SDI
Service Desk Institute

Service Desk Benchmarking Report V.10
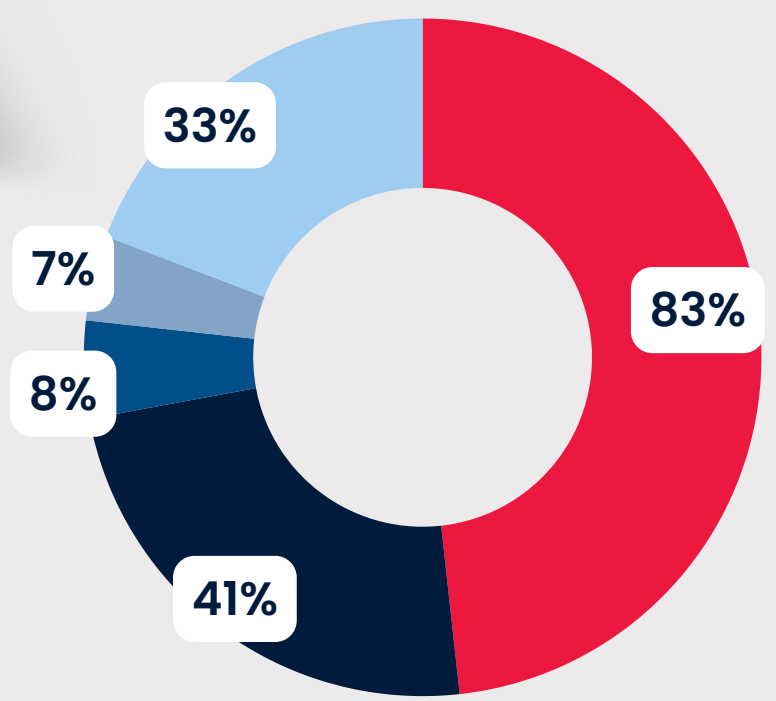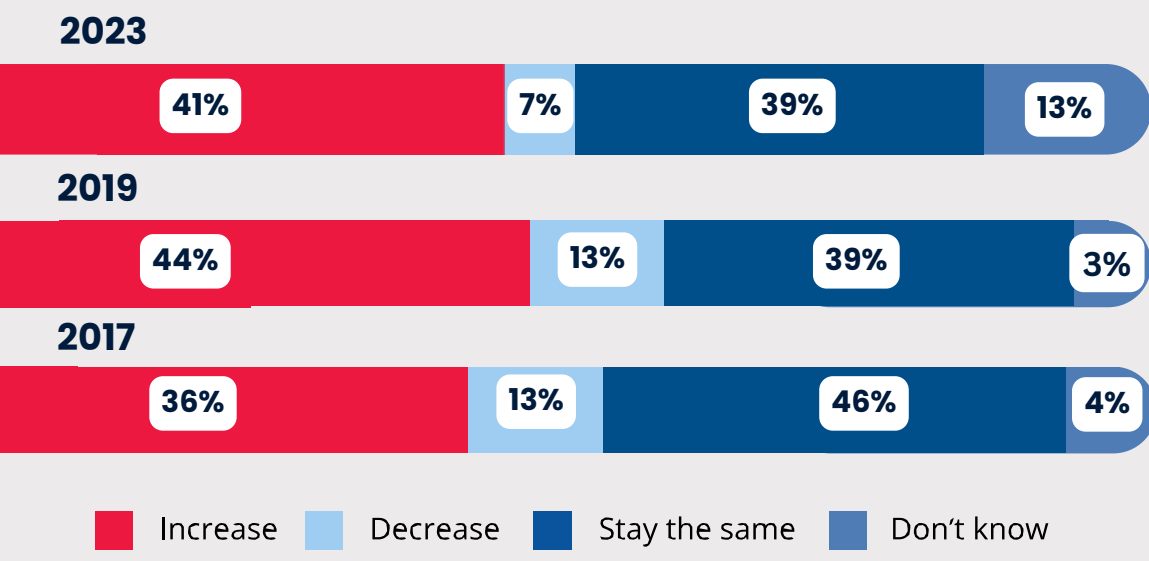
49% (hybrid/ partially remote)

32% Office/Onsite

20% Remote/home
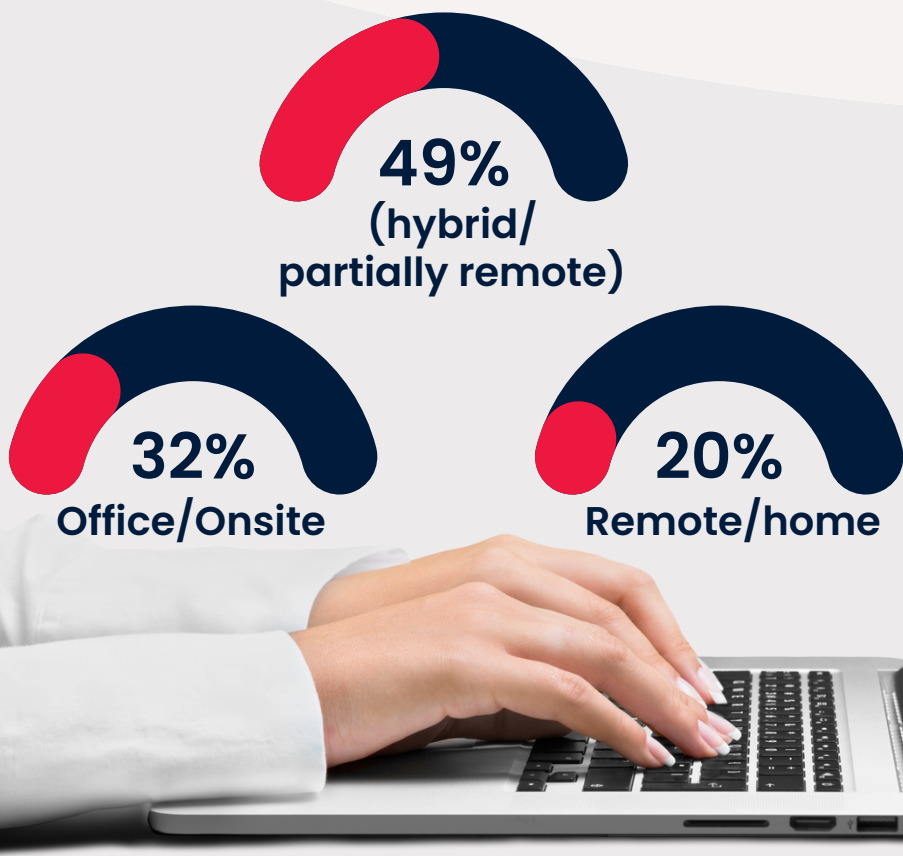
Business areas most of the respondents work in:

- Information Technology (IT)
- Customer Service
- Security
- Facilities
- Other

83%
41%
8%
7%
33%

Do you expect your staffing levels to:

2023
41% | 7% | 39% | 13%

2019
44% | 13% | 39% | 3%

2017
36% | 13% | 46% | 4%

- Increase
- Decrease
- Stay the same
- Don't know

🙂 **67%** of service desks conducted **regular employee satisfaction surveys** in 2023.

The top 3 incentives offered to service desk staff

66% 🏆 Help towards qualifications

64% ⚡Opportunities for promotion
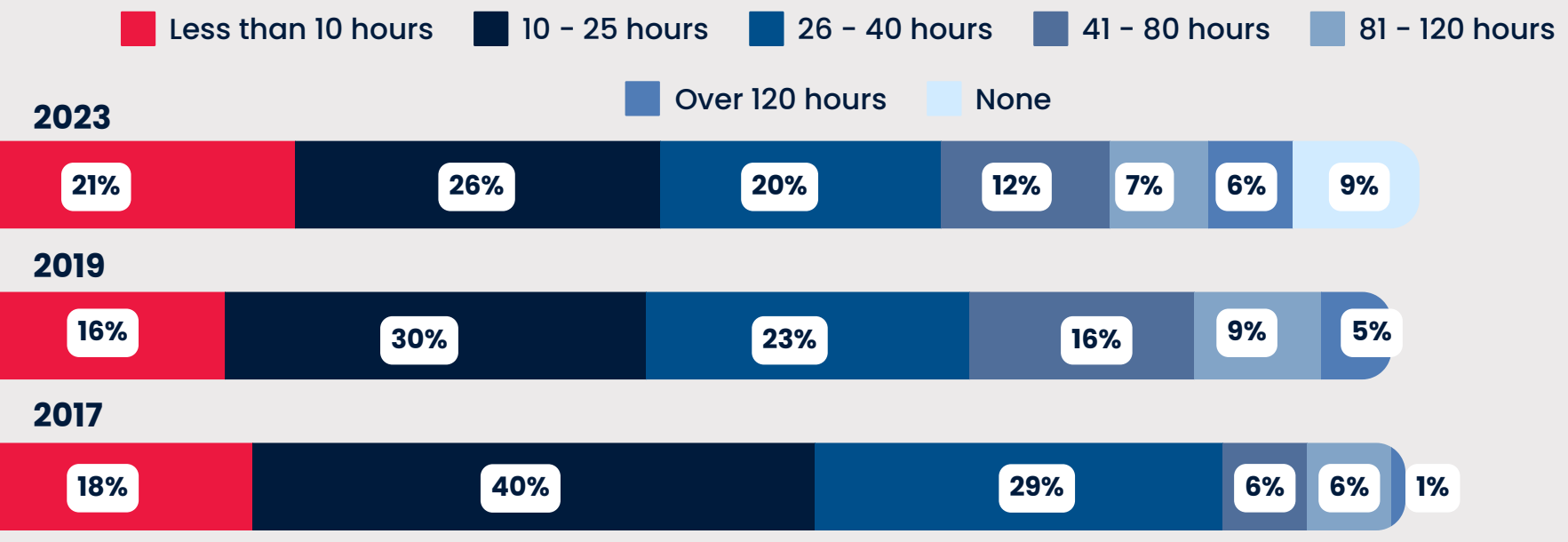
44% 💼 Career planning

Top 5 types of ongoing internal training given to service desk analysts

- Service desk procedures **(85%)**
- Specific IT Skills **(67%)**
- Products or Services Information **(58%)**
- Problem-Solving **(53%)**
- Customer Service Training **(52%)**

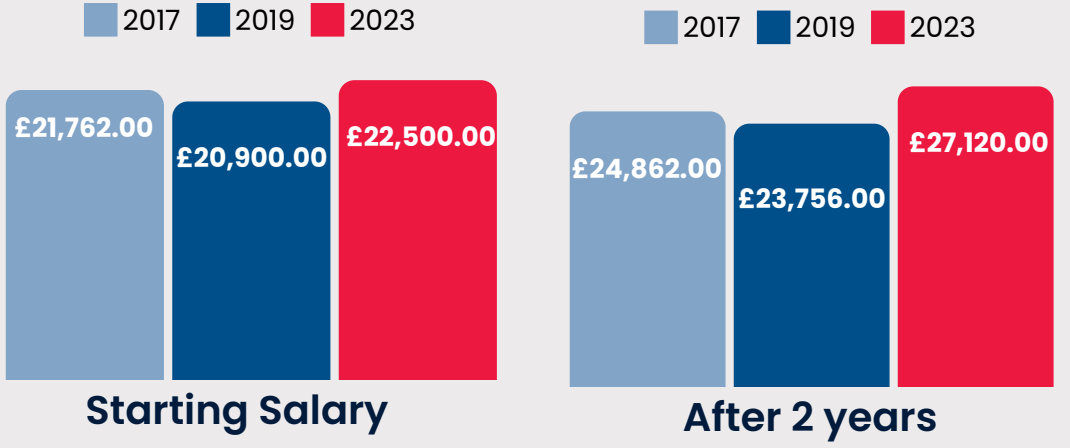### Top 3 most achieved qualifications are:

- ITIL **(60%)**
- Technical Qualifications **(53%)**
- SDI Qualifications **(27%)**

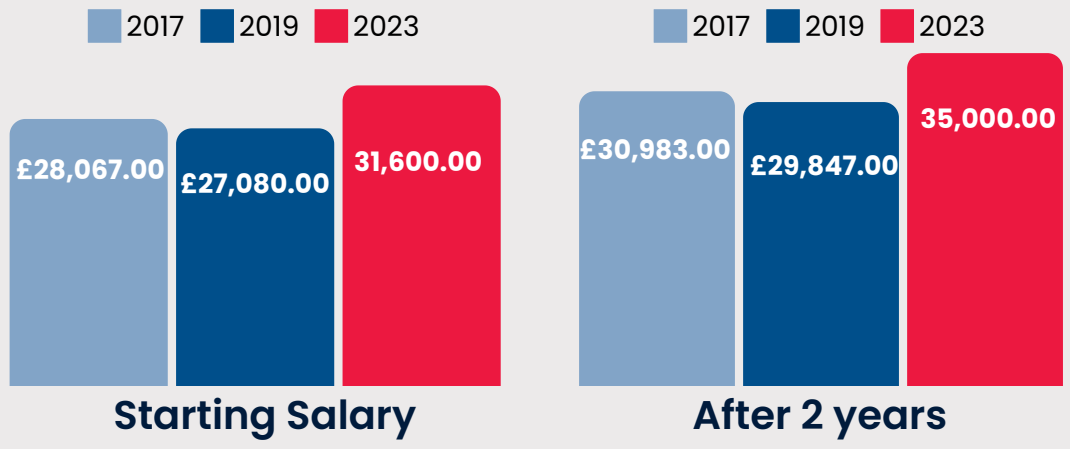## How many hours of formal training do Analysts receive per year?

- Less than 10 hours
- 10 - 25 hours
- 26 - 40 hours
- 41 - 80 hours
- 81 - 120 hours
- Over 120 hours
- None

2023
21% | 26% | 20% | 12% | 7% | 6% | 9%

2019
16% | 30% | 23% | 16% | 9% | 5%

2017
18% | 40% | 29% | 6% | 6% | 1%

💼 **38%** On average, only 38% people stay in a **service desk analyst** role over 3 years.

Service Desk Analysts

2017 | 2019 | 2023

Starting Salary
£21,762.00 | £20,900.00 | £22,500.00

After 2 years
£24,862.00 | £23,756.00 | £27,120.00

Service Desk Supervisor

2017 | 2019 | 2023

Starting Salary
£28,067.00 | £27,080.00 | 31,600.00

After 2 years
£30,983.00 | £29,847.00 | 35,000.00
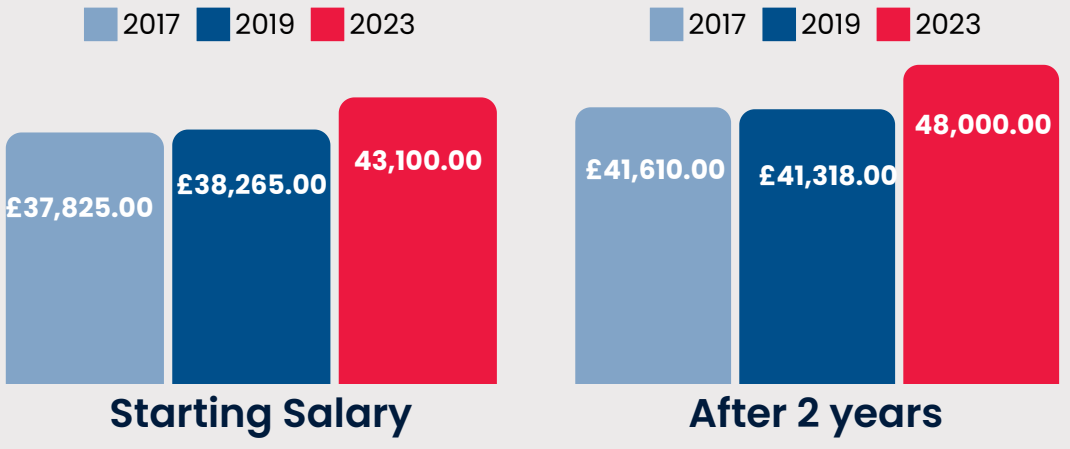
Most dominant channels for service desk calls

📞 Telephone — 97%
✉ Email — 86%
🔧 Self-Service — 79%
❓ Walk Up — 70%
💬 Live Chat — 60%

Service Desk Manager

2017 | 2019 | 2023

Starting Salary
£37,825.00 | £38,265.00 | 43,100.00

After 2 years
£41,610.00 | £41,318.00 | 48,000.00