with new employees and students, but not so good with existing users.
Are reports regularly produced for all the teams contributing to the service provision process, concerning types of customer contacts?	G		Yes Scott produces Remedy reports by support team
Is a workload analysis produced to help determine staffing levels?	G		Yes, through Scott's KPIs
Are weekly management reviews held to highlight service availability, customer satisfaction and major incident areas?	G		OPS meeting
Does management review Service Desk's recommendations for service improvements?	G		yes, during one-on-ones
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answer 'Y'			

Level 3.5 Quality Control - Service Desk	Yes	No	Observations/Gaps
Are the standards and other quality criteria applicable for the registration of incidents and for call handling made clear to Service Desk operators?	R	M	No formal audit of information in incidents.
Are Service Level Agreements available and understood by Service Desk operators	G	M	Scott has an escalation matrix by client by service
Are the personnel responsible for Service Desk activities suitably trained?	G	M	Yes, off line, then through a phone split, then online
Does the organization set and review either targets or objectives for the Service Desk?	G		Yes first level maturity KPIs are in place
Are there suitable tools in use to support the Service Desk function?	R		Recommend ticket escalation, pre violation notification, monitoring tools, Knowledge base, Remedy web interface for users
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answer 'Y'			

Level 4 Management Information - Service Desk	Yes	No	Observations/Gaps
Do you provide management with information concerning:			
- customer satisfaction with services?	G	M	automated email survey for resolved incidents
- operational performance of the Service Desk?	G	M	yes, metrics are at level 1 maturity
- customer awareness/ training needs?	R		
- trend analysis in incident occurrence and resolution?	R		Category, Type, Item (KPI) needs to be redesigned
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answer 'Y'			

Level 4.5 External Integration - Service Desk	Yes	No	Observations/Gaps
Do you hold regular meetings with interested parties in which Service Desk matters are discussed?	G	M	
Does the Service Desk control the <i>Incident Management function</i> and have the interfaces between Service Desk and Incident management been defined and communicated?	G	M	
Does the Service Desk receive information from <i>Change Management</i> regarding impending changes to services?	R		Spotty
Does the Service Desk exchange information with <i>Service Level Management</i> concerning breaches in service level agreements and the service and support commitments they contain?	R		No formal SLM in place but OPS meetings are doing some of this.
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions + 1 other answer 'Y'			

Level 5 Customer Interface - Service Desk	Yes	No	Observations/Gaps
Do you check with the customer to confirm that activities performed by the Service Desk adequately support their business needs?		M	Steve's Dean's meetings - annual review
Do you check with the customer that they are happy with the services provided?		M	
Are you actively monitoring trends in customer satisfaction?		M	
Are you feeding customer survey information into the service improvement agenda?		M	
Are you monitoring the customer's value perception of the services provided to them?		M	
Minimum score to achieve this level: 'Y' for all mandatory ('M') questions			