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When a "solution" becomes a product - Is your ServiceDesk ready?

Sebastian Burrige - SysOps / DevOps Engineer

About Me

12 Years in IT Support - From IBM AS400 to AWS...

- Operations
- Servicedesk
- Datacentre NOC
- Application Support
- Agile Product Owner / Scrum Master
- Professional Services
- SysOps / DevOps





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WHO ARE WE?

ALLIANTS ARE THE TRUSTED
DIGITAL PARTNER OF CHOICE
FOR MANY HOTEL BRANDS.

Founded in London in 2009.

Our team create, develop & deliver digital transformation strategies for guest and staff experiences.

We are now looking to build our own platform based on our experience to complement our existing offerings.

SOME OF OUR CLIENTS



FOUR SEASONS



SOHO HOUSE & CO



AVIS®

Jumeirah

the hoxton



Travelodge

What's going on?:



What's going on?:

- Cloud computing means minutes rather than days to try new things
- Agile revolution expanding past Software Development
- Global comms increases demand to improve quickly
- SaaS and subscription offerings means onboarding process disappearing
- Customer expectations and demands ever increasing
- Instability means product more desirable than consultancy

What's going on?:

- Everything can be a product
- Customers go live at speed
- Businesses can pivot more easily
- No time for soft launch

This all means for Servicedesk....

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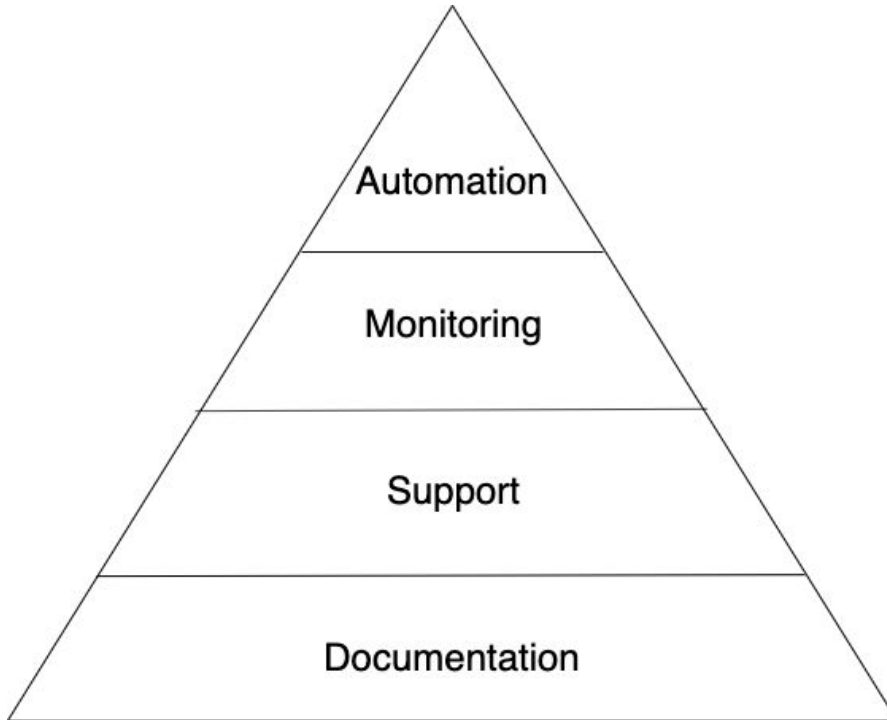


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How do we keep up?

...OR even better, how do we get
AHEAD?

1. Alliants Servicedesk Mantra



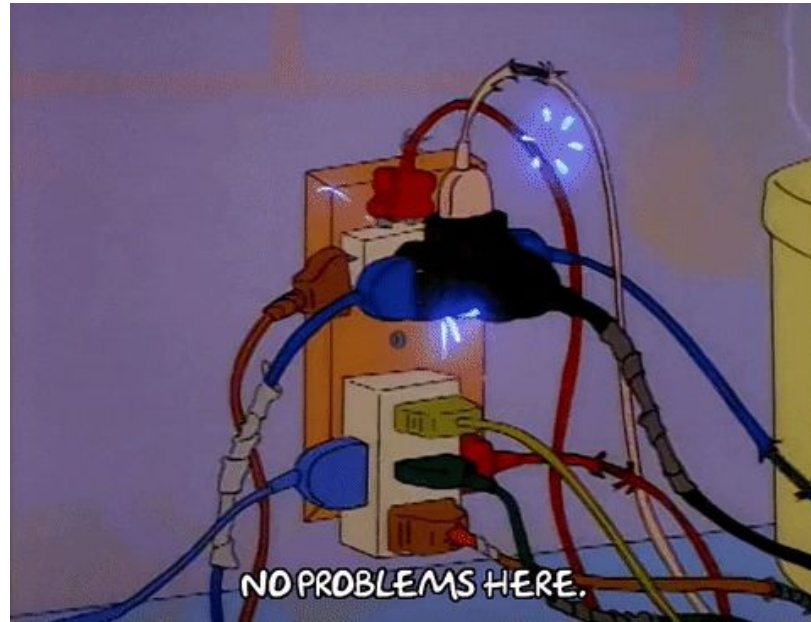
2. Get in Early

- Sprint Reviews
- POC Demos
- Statements of Work (including a support section!)
- Project planning
- Customer demos / meetings

“Be loud, be proud”

Support contracts = guaranteed income

3. Get a 3rd party process laid out



3. Get a 3rd party process laid out

- What do they do
- What products are they involved with
- Who in your organisation liaises with them
- What is their support (SLA, hours, contact)
- What will they assist with

Slack Shared Channels

<https://slack.com/intl/en-gb/help/articles/115004151203-A-guide-to-shared-channels>

4. Servicedesk as an Agile Team, but NOT in other Agile Teams

- Daily Standups,
 - Kanban / SCRUM board for projects
 - Reviews of ticket data
 - Planning meetings
 - break down tasks and tickets
 - Acceptance Criteria
 - “Release”
-
- AVOID delegating members of teams to other Agile teams
(single points of failure / single source of knowledge)

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5. P1 Swarming

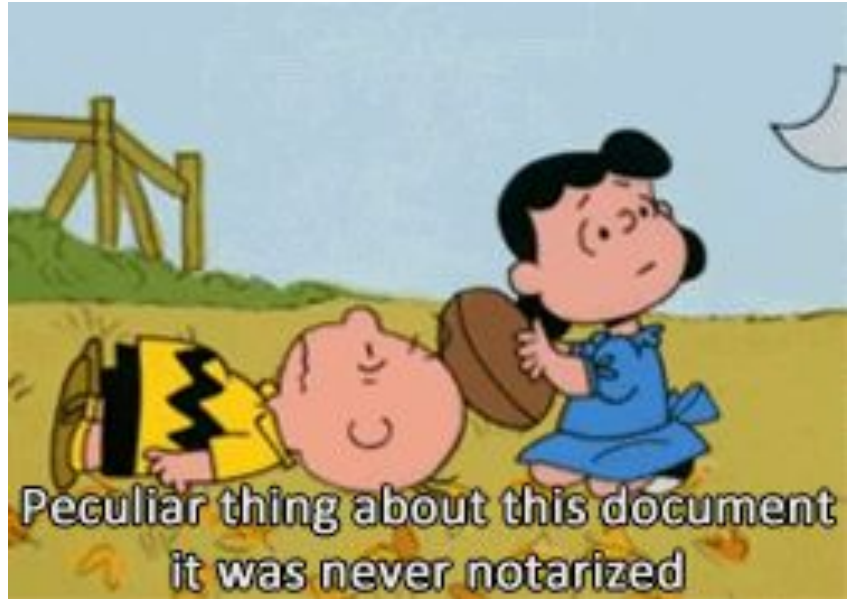


5. P1 Swarming

- Particularly small teams / SME's
- Take out the 1st / 2nd / 3rd line ladder
- Control the communications so everyone can focus on the fix

<https://freshservice.com/itsm/three-tier-support-vs-swarming-blog/>

6. Own the audits



7. Delegate the BAU

- Outsourcing 1st Line?
- Support Portals / Internal Knowledge base
- Internal Support team as closed circle
- Entry level recruitment
- Make them separate - even with separate systems

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Coronavirus update



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Thankyou :)