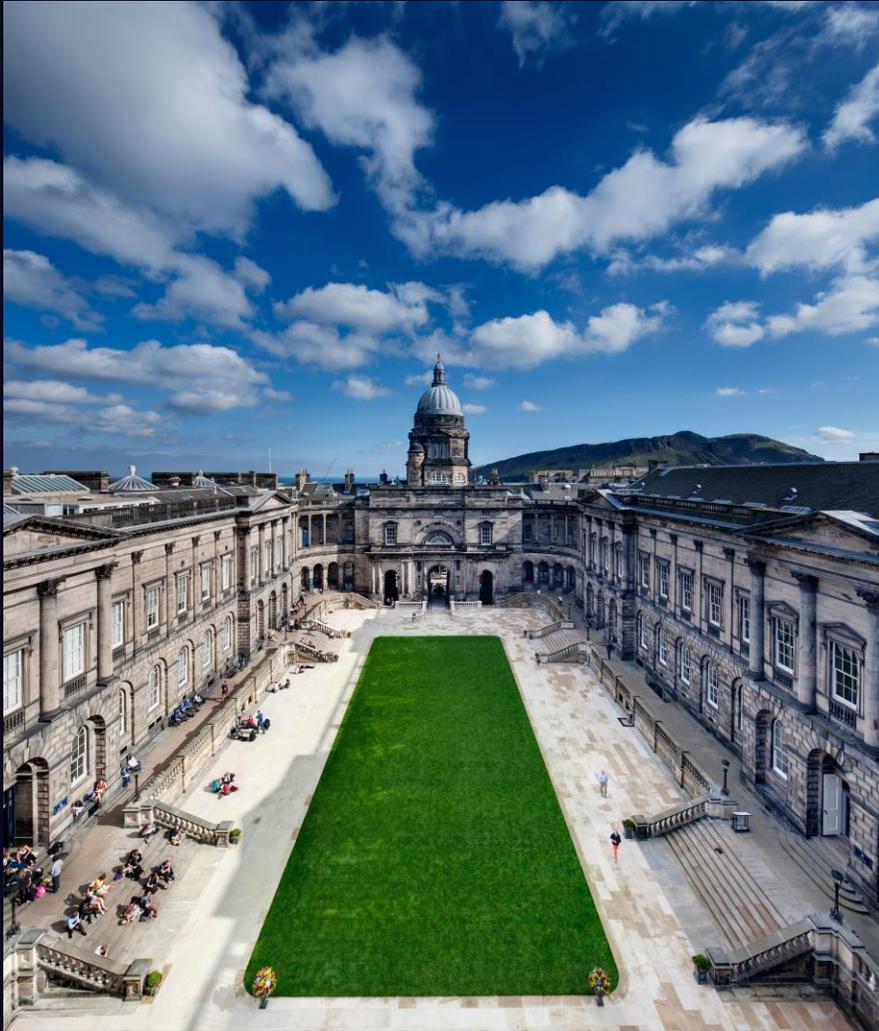




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STRIVING FOR SERVICE DESK EXCELLENCE



THE UNIVERSITY OF EDINBURGH'S SDI CERTIFICATION STORY

Influencing the world since 1583



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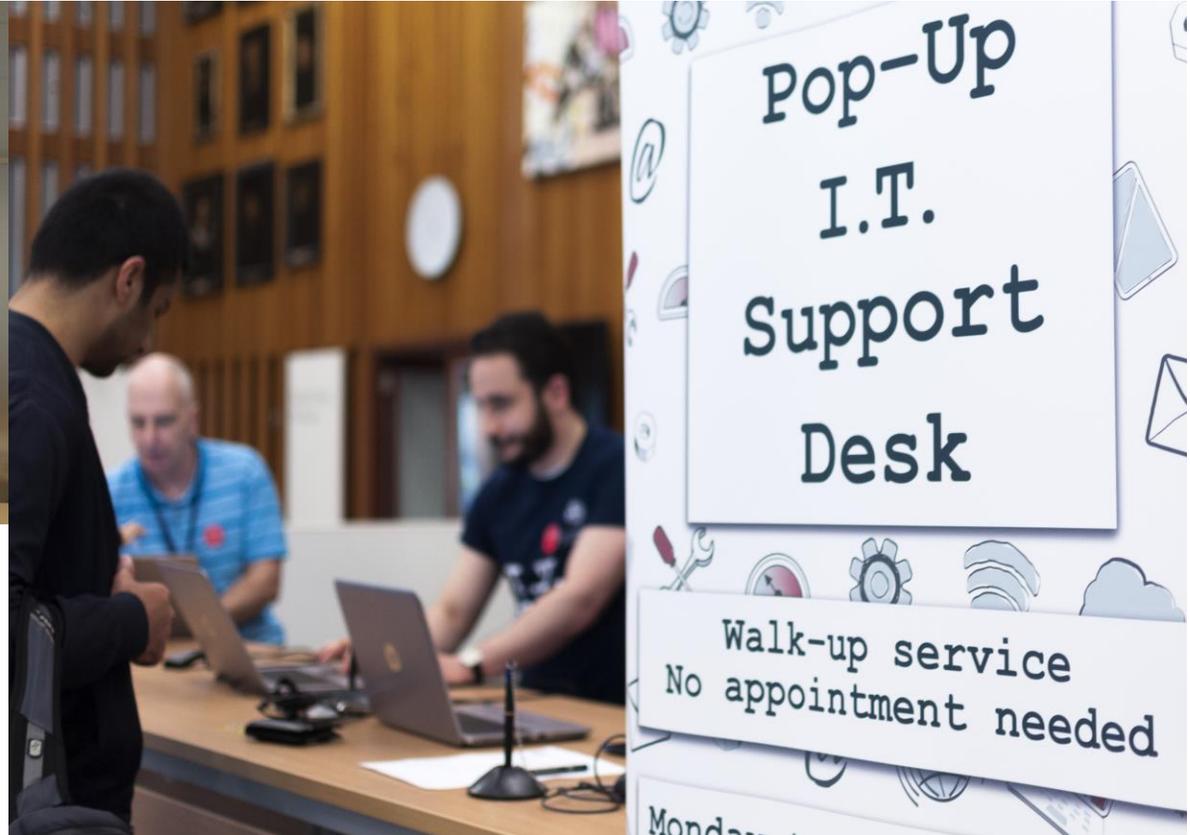
Hello!



Influencing the world since 1583



About the University of Edinburgh



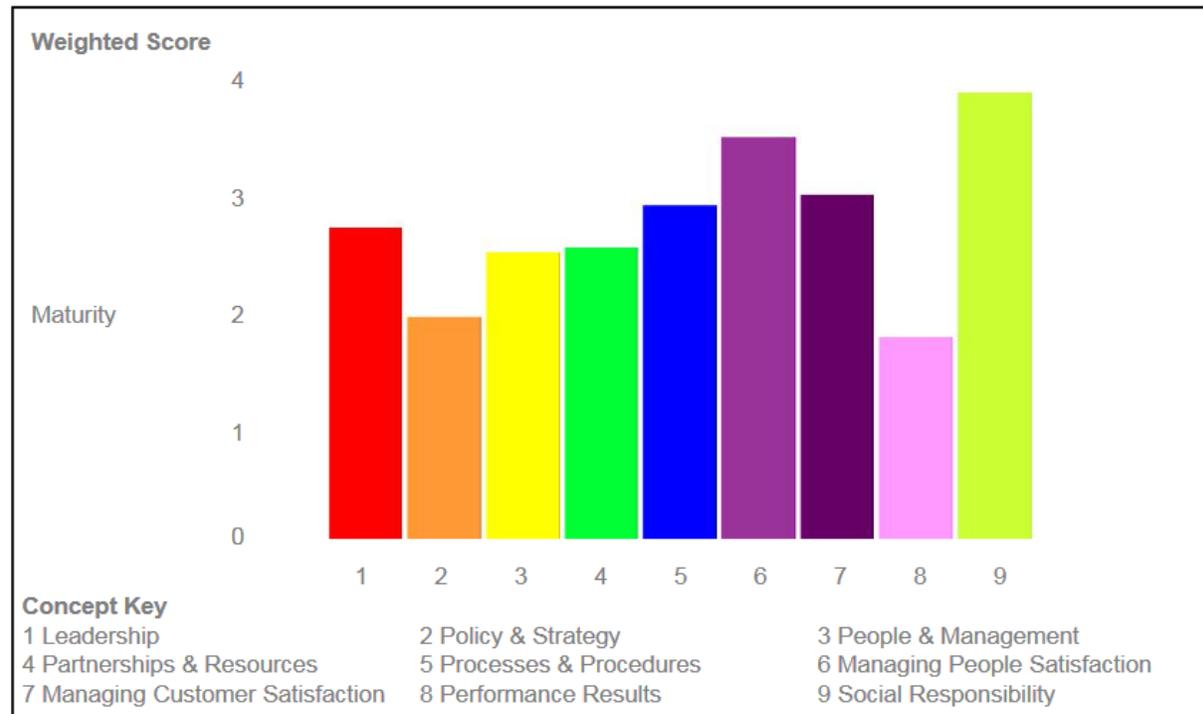


Why SDI?

- New CIO bringing Shift left agenda
- Wanted to benchmark and to get guidance on areas needing improvement
- Success stories
- On-line Performance Assessment report



January 2016 – Audit Assessment



Service Desk Certification	Final Score	Star Rating
	2.58	



6 months to prepare...

- Investment from Management
- Vision and Mission
- KPIs and CSFs
- Handbook – Processes and Procedures
- CSI Register

Our Evidence



User Support Team Service Desk Certification Project 2018/19
Welcome to the project wiki for the User Support Team Service Desk Certification Project



Audit Group Members

- + Project Members - Stage 6 Surveillance audit 2
- + Stages 1 - 5 Group Members

Audit tools

- + Reports
- + Essential documents
- + Evidence
- + IT Service & Support Awards

Library

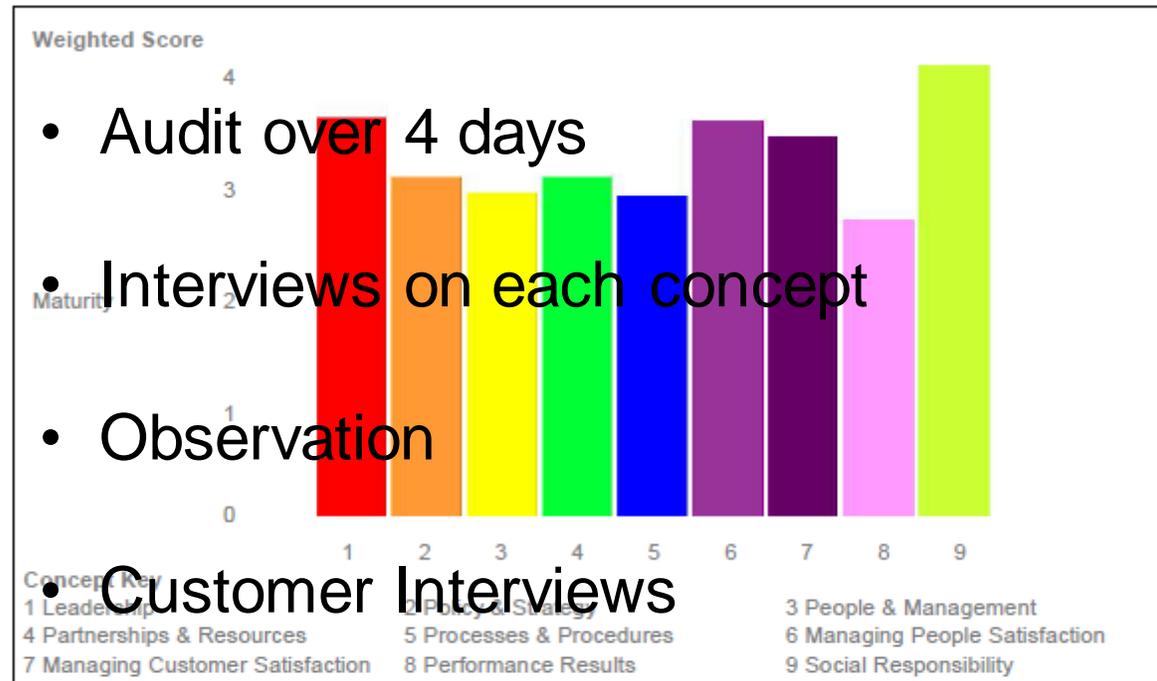
- + UoE Resources
- + SDI Resources

NEW Projects website entry

Please contact the USD SDC team with any comments or questions on this wiki: usd-sdc@mlist.is.ed.ac.uk

What's new?

July 2016 – Certification audit

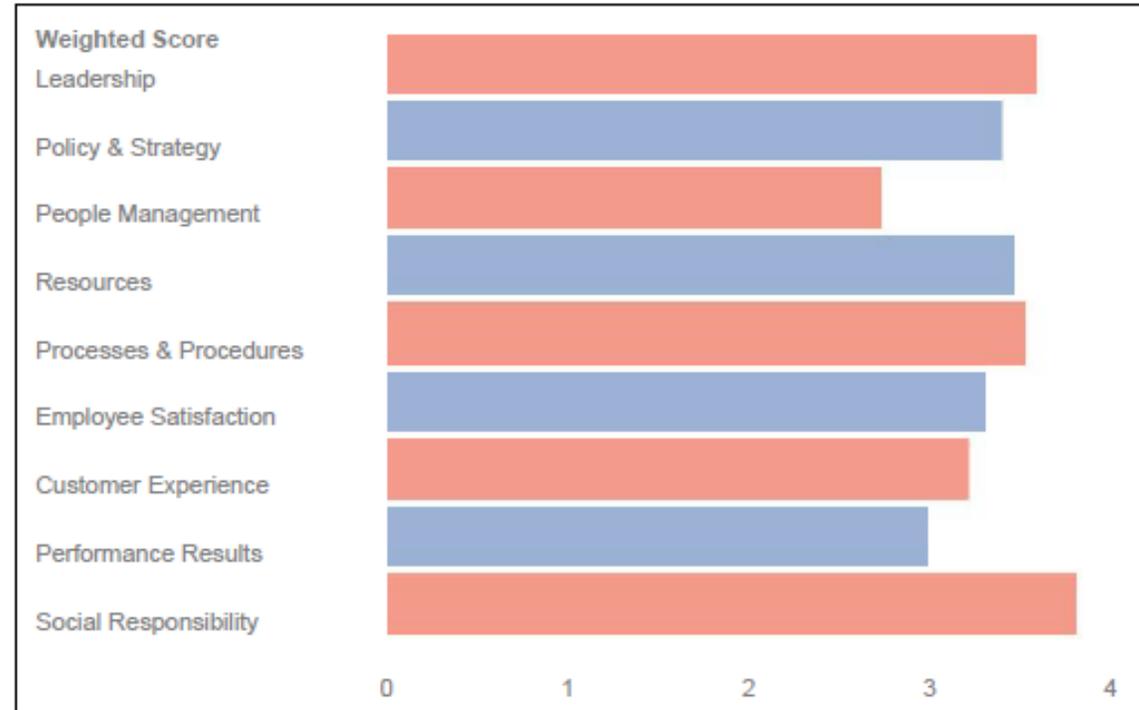


Service Desk Certification	Score	Star Rating
	3.1	
Congratulations, your service desk has achieved certification.		

- Employee Interviews



July 2017 – Surveillance 1



Service Desk Certification	Score	Maturity Rating
Surveillance Audit 1	3.27	Customer-led

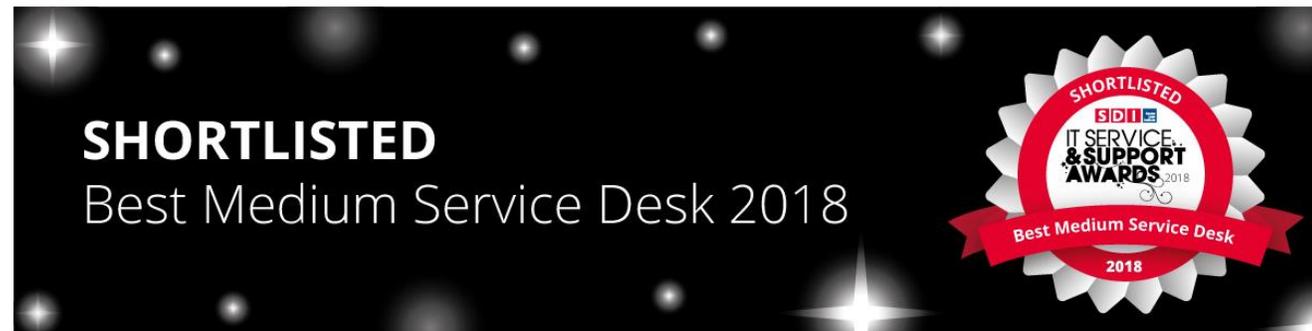


July 2018 – Surveillance 2

- New auditor & new director
- Improving use of metrics
- Self help and web forms
- IT Support Desk
- Skills and career paths



The Support and Service Awards





Benefits

- Sense of pride and team identity
- Recognition and respect
- Influence best practice in the organisation
- CSI now day to day



Hints and tips

- Run certification as a project
- Evidence – Ongoing collection of ideas, use the best tool for you.
- Get other teams involved
- Ask for help – The SDI are your friends!
- Engage with the wider SDI Community



Questions?





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