

AROUND THE WORLD WITH 80 SERVICE DESKS (WELL 42)

Kate Marshall – Director of Global Service Desk

Andrew Hardwick – Director of Service Management Office

12th September 2019

About Kate Marshall

Kate Marshall is Director of Global Service Desk at Arcadis. She is responsible for Global Service Desk and it's strategy.

Kate has maintained a career within an IT Service Desk environment spanning 15 years. During her career she has held the positions of Service Desk Analyst all the way to Director of Global Service Desk. She has managed teams ranging from 5 staff members to currently 40.



@Kate_from_IT



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About Andrew Hardwick

Andrew Hardwick is Director of Global Service Management Office at Arcadis. He is responsible for IT Processes, ITSM toolset and Service Level Management. An accomplished IT Professional with over 15 years' experience of IT Service Management, Andrew is an ITIL Expert and a Lean Six Sigma Green Belt.

Andrew joined Arcadis in 2010 as a Service Desk Team Leader, progressing to Service Desk Manager in 2012. In 2015 he took on a new role as ITSM Manager within the EMEA region and commenced his current role in 2018. Prior to joining Arcadis Andrew worked as a Service Desk Manager for Wincor-Nixdorf.



@HardwickAndy



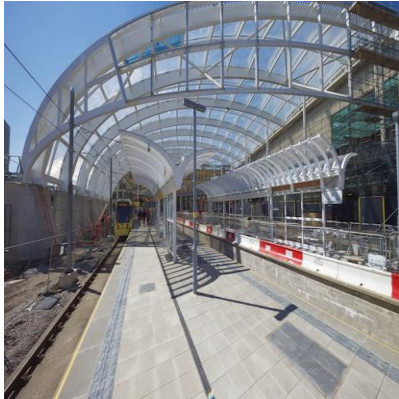
[linkedin.com/in/andrew-hardwick-76026521](https://www.linkedin.com/in/andrew-hardwick-76026521)

About Arcadis

Arcadis is the leading global Design & Consultancy firm for natural and built assets.

Applying our deep market sector insights and collective design, consultancy, engineering, project and management services we work in partnership with our clients to deliver exceptional and sustainable outcomes throughout the lifecycle of their natural and built assets.

We are 27,000 people active in over 70 countries that generate €3.3 billion in revenues.

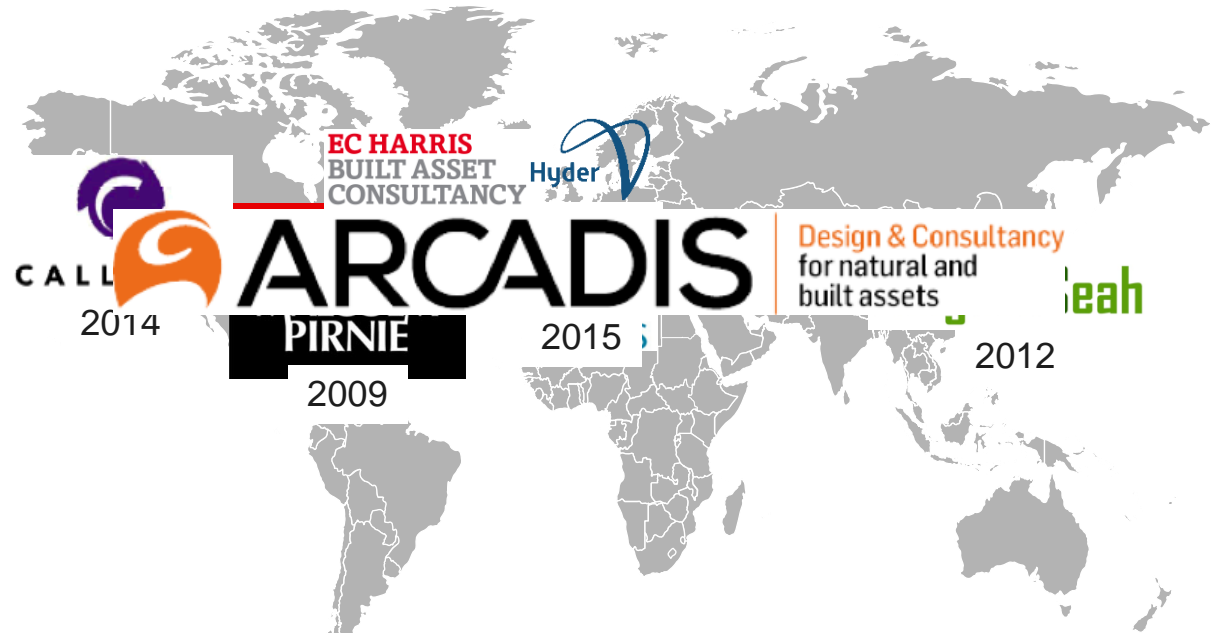


Arcadis. Improving quality of life

Arcadis History

Arcadis has a long and rich history, tracing its roots back to the Association for Wasteland Redevelopment in the Netherlands in 1888.

From our strong heritage, we have grown organically and through acquisition to be the leading Design & Consultancy firm for natural and built assets.



The resulting IT landscape in 2015 therefore was very fragmented

Evolution of IT Support

Where did we start from with Arcadis IT Support – pre 2016



- Multiple loosely coordinated groups
- Desktop Support methodology
- Isolated regional support for isolated regional systems
- Limited sharing of knowledge – Limited knowledge to share
- Few Global systems

Global Support Model

Standardising our offering - 2016



Outline Support Model Principles

- Global Service Desk with global telephony and service desk tools
- Single global queues in our ITSM Tool
- Unified service management processes and virtual teams

UK Service Desk to Global Service Desk

Hi Training

- Training plan to be created for the new and current SDAs
 - A granular training plan scheduled for 5 working days
- Arrange for face to face on-site training in GSD including;
 - Real time Q&A
 - Shadowing
 - Service Desk duties
- Soft launch of the service
 - Real time reporting and monitoring of standard KPIs.



Init
Marc
Timefr
Spons
Risks/
Define

Redeploying UK staff

As the UK Service Desk was being transitioned, we involved all of the UK staff affected in what was happening. Each of them was given an opportunity to be involved in new emerging areas where we want to develop our capability.

As part of on-going reviews each person has been asked what areas they were interested in. As such, each individual was able to be assigned to an area that they had expressed an interest in, such as Problem Management, Transition Management or Process Management.

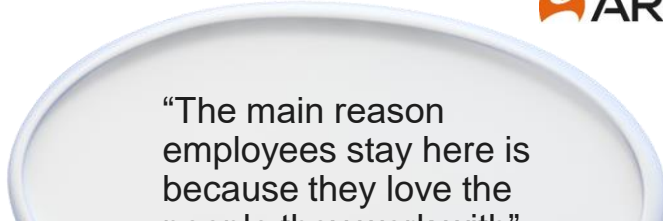
They were given the ability to develop their skills in these areas and provided training and work on projects. This ensured that when the UK Service Desk was disbanded, the individuals concerned were able to transition into new roles within Arcadis. These individuals went from Service Desk Analysts to managers within their respective disciplines.

Leadership

- Performance related bonuses given to top three who achieve >100% on the weighted basket

Average Daily resolved tickets			Average Ticket Handling time		Ticket and Call QAs			SDR FCR	
Phones (20%)	Mail Listen/SSP (10%)	ADRTs Combined (30%)	in Days	ATHTs Combined (20%)	Mail SSP Tickets	Phone Calls	QA Combined (40%)		SDR Combined (10%)

Employee Happiness



“The main reason employees stay here is because they love the

- Training
 - Customer Service Excellence
 - IT Service
 - Technical
- Workload
 - Keeping it interesting
 - Automating or removing mundane parts of processes
- Career Progression
 - Leadership
 - Technical
 - Service/Practice



“The biggest reason employees stay in their job is because they love the people they work with”



Career Pathway

Role within IT Support
Service Desk Analyst (entry level)
Service Desk Analyst (experienced)
Senior Service Desk Analyst
Service Desk Supervisor
Service Desk Supervisor (experienced)
Service Desk Manager
Director of Global Service Desk
Associate Director of IT Support
Director of IT Support
CIO

2/3 Supervisors started on the Service Desk as Analysts

All 6 Senior Analyst roles started on the Global Service Desk as an Analyst

Efficiency Through the Right Technology

ITSM Tool – The Service Desk’s first venture into the cloud

Contact Centre – The ability to answer support calls anywhere in the world from anywhere in the world

Remote Control – enhancing our ability to support users PCs remotely

Asset Management – enabled us to start moving away from spreadsheets to manage assets.

Discovery – dependency mapping and assisting in creating services in our CMDB

BI – Allowing us to visualise and understand our data

ITSM Tool

You cannot manage what you cannot see.

 easyVISTA™

 TOPdesk

 bmc
Remedyforce





 Microsoft
System Center
Service Manager 2012



SharePoint




Sunrise®

Self Service Portal

-  View Self Help Articles >
-  Submit a Ticket >
-  Request a Service >
-  Manage Approvals >



Looking for existing tickets
and requests?







View in My Activity

0 Drafts

Service Requests

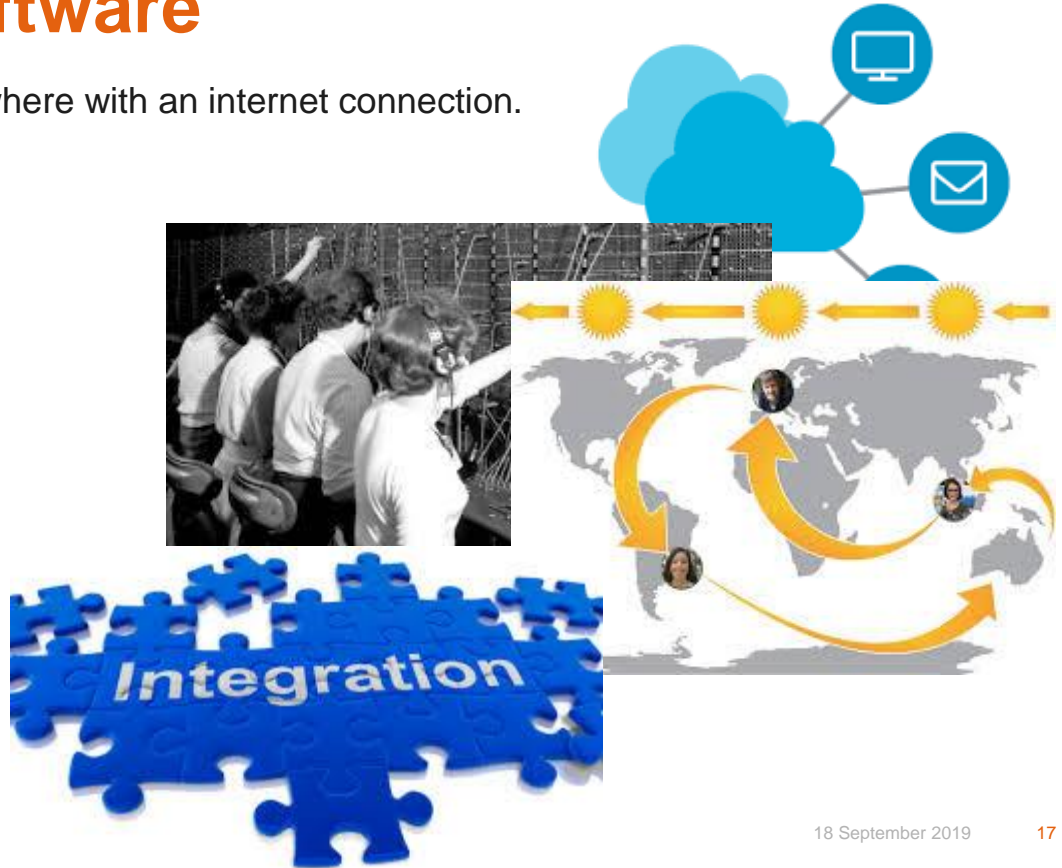
[All Categories](#) > [The Arcadis Way](#)

Categories ▾

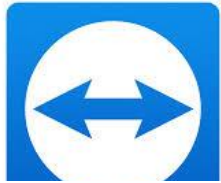
- 
COL-001 - Request Administrator Roles
 To request admin roles for the Collaboration hub platform
- 
DTR-001 Reverse termination of an employee in EBS - Business Standard Change
 Reverse termination of an employee in EBS
- 
DTR-002 Fixing corrupted published project report - Business Standard Change
 Fixing corrupted published project report
- 
DTR-003 Changing the original employee hire date in Oracle EBs HRMS - Business Standard Change
 Changing the original employee hire date in Oracle EBs HRMS
- 
DTR-004 Disabling timecard interface - Business Standard Change
 Disabling the timecard interface
- 
DTR-005 Changing the project status that was stuck in "New Pending Approval" - Business Standard Change
 Changing the project status that was stuck in "New Pending Approval"
- 
DTR-006 Loading cost rates - Business Standard Change
 Loading cost rates

Contact Centre Software

- Cloud solution – need it to work anywhere with an internet connection.
- Route to most appropriate agent
- Ability to have multiple call centres
- Integration with ITSM tools



Remote Access



When creating the Global Service Desk it was apparent that we had no single Remote Access tool that would allow the Global Service Desk to connect to all users computer globally.

Whilst we had Skype for Business, which could be used for Screen sharing, this did not work when elevated credentials were needed.

We therefore went to the market to procure a Remote Access tool.

The tool we ended up with however did this, and much more too. We also gained the ability to do file transfers, see services running, edit the registry amongst other things.



Hardware Asset Management – One use case

How we used to manage Laptop replacements

Lansweeper
network inventory

	B	C	D	E	F	H	I	K	L	N	O
1	AI	Action	Status	Date Replaced	RF Ticket #	Manufacturer	Model	Age in Months	Purchase date	Purchase year	WhenCreated
14		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E6530	72	22/03/2013	2013	22/02/2016
36		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E5540	60	21/03/2014	2011	28/03/2014
71		None	2. Ordered	noch anschreiben		Dell Inc.	Precision T1600	87	14/12/2011	2013	30/12/2013
77		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E6430	69	18/06/2013	2013	08/03/2017
134		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E7240	57	26/06/2014	2013	11/10/2013
148		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E7240	59	18/04/2014	2012	02/01/2013
170		None	2. Ordered	noch anschreiben		Dell Inc.	Precision T5610	59	16/04/2014	2014	18/01/2018
183		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E7440	61	27/02/2014	2014	10/03/2014
187		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E5440	58	21/05/2014	2014	21/05/2014
200		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E6330	65	29/10/2013	2013	08/05/2018
230		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E5440	59	08/04/2014	2014	17/08/2016
231		None	2. Ordered	noch anschreiben		Dell Inc.	Latitude E6530	67	21/08/2013	2014	12/05/2014



Hardware Asset Management

How we now manage Large

Asset Warranty Expiration - 30 days

Report Generation Status: Complete

Report Options: Summarize information by: Asset Class Show: All base elements Time Frame: Date Field: Warranty Exp Date Range: Next 30 Days From: 29/01/2019 To: 28/02/2019

Run Report Hide Details Customize Save Save As Delete Printable View Export Details Subscribe

Asset Class | Record Count

Asset Class	Record Count
BMC_Desktop	1
BMC_Laptop	48

Filtered By: Edit
 Mark As Deleted equals False Clear
 AND Instance Type contains Asset Clear
 AND Asset Class not equal to BMC_BusinessService Clear

Grouped By: Asset Class
 Sorted By: Asset Class

Launch Instance Editor	Instance Name	Model Name	Serial #	Asset #	Asset Status	Location	Primary Client
Asset Class: BMC_Desktop (1 record)							
CFZWTBB2	CFZWTBB2	Precision Tower 7810	FZWTBB2	-	None		
Asset Class: BMC_Laptop (48 records)							
1WRDJ72	1WRDJ72	Precision M4800	1WRDJ72	-	None		
27CKJ72	27CKJ72	Latitude E7250	27CKJ72	-	None		
3R64K72	3R64K72	Latitude E7250	3R64K72	-	None		
7082J72	7082J72	Latitude E7250	7082J72	-	None		

Hardware Asset Age by Class

Report Generation Status: Note: 2,000 of 10,317 records are displayed below. Select Export Details for a complete view of your data.

Report Options: Summarize information by: Asset Class Show: All base elements Time Frame: Date Field: Asset Birthdate Range: Custom From: To:

Run Report Hide Details Customize Save Save As Delete Printable View Export Details Subscribe

Asset Age Group | Record Count

Asset Age Group	Record Count
0-2 Years	4,300
2-3 Years	2,000
Above 3 Years	1,700

Filtered By: Edit
 Mark As Deleted equals False Clear
 AND Instance Type contains Asset Clear
 AND Asset Class not equal to BMC_BusinessService Clear
 AND Asset Age Group not equal to Unknown Clear

Grouped By: Asset Class
 Sorted By: Asset Age Group

Launch Instance Editor	Asset Age	Asset Birthdate	Instance Name	Model Name	Serial #	Asset #	Location	Primary Client
Asset Class: BMC_Desktop (241 records)								
avg 945.84								
Asset Age Group: 0-2 Years (174 records)								
avg 502.37								
C12G4NN2	340.00	24/02/2018 00:00	C12G4NN2	OutFlex 5050	12G4NN2	-		
C10Y5E42	617.00	23/05/2017 01:00	C10YK4H2	Precision Tower 7810	10YK4H2	-		
C10K1FM2	488.00	03/10/2017 01:00	C10K1FM2	Precision Tower 7810	10K1FM2	-		
C11W5V002	634.00	06/05/2017 01:00	C11W5V002			-		
01/02/2016 00:00		01/02/2019 00:00						
31/01/2016 00:00		31/01/2019 00:00						
10/02/2016 00:00		10/02/2019 00:00						
07/02/2016 00:00		07/02/2019 00:00						

Creating Services

Home Dashboards Remedyforce Console Knowledge Articles Reports Remedyforce Self Service

< Back Application / Instance Editor : Bench

New Save

Attributes Relationships Details

General

Specifications

Class Name
BMC_Application

Created Date
14/02/2019 10:04

Last Modified By
SA Discovery

Home

< Back

New

Attribu

New

Relationst

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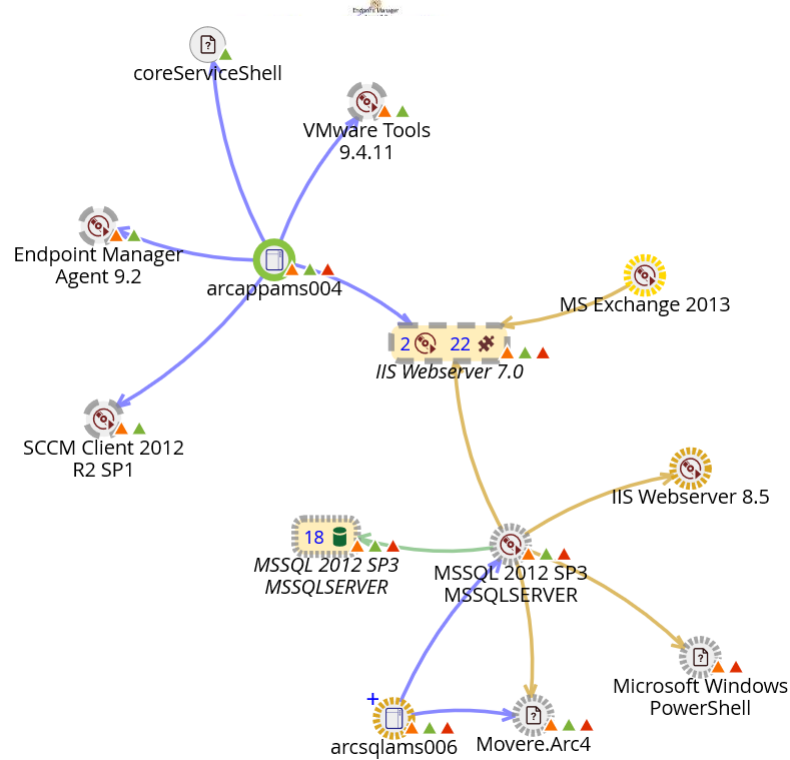
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CostE



Remedyforce CMDB User Account Links Re

Class Name
BMC_ApplicationService
BMC_ApplicationService
BMC_DataBase
BMC_DataBase
BMC_SoftwareServer
BMC_SoftwareServer
BMC_SoftwareServer
BMC_SoftwareServer

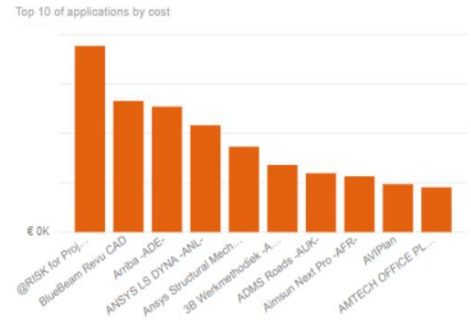
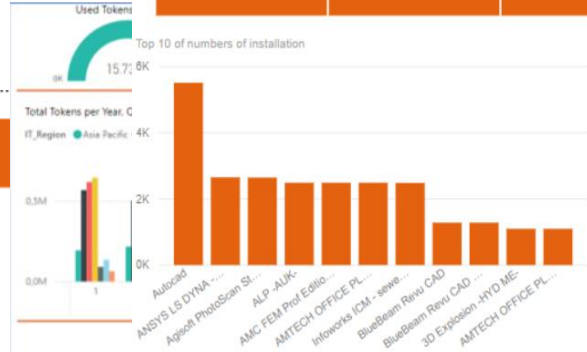


Power BI Reports

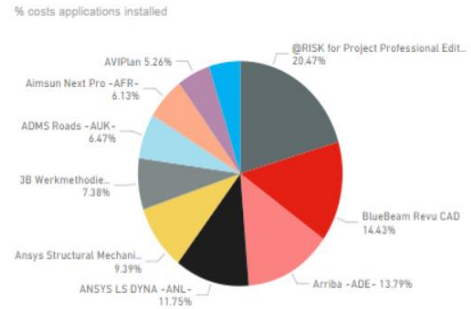
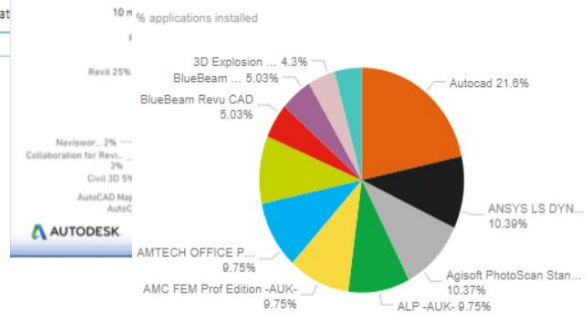
Arcadis Regions



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Transoft Solutions	AVIPlan
Total	



Results

IT Support service is better than ever.

		Received at a Service Desk	Client satisfaction of tickets resolved by GSD
		Exceeds Target	
Total	August 2019	1460	8.7
	Monthly Average	2078	8.3

Questions?



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THANK YOU FOR LISTENING

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