Global Best Practice for Service Desk

Q&A Panel

SDI Philosophy

To support our vision our philosophy is to..

Suprise

Delight

Inspire

For our customers, each other and the community

SDI Value

Global Best Practice Standard for Service Desk

First introduced in 2000

9 concept areas
138 best practice criteria

The only globally recognised Best Practice Standard specifically for service desks

Based on existing quality reference models such as EFQM and ISO 9000

Service improvement mapping

Certification and accreditation

The Panel

Damian Bowen

ITSM Consultant,
Advisor & Auditor

Lynne Nash

Consultant & Customer
Experience Expert

Barclay Rae

Consultant, Auditor
& ITIL®4 Author

David Wright

SDI Chief Innovation
& Value Officer

GLOBAL BEST PRACTICE STANDARD FOR SERVICE DESK

Leadership

1.1 Alignment with business outcomes of the supported organization(s)
1.2 Service desk influence
1.3 Collaboration
1.4 Promoting teamwork
1.5 Promoting the service desk
1.6 Service performance transparency
1.7 Driving continual improvement
1.8 Customer centricity
1.9 Service desk scope
1.10 Leadership skills

Policy and Strategy

2.1 Vision
2.2 Mission
2.3 Service desk strategy, critical success factors (CSFs) and key performance indicators (KPIs)
2.4 Strategic planning
2.5 Relationship management
2.6 Financial management
2.7 Information security management
2.8 Strategic value of the service desk
2.9 Project methodology

People Management

3.1 Role profiles
3.2 Recruitment
3.3 Onboarding
3.4 Skills program
3.5 Career development program
3.6 Personal performance reviews
3.7 Talent management
3.8 Remuneration
3.9 Informal reward and recognition
3.10 Absence
3.11 Leadership competencies
3.12 Communication

Resources

4.1 Capacity, performance and reliability
4.2 Distribution of channel contacts
4.3 Workforce management
4.4 IT service management (ITSM) toolset
4.5 IT service management system utilization
4.6 Remote support
4.7 Integrated systems of support
4.8 Supported systems
4.9 Tools and collaboration
4.10 Measurement and reporting tools
4.11 Knowledge management
4.12 Self-service
4.13 Service catalog
4.14 Supplier management
4.15 Optimization and automation

Processes and Procedures

5.1 Governance of processes and procedures
5.2 Risk management
5.3 Service level management (SLM)
5.4 Managing feedback
5.5 Incident management
5.6 Service request management
5.7 Incident and service request logging
5.8 Status assignment
5.9 Service level monitoring
5.10 Incident and service request closure
5.11 Interaction quality monitoring
5.12 Monitoring and event management
5.13 Problem management
5.14 Change control
5.15 Release and deployment management
5.16 Service transition
5.17 IT asset and service configuration management
5.18 Service catalog management
5.19 IT service continuity management
5.20 Information security management
5.21 Supplier management
5.22 Continual improvement
5.23 Modernization and transformation

Managing Employee Satisfaction

6.1 Employee satisfaction monitoring program
6.2 Skills and capabilities
6.3 Training plans
6.4 Staff morale
6.5 Employee engagement
6.6 Career development opportunities
6.7 Employee feedback
6.8 Positive team culture
6.9 Team meetings

Managing the Customer Experience

7.1 Customer experience program
7.2 Capturing customer feedback
7.3 Analyzing customer feedback
7.4 Customer feedback management
7.5 Relationship management
7.6 Customer profiling
7.7 Customer engagement
7.8 Service design

Management Information and Performance Results

8.1 Business related metrics
8.2 Reporting activities
8.3 Target alignment
8.4 Number of incidents
8.5 Number of service requests
8.6 Average time to respond to an inbound enquiry
8.7 Average time to respond to assigned incidents
8.8 Average time to respond to assigned service requests
8.9 Average time to respond to assigned incidents
8.10 Average time taken to resolve incidents that are not resolved on first contact
8.11 Average time taken to fulfill requests that are not fulfillled on first contact
8 12 First contact incident resolution rate
8.13 First contact request fulfillment rate
8.14 First level incident resolution rate
8.15 First level request fulfillment rate
8.16 Re-opened incident rate
8.17 Re-opened service request rate
8.18 Incident backlog management
8.19 Service request backlog management
8.20 Percentage of hierarchic escalations
8.21 Percentage of functional escalations
8.22 Number of reassignments
8.23 Average incident resolution time by priority
8.24 Average request fulfillment time by priority
8.25 Average resolution time by incident category
8.26 Average fulfillment time by service request type
8.27 Comparison of service level targets to performance
8.28 Service desk knowledge usage
8.29 Customer facing knowledge usage
8.30 Service desk knowledge quality and effectiveness
8.31 Customer facing knowledge quality and effectiveness
8.32 Self-service monitoring measured against target
8.33 Monitoring incidents caused by changes measured against target
8.34 Total cost of service delivery
8.35 Average cost per incident by channel
8.36 Average cost per service request by channel
8.37 Employee satisfaction feedback
8.38 Employee turnover
8.39 Unplanned absence days
8.40 Periodic customer satisfaction measurement
8.41 Event-based customer satisfaction measurement
8.42 Complaints, suggestions and compliments
8.43 Problem records created through proactive problem management
8.44 Incident reduction through problem management

Corporate Social Responsibility

9.1 Community engagement and charitable activities
9.2 Environmental protection
9.3 Health and safety
9.4 Professionalism and ethics
9.5 Mental health and emotional wellbeing
9.6 Flexible working practices
9.7 Physical environment and ergonomics
9.8 Diversity and inclusion

+44 (0) 1689 889 100 | www.servicedeskinstitute.com | hello@sdi-e.com

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Thank you

Best Practice Standard v8

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