



Service Desk Overview



Brought to you by Triple-I



- Triple-I Overview
- Service Desk Overview
- Client Examples
- Service Desk Implementation
- Q&A



- Founded in 1971
- Kansas City headquarters
- Management consulting and technology solutions
- Help enterprises and government organizations
- Custom solutions to address:
 - Collaboration, Communication and Decision Making
 - Process Improvement
 - Operational Performance



- Enterprise IT support since the '70s
- Defense Information Assurance (DIACAP)
- ITIL Service Management Practices
- Triple-I procedural templates
- Six Sigma
- CMMI
- PMP



Service Desk Definition

- A **Service Desk** is a primary IT service called for in IT service management (ITSM) as defined by the Information Technology Infrastructure Library (ITIL). It is intended to provide a Single Point of Contact ("SPOC") to meet the technology/communication needs of both Users/Customers and IT employees.

IT Service Management (ITSM)

- A discipline for managing information technology (IT) systems
- Centered on the **customer's perspective** of IT's contribution to the business.
- “ Providers of IT services can no longer afford to focus on technology and their internal organization, they now have to consider the quality of the services they provide and **focus on the relationship with customers.**” (van Bon, J.. ed. IT Service Management: An Introduction.)



Flexible solutions

- Customized
- Customer Centric
- Scalable

Responsive support

- Reactive
- Proactive
- Continuous

Superior services

- Breadth
- Quality

Simplify operations

- User and IT Staff Productivity
- Customer Activity

Predictable costs

- Decrease Total Cost of Ownership
- Spend Control

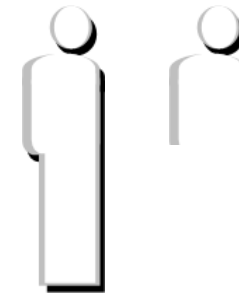
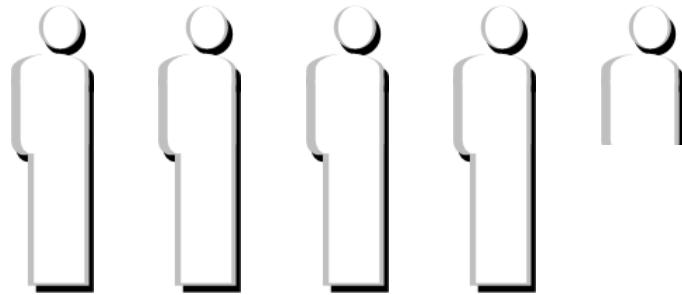
Measureable results

- SLAs
- Statistics

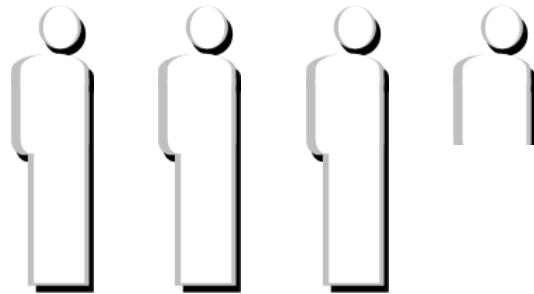
Needs

Budget

Skills:



Coverage:





Original strategy

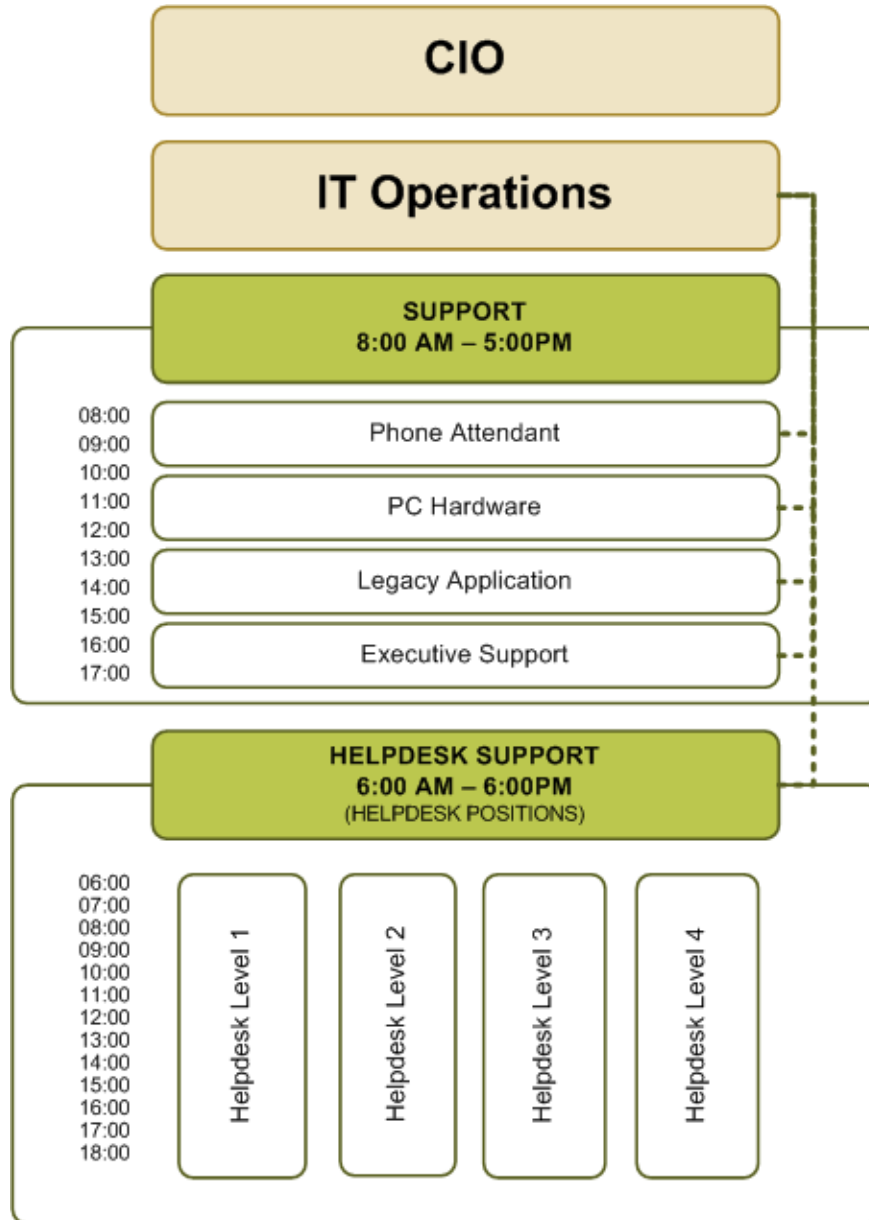
- Staff augmentation
- Multiple vendors
- Minimal staff

Business challenges

- Delays
- Ineffective support
- IT management spread thin
- Personnel churn
- Project delays and cancellations

Goals

- Address core functionality
- Improve efficiency
- Proper oversight
- Service Level Agreements (SLAs)
- Mitigate Co-Employment risk
- Lower costs





Triple-I Contributions

- Process knowledge and discipline
- Improved DOE compliance
- Knowledge base for “self-service”
- Improved timelines
- Increased security
- User/Customer Experience and Satisfaction improved

Client focuses on their core competencies and projects are successful.

Triple-I is a trusted advisor, because we know their business and their Customers/Users.



Original Strategy

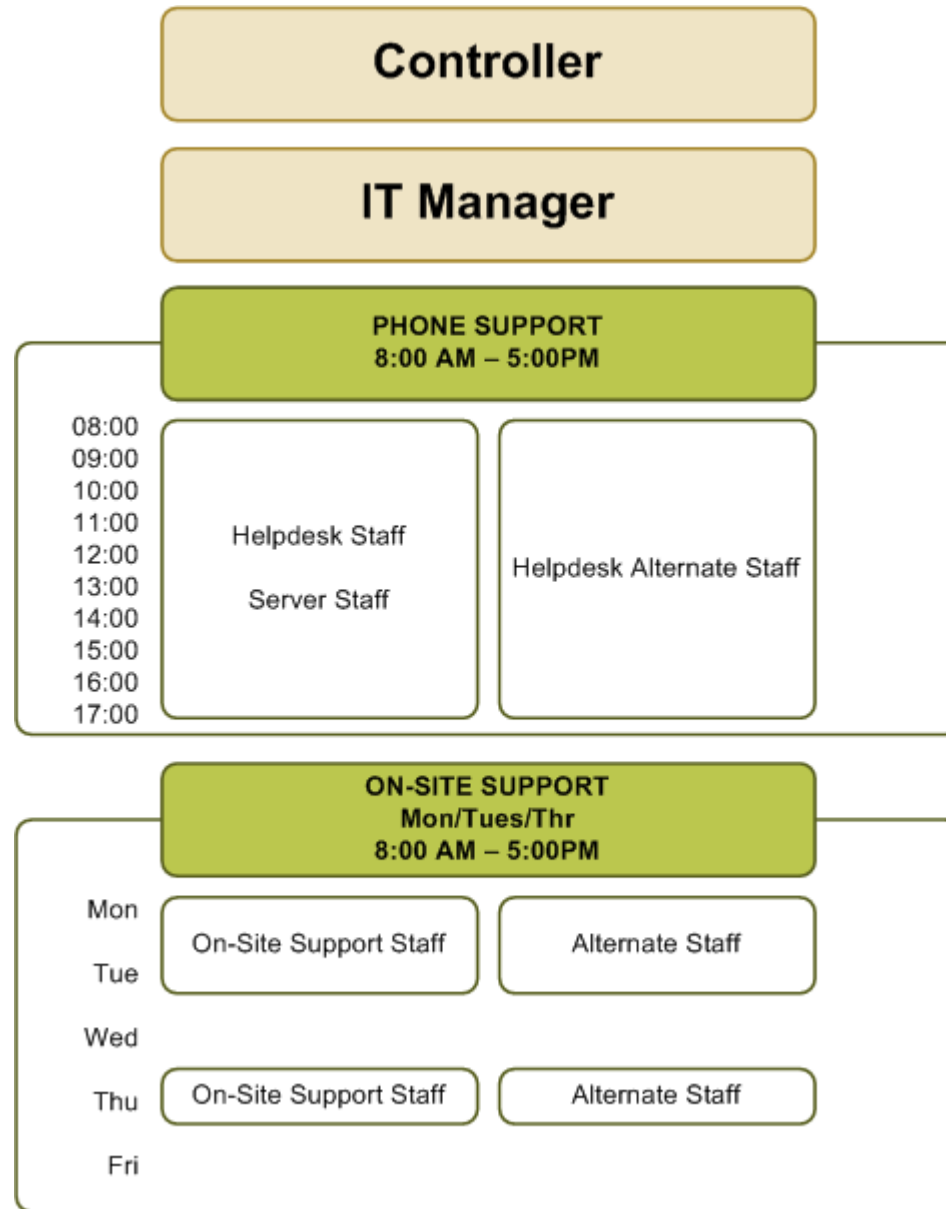
- Multiple vendors
- Small staff

Business Challenge

- Broad needs
- Enterprise frequently down
- Regulatory compliance issues
- Terrifying results
- Sleepless management

Goals

- Stable infrastructure
- Proper support
- Consistent maintenance
- Responsive resolution
- Regular upgrades
- Breadth of services
- Scalable solution
- Manage costs





Triple-I Contributions

- Assess current environment
- Solution recommendation
- Upgrades
- Database consolidation
- Quality support
- Ongoing improvement
- Reporting
- Decreased costs

Management sleeps at night.



How does your Service Desk impact your business?

Assessment areas:

- Applications
- Services
- User communities
- Knowledge and expertise
- Infrastructure complexity
- Knowledge base
- Business continuity and disaster recovery processes
- Centralized application deployment system
- Service Level Agreements

Assessment results in the best business decision



Service Desk Objectives

Support/Coverage Strategy

- Skills
- Coverage

Defined Metrics

- Customer Satisfaction
- Severity Levels
- Mean Time to Resolution (MTTR)
- Service Levels (% first contact resolution / handled)
- Average Speed of Answer (ASA)
- Abandoned calls
- Call quality
- Cost per contact



Service Desk Objectives:

- Flexible solutions
- Responsive support
- Superior services
- Simplify operations
- Predictable costs
- Measureable results

Service Desk Impacts:

- Productivity
- Finances
- Security
- End-user satisfaction
- Competitive advantage

THANK YOU!

