

STUART BROOKES

IT SERVICE MANAGEMENT CONSULTANT



Service Desk Certification

www.linkedin.com/in/slbrookes1974

slbrookes@yahoo.co.uk

Doncaster ITSM History

- ▶ Strategy to Improve Services
 - ▶ ITIL Foundation for all staff
 - ▶ Implement a new ITSM Tool
- ▶ Success or Failure?
 - ▶ Lack of planning and leadership
 - ▶ Loss of knowledge



Doncaster Recent History

- ▶ The Old Service Desk
 - ▶ Performing 3 different functions
 - ▶ Low motivation
 - ▶ Poor service
 - ▶ Loss of business
- ▶ Restructure
 - ▶ Staff aligned to specific functions



Introduction to SDI

- ▶ Service Desk Certification
 - ▶ What appealed to me?
 - ▶ Online Performance Assessment
 - ▶ Research
 - ▶ “Our SDI payment is probably the most value for money bill we pay”
 - ▶ Sold the vision

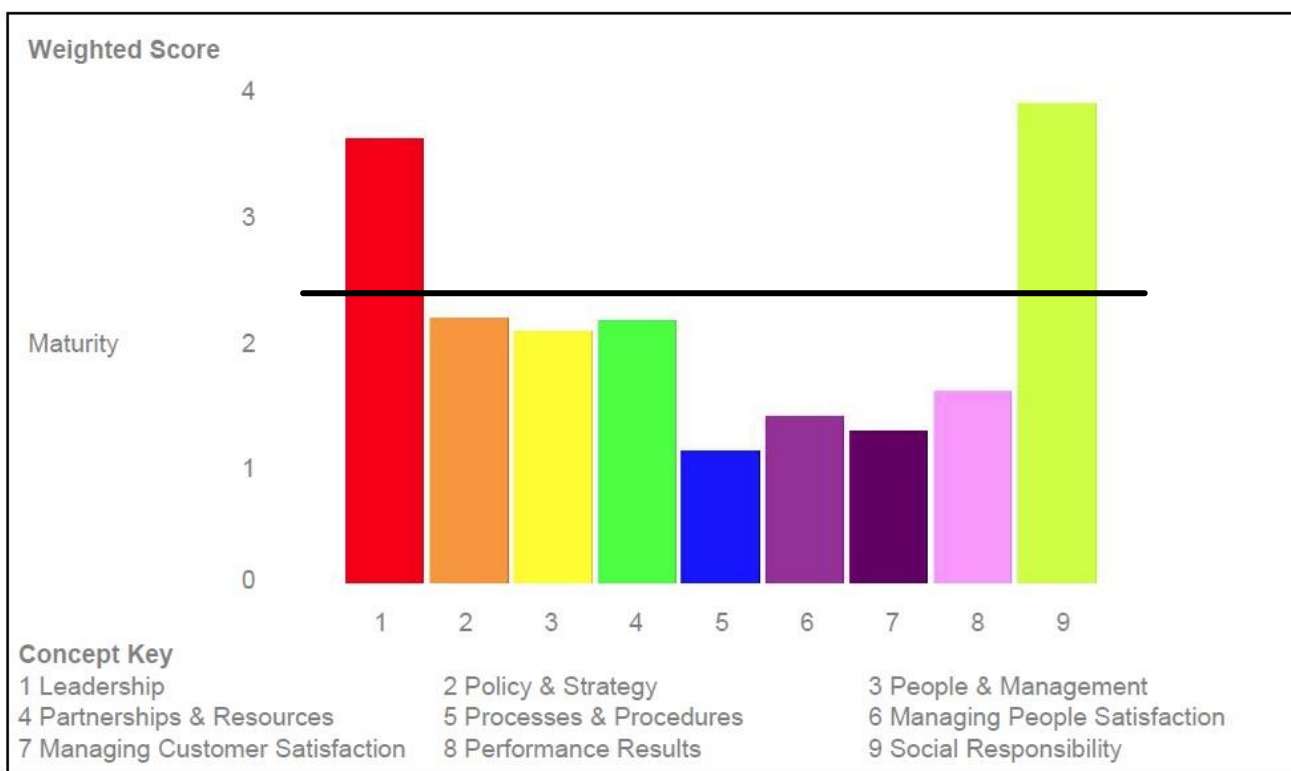


Assessment

- ▶ Process
- ▶ Expectations
- ▶ As is exercise



Initial Results



Service Desk Certification	Final Score	Star Rating
	1.78	
<p>A score of 2.3 has not been achieved for: Policy & Strategy, People & Management, Partnerships & Resources, Processes & Procedures, Managing People Satisfaction, Managing Customer Satisfaction, Performance Results SDI certification cannot be awarded</p>		

Working Towards Certification

- ▶ Back to Normality
- ▶ Late Start
- ▶ Lack of Involvement
- ▶ ITSM Tool Issues
- ▶ Last Minute Rush

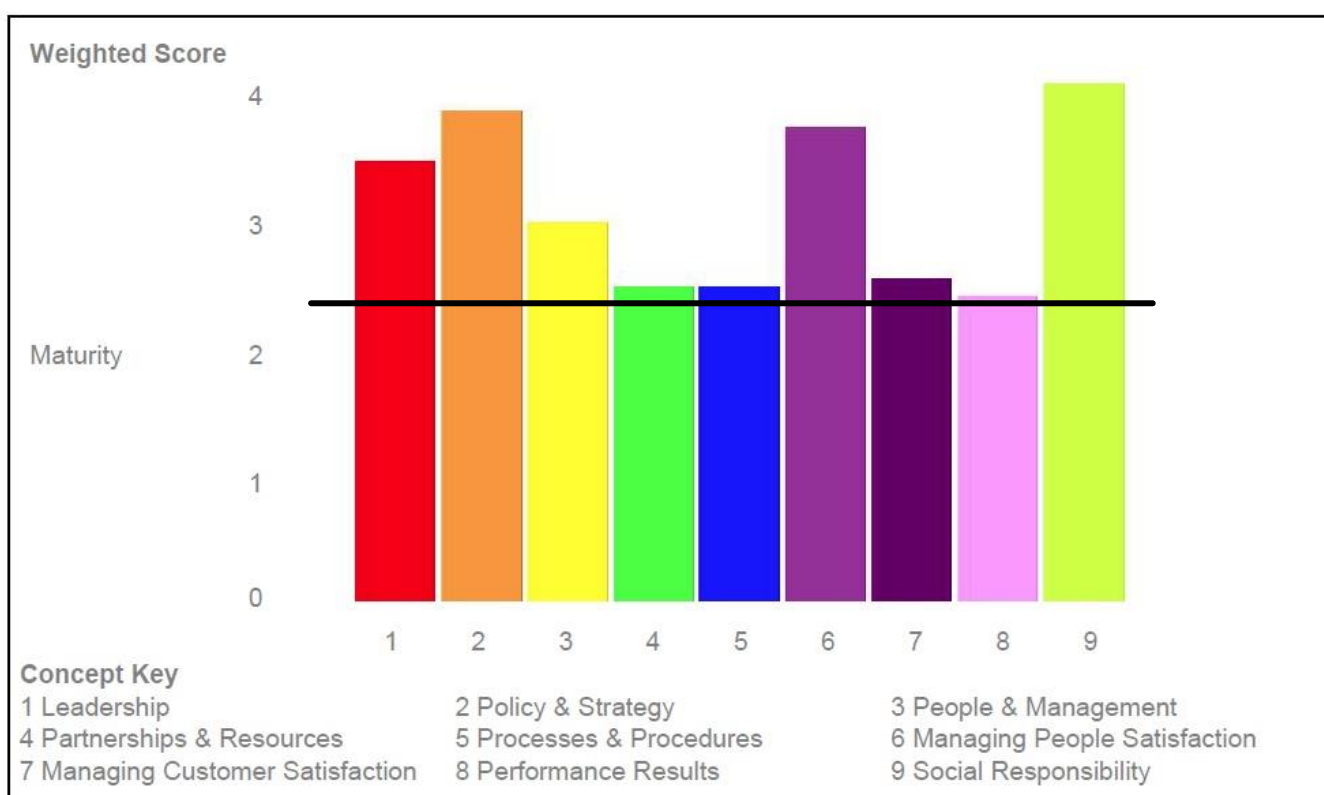


Certification Audit

- ▶ Auditors
- ▶ Meetings
- ▶ VERY Thorough



Certification Results



Service Desk Certification	Final Score	Star Rating
	2.87	
Congratulations, your service desk has achieved certification.		

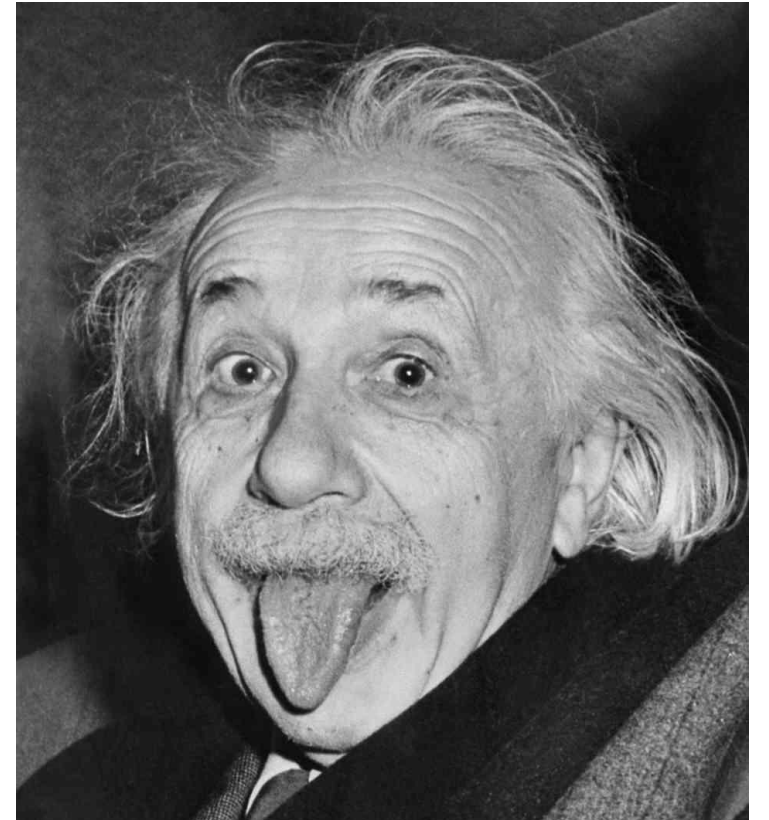
Lessons Learned...

- ▶ Engage with Everyone
- ▶ Better Planning
- ▶ Research Improvements
- ▶ Doncaster Now



Words of Wisdom

- ▶ Make Time
- ▶ Research
- ▶ Early Engagement
- ▶ Not Just a Trophy



Thank You – Questions?

Stuart Brookes

IT Service Management Consultant

CCNA, MCITP, MCTS, ITIL v3

slbrookes@yahoo.co.uk

www.linkedin.com/in/slbrookes1974

