

# **Barnardo's Service Desk**

## **Our SDC Journey**

**Mark Bassett** – Head of Service Management







# Who are we?

- UK's largest Children's charity and support over 270,000 children, young people and families
- Last year we were celebrating our 150<sup>th</sup> anniversary
- Barnardo's has a ten year strategy to help 300,000 vulnerable children and their families across the country.
- Big and bold vision that requires support to make it happen

# Who are the Desk

- Desk has 8 full time and 1 part time staff 2 apprentices and currently 4 contractors, up from 8 staff
- Supporting ~9000 users across 1500 sites, between 7 am and 6pm
- Dealing with avg 5000 contacts a month down from 7200
- Logging avg 4000 new tickets a month down from 6000

# What do we do

- Single point of contact for IS for the organisation supporting
- 769 applications
- 3600 Desktops 
- 3300 Laptops 
- 2800 Smartphones and tablets 
- 3500 Remote users 

# Why SDI Certification

- Financial pressure
- Seen as a cost to the business when there is more important things to spend the money on.
- Benchmark and demonstrate we are on a par with peers
- Give the business a differentiator
- Help the organisation achieve its strategy

# How did we achieve it?

- Started with Online assessment
- SDI assessment audit
- 8 months of hard work
- 1 month dedicate prep
- Audit

# What did we get out of it?

- A real sense of pride for the team
- Demonstrable recognition of the great work we do
- Looked up to by our peers as an example of best practice
- Finalist in best small service desk 2016
- Finalist best Service Desk Analyst 2017

# Summary

- Be prepared to dedicate resource to this
- Go over the guide and ensure you are measuring and reporting on the right things.
- Put targets on the things you measure and show the trend and understand why you do or don't do it.
- Ask questions and clarify if you are not sure