



Efficiency gains for your Service Desk

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KAUST IT Customer
Support and
Consulting Lead

Discussion Points

- Ideal Situation
- Circle of Influence & Control
- Technology, People, Processes & Environment
- Intro to KAUST Service Desk
- Agent Competition
- Closing remarks on the SDI Audit

Ideal Service Desk Situation



High customer satisfaction

Consistently achieving high customer satisfaction ratings in post-call and post-ticket surveys



Low on-queue waiting period

Whether waiting for an Agent to answer the phone, or an email, or a response to a ticket



High Agent Moral

SD Agents are “happy” to come to work, and are treated in a fair and productive manner



Requests correctly resolved

Customer issues and requests correctly and expeditiously resolved in a professional manner

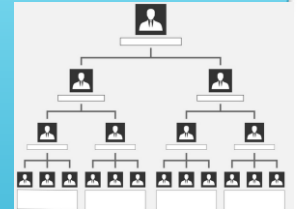
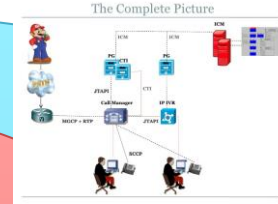
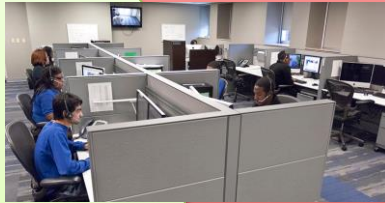


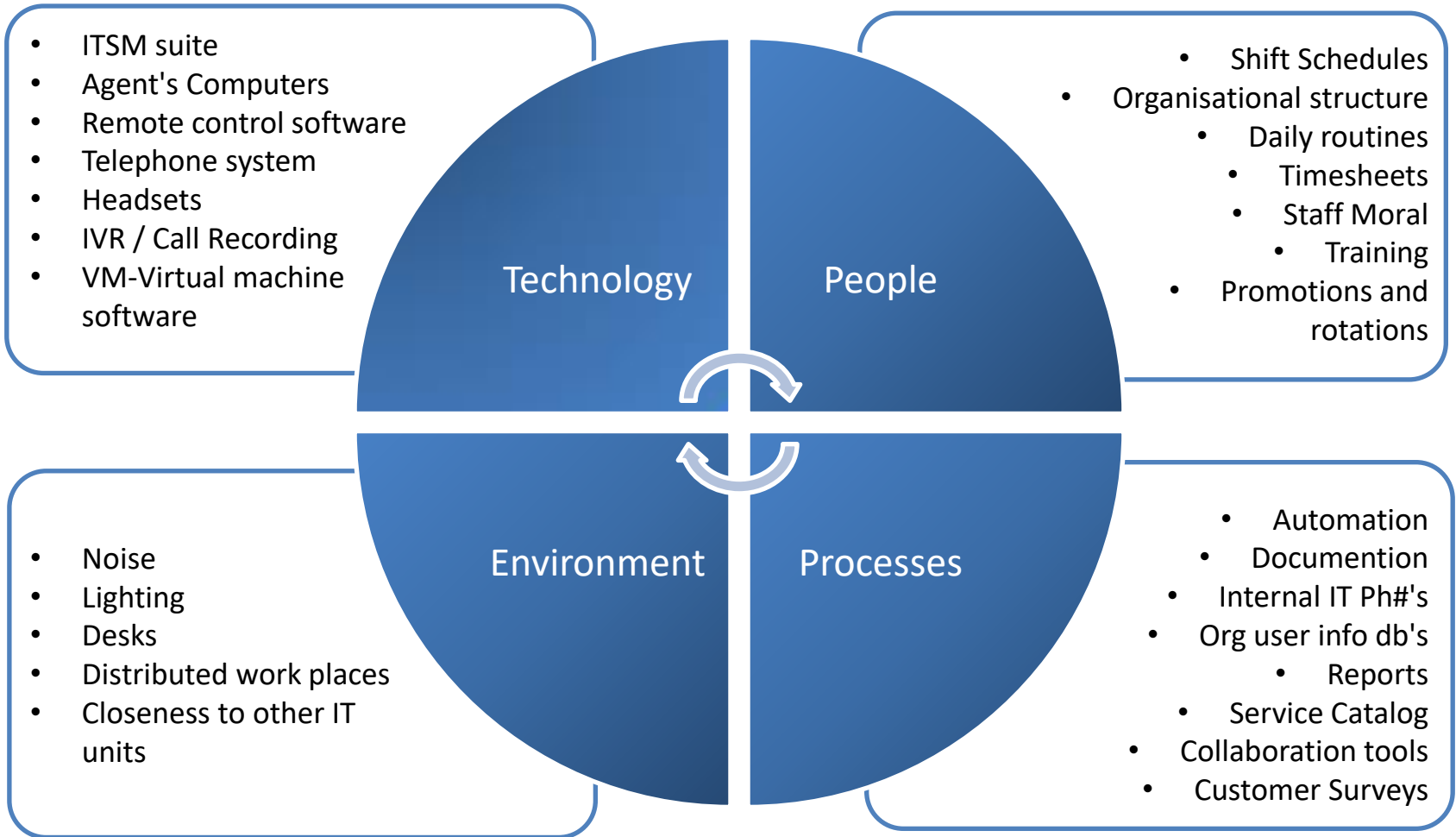
Internal Processes well Aligned

Whether it is process and procedure documentation, or relationships with internal company units



Circle of Control
Circle of Influence
Circle of Concern







Technology

- ITSM suite
- Agent's Computers
- Remote control software
- Telephone system
- Headsets
- IVR / Call Recording
- VM-Virtual machine software



People

- Shift Schedules
- Organisational structure
- Daily routines
- Timesheets
- Staff Moral
- Training
- Promotions and rotations

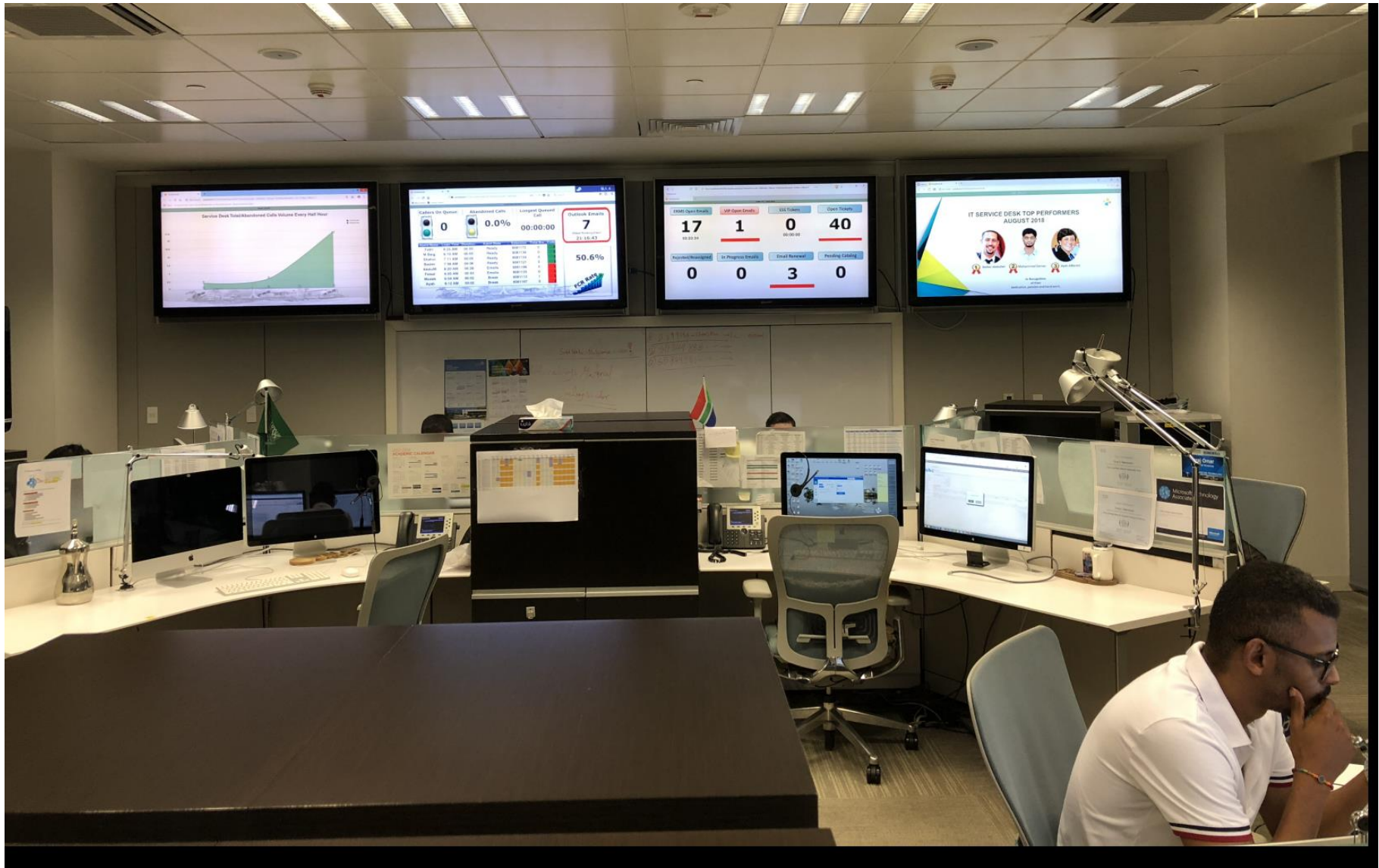
Processes

- Automation
- Documentation
- Internal IT Phone Number's
- Organisation user info databases
- Reports
- Service Catalog
- Collaboration tools
- Customer Surveys

Environment

- Noise
- Lighting
- Desks
- Distributed work places
- Closeness to other IT units

The KAUST IT Service Desk



Powerful, yet easy integrations



Callers On Queue



0

Abandoned Calls



0.0%

Longest Queued Call

00:00:00

Outlook Emails

7

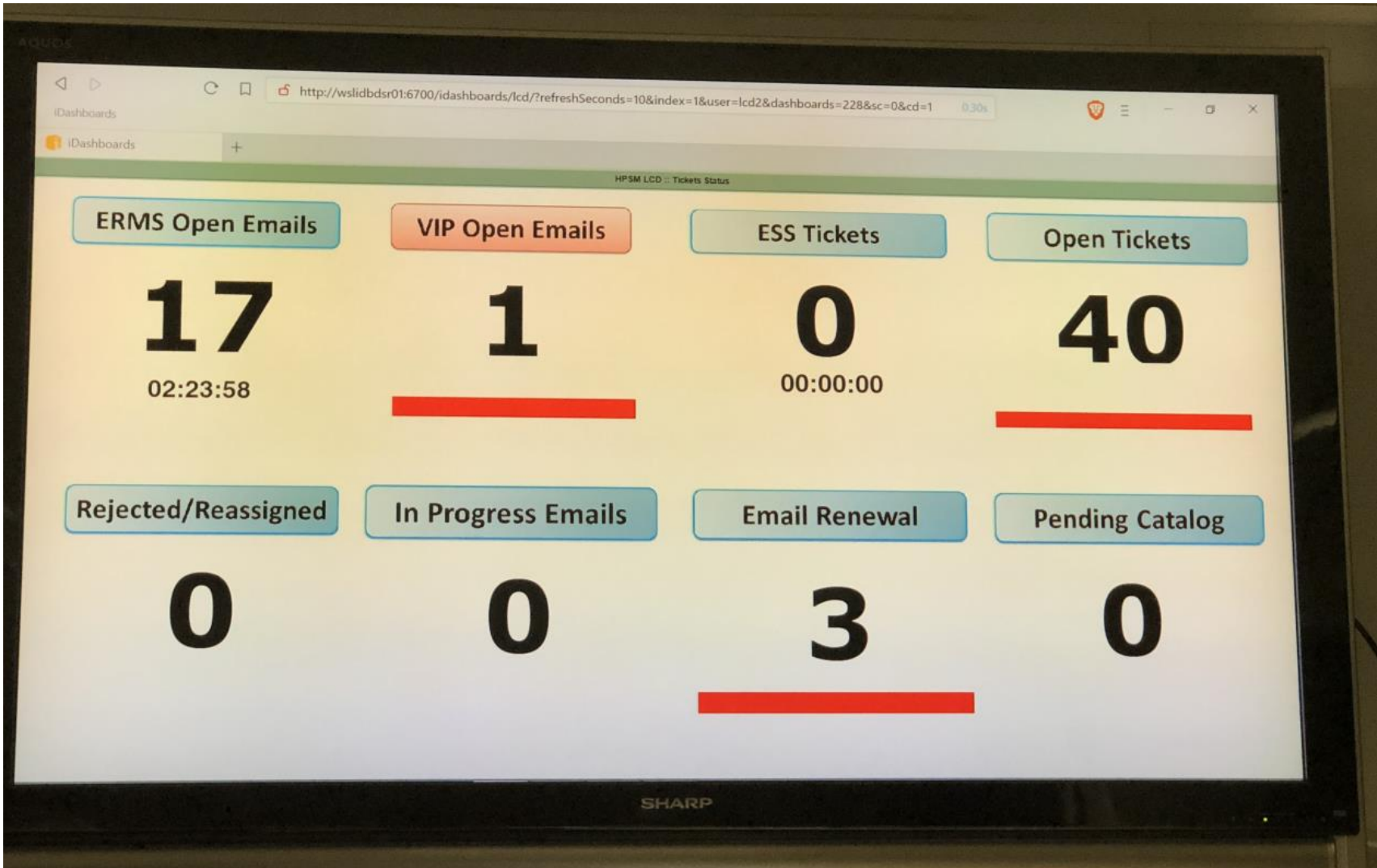
Oldest Pending Email

21:17:03

Agent Name	Login Time	Duration	Agent State	Extension	Total Bre...	Code
Fathi	8:25 AM	00:00	Ready	8081172	0	3
M Baig	8:10 AM	00:05	Ready	8081136	0	3
Shahul	7:11 AM	00:05	Ready	8081134	4	3
Badier	7:58 AM	00:00	Not Ready	8081121	0	8
AbdulM	8:20 AM	00:28	Emails	8081198	0	2
Faisal	8:05 AM	00:43	Emails	8081125	0	2
Musab	6:59 AM	00:02	Break	8081113	1	2
Ayah	8:12 AM	00:02	Break	8081197	0	2

50.6%





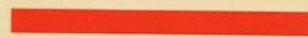
ERMS Open Emails

17

02:23:58

VIP Open Emails

1



ESS Tickets

0

00:00:00

Open Tickets

40



Rejected/Reassigned

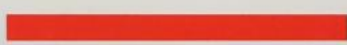
0

In Progress Emails

0

Email Renewal

3

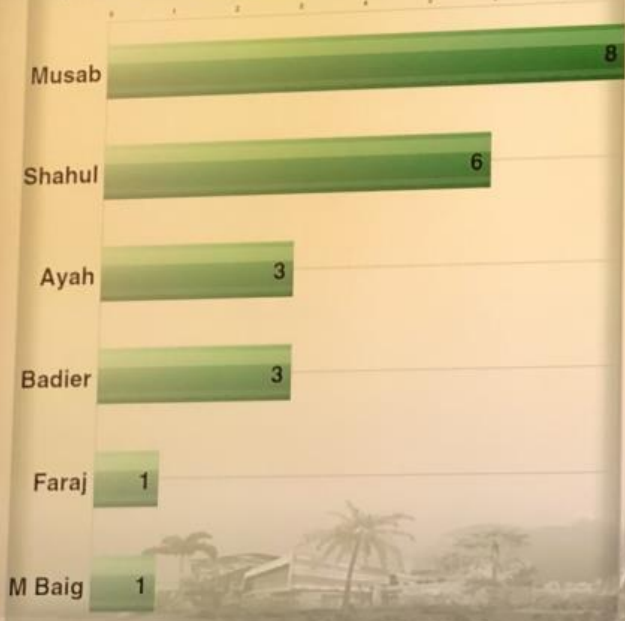


Pending Catalog

0

SHARP

Phone Calls Handled by Service Desk Today



Average Call Handling

er 2:5 Ayah 2:4 Musab

Average Call Handling Time (Minutes)



Average Speed To Answer

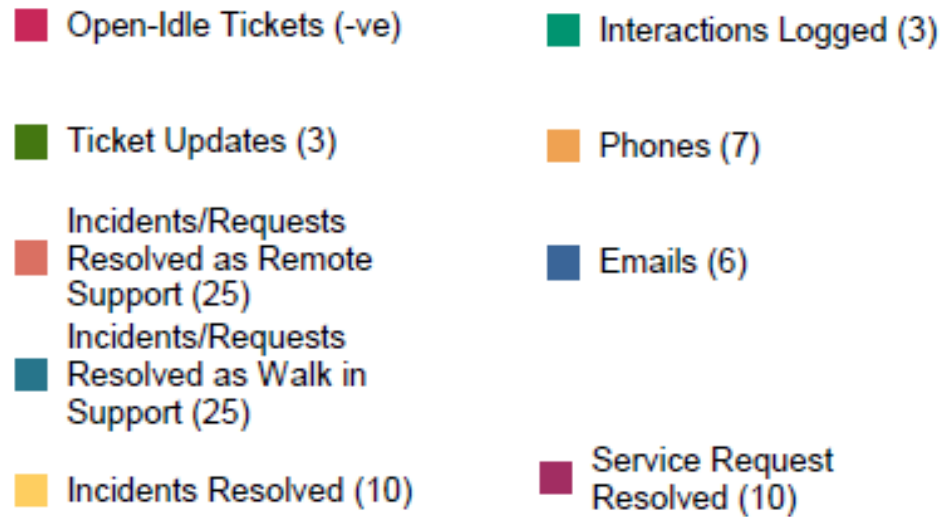
ab 0:9 Fathi 0:8 Badie

Average Speed To Answer (Seconds)





Agent Competition Report

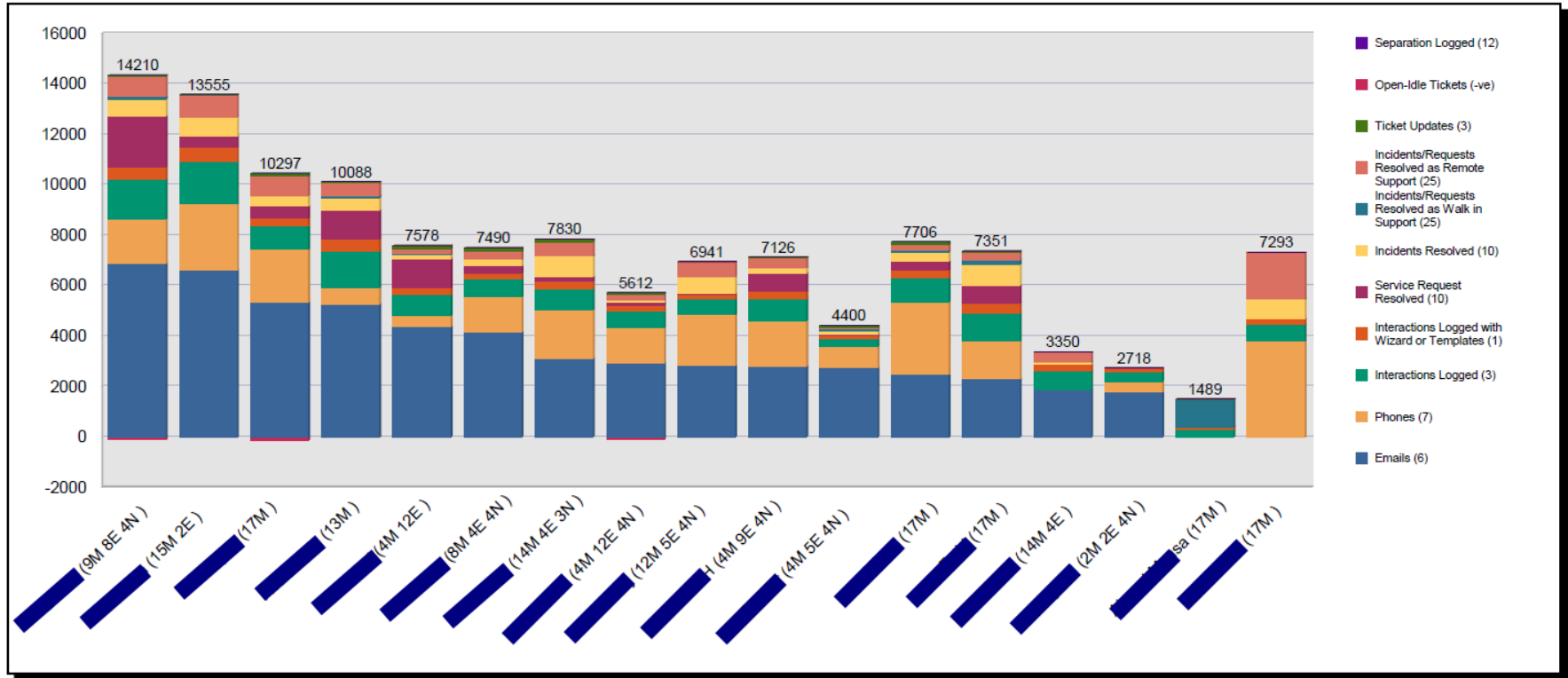


Sample Month

Monthly Competition Graph

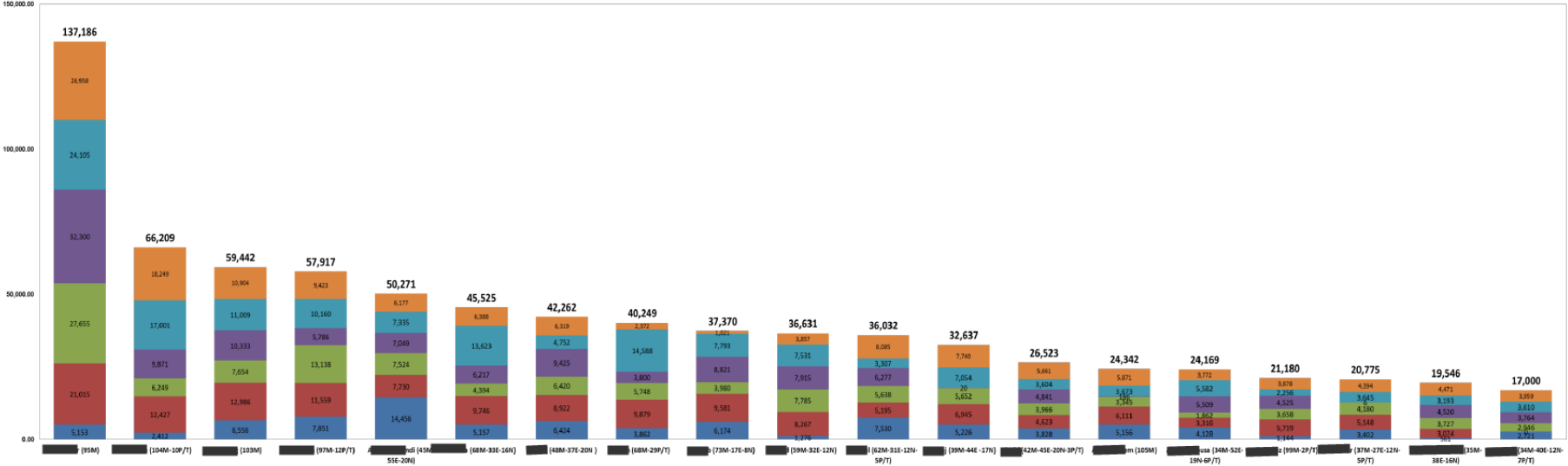
AUGUST

1/8/2018 - 31/8/2018



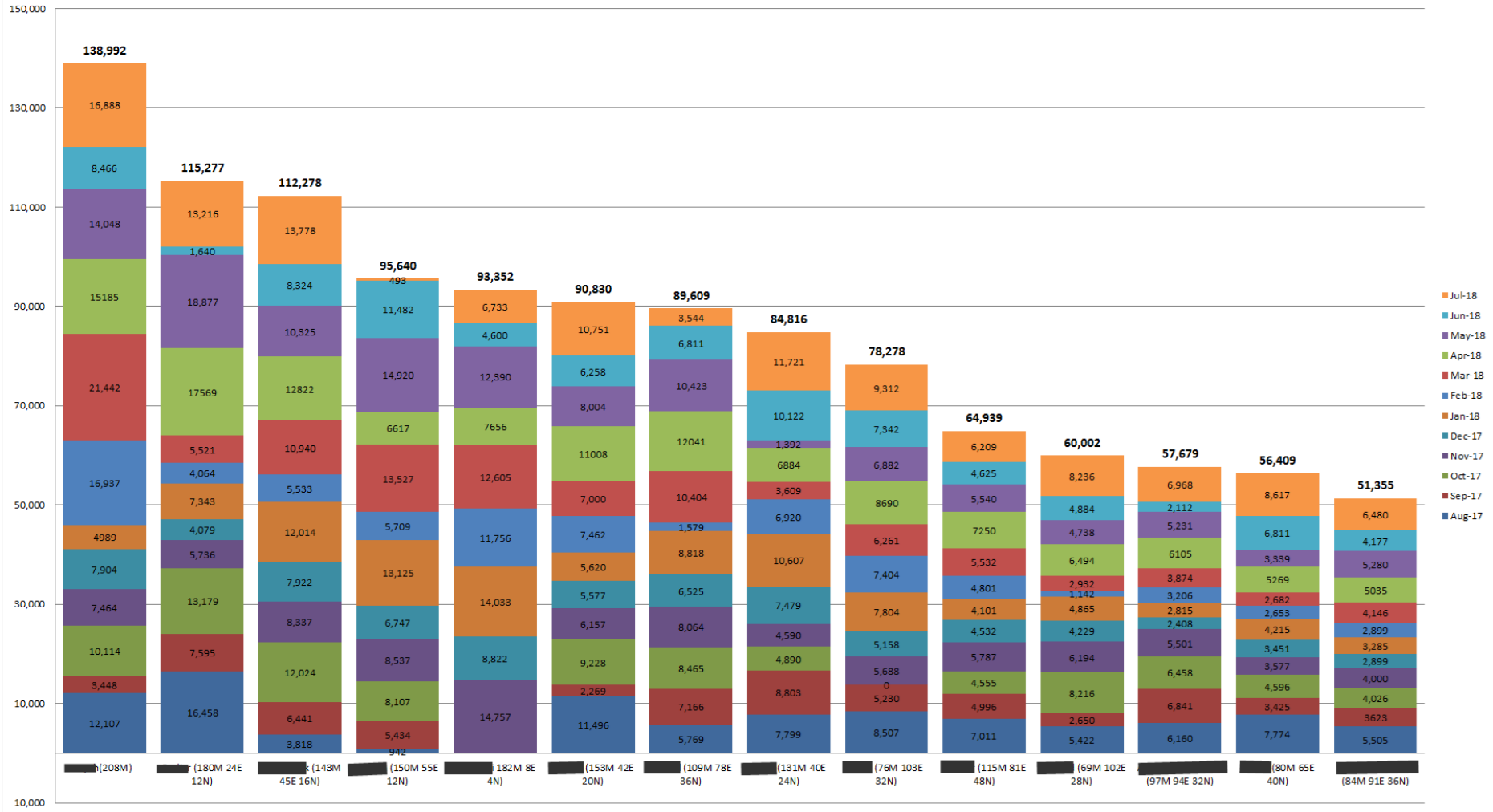
2015-Sample

Competition Report Jan 2015 - December 2015



2018-Improvement

Agent Competition Report
August 2017 - July 2018



SDI-Service Desk Certification



Concept 2 - Policy & Strategy

Service desk management incorporates the organisation's values and quality concepts into the definition, communication, review, and improvement of service desk policies and strategies.

2.2 Goals and objectives

The service desk has specific and measurable operational level goals and objectives that reflect its mission statement.

1	Reactive	The service desk has established objectives that relate to its mission statement.
2	Proactive	Documented, quantitative performance goals have been established for most objectives.
3	Customer-led	Service desk goals and objectives are consistent with and supported by the goals and objectives contained in service level agreements. They are reviewed regularly and adjusted as required.
4	Business-led	Strategic goals are aligned to and support the organization's vision and mission. Performance results related to these goals are communicated to service desk staff and all relevant stakeholders.

Concept 5 - Processes & Procedures

How the IT support operation identifies, reviews, documents, and revises its processes and procedures in order to deliver optimal levels of support.

5.2 Managing customer satisfaction

There is a process in place for measuring and managing customer satisfaction in order to build loyalty and support.

1	Reactive	There is a defined process to measure customer satisfaction.
2	Proactive	The process is documented and the service desk measures satisfaction against its goals.
3	Customer-led	Event-based and periodic customer satisfaction measurement procedures are in place.
4	Business-led	There is evidence of a comprehensive customer satisfaction programme that includes action to follow-up dissatisfied responses, and there is a plan to improve satisfaction.

Concept 5 - Processes & Procedures

How the IT support operation identifies, reviews, documents, and revises its processes and procedures in order to deliver optimal levels of support.

5.15 Service introduction

There is a process, or set of processes, in place to ensure the successful introduction of new or changed IT services into the production environment, and the associated handover to the service desk for on-going support.

1	Reactive	The service desk is generally informed prior to new services being implemented and is provided with accurate and relevant technical information.
2	Proactive	There is a standard project management methodology in place and it is consistently used across all IT platforms.
3	Customer-led	The service desk is actively involved in all IT projects from an early stage for familiarisation and knowledge transfer purposes to enable it to provide on-going support.
4	Business-led	There is a formal service introduction process in place incorporating production assurance standards that define the minimum information required by the service desk before a new or changed service will be accepted for support.

Thank you for your
time

Q&A

Photo Credits

- Old computers: <https://b2b-knowhow.com/whitepapers/1600-why-you-shouldn-t-be-afraid-of-replacing-your-legacy-itsm-suite>
- BMC Remedy: <http://www.columnit.com/bmc-software/bmc-products/remedy-it-service-management-suite.html>
- Platonic headset: <https://www.headsets.com/>
- Cisco IVR: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>
- SD cubicles: http://www.memphis.edu/umtech/service_desk/index.php
- Frustrated worker: thinkstock.com
- Budget: <https://www.marketing-mojo.com/blog/maximizing-your-adwords-budget/>
- Student SD: <http://student.uva.nl/en/contact/central-student-service-desk/central-student-service-desk.html>