Rethinking the Service Desk

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Computer Telephony Integration (CTI)
Incoming Call

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Decline  Answer
Incident versus Service Request
Category: Incident
- Incident - Request for Incident Resolution
- RFC - Request for Change
- RFI - Request for Information
- Complaint - Request for Support Improvement
- Compliment - Request for Bestowal of Praise
- Other - Request is Out of Scope
<table>
<thead>
<tr>
<th>Services</th>
<th>Configuration Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Intelligence</td>
<td>CMP00069 - HP Spectre x360 Laptop PC</td>
</tr>
<tr>
<td>Conference Room</td>
<td>DCK00014 - HP FQ834UT USB Docking Station</td>
</tr>
<tr>
<td>Email</td>
<td>MON00070 - HP w17v Widescreen Monitor</td>
</tr>
<tr>
<td>Expense Reporting</td>
<td>PHN00427 - PHN00481 - Apple iPhone 8 Plus Smartp...</td>
</tr>
<tr>
<td>Finance (SAP)</td>
<td></td>
</tr>
<tr>
<td>Network Connectivity</td>
<td></td>
</tr>
<tr>
<td>Network Printing</td>
<td></td>
</tr>
<tr>
<td>Personal Computing</td>
<td></td>
</tr>
<tr>
<td>Secure Remote Access</td>
<td></td>
</tr>
<tr>
<td>Smart Phone</td>
<td></td>
</tr>
<tr>
<td>None of the Above</td>
<td></td>
</tr>
</tbody>
</table>
Knowledge-Centered Service (KCS)
Request Templates

- **End users**: Order software and/or peripherals
- **End users**: Move Widget Data Center desktop PC
- **Specialists**: Extension of service hours for the Personal Computing service
- **End users**: Personal computer for new employee
- **End users**: Provide external hard disk drive
- **End users**: Remove PC
- **End users**: Request for information concerning Personal Computing

Knowledge Articles

- **Public**: How to defragment my hard disk drive
- **New**: How to switch the screen of a PC to a projector
- **Internal**: How to change what you see when you open a new tab in Edge
- **Public**: How to change what you see when you open Edge
- **Public**: How to connect a 2nd monitor to a desktop PC

None of the Above
Impact, Severity, Priority & Urgency
Set Targets
First line support agreement for Widget International

Status: Active
Customer: Widget Data Center
Customer representative: Howard Tanner
First line support provider: VirtualSupport, Ltd.
Service desk team: Service Desk
Service desk manager: Khunul Shrestra
Start date: Mon, May 07, 2018 Mumbai
Support hours: 24x7 (Monday through Sunday) Mumbai

▼ Targets

Pickup target: < 0:15 hours:minutes
Pickups within target: >= 80%
First call resolutions: >= 40%
Service desk only resolutions: >= 50%
Service desk resolutions: >= 60%
Rejected solutions: < 10%
Customer Satisfaction
This request has been completed for you.
Are you satisfied with the manner in which your request has been handled?

Submit button does not work
Requested by: Beatrice Baldwin  Feb 25
Service instance: Expense Reporting Production  Widget Data Center
Configuration items: Widget Expense Reporting 12.4.2
# First line support agreement for Widget International

<table>
<thead>
<tr>
<th>KPI</th>
<th>Target</th>
<th>Actual</th>
<th>Past 12 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickups within target</td>
<td>&gt;= 80%</td>
<td>100.00%</td>
<td></td>
</tr>
<tr>
<td>First call resolutions</td>
<td>&gt;= 40%</td>
<td>38.57%</td>
<td></td>
</tr>
<tr>
<td>Service desk only resolutions</td>
<td>&gt;= 50%</td>
<td>52.30%</td>
<td></td>
</tr>
<tr>
<td>Service desk resolutions</td>
<td>&gt;= 60%</td>
<td>62.40%</td>
<td></td>
</tr>
<tr>
<td>Rejected solutions</td>
<td>&lt; 10%</td>
<td>4.00%</td>
<td></td>
</tr>
</tbody>
</table>

## Service Desk Customer Satisfaction

👍 83%

- 28 Satisfied
- 6 Dissatisfied

67% Response rate

<table>
<thead>
<tr>
<th>Service Desk Activity</th>
<th>Count</th>
<th>Time spent (hh:mm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of new requests completed on first call</td>
<td>39</td>
<td>3:20</td>
</tr>
<tr>
<td>Registration of new requests not completed on first call</td>
<td>77</td>
<td>15:35</td>
</tr>
<tr>
<td>Updates of existing requests</td>
<td>82</td>
<td>13:00</td>
</tr>
<tr>
<td>Completion of existing requests</td>
<td>13</td>
<td>4:45</td>
</tr>
</tbody>
</table>

**Totals**

- Count: 211
- Time spent: 36:40
Summary

- Use CTI
- Select the caller first, then open a new request
- Use the same form for incidents and service requests
- Talk services, not tech
- Allow everyone create and improve knowledge
- Avoid negotiating priority, determine only the impact level
- Set targets that the service has control over
- Make it easy for employees to submit feedback