

A person stands on the peak of a mountain, arms outstretched in a gesture of triumph or accomplishment. The mountain is covered in dry, golden-brown grass. The sky is filled with soft, white clouds, and the overall color palette is dominated by blues, greys, and earthy tones. A thin pink line curves across the right side of the image.

Is your IT service desk 4 star?

Checklist

cloud
business

Reimagine everyday

Benchmark your IT service desk against our 4* checklist. A Service Desk Institute (SDI) accredited four star service desk must tick each box. If your IT support team are falling short, speak to Cloud Business about how we can help.



Leadership

Agree Disagree

Service desk managers are trusted business partners

The service desk is aligned with business demand, achieving and exceeding SLA targets

Service improvements are continuous and proactive

The service desk is active in projects that improve performance across the organisation

Strategy

Agree Disagree

Service desk vision and mission statements are fully aligned with the organisation

The IT support team understand their role is to support and enhance operational efficiencies

Strategic plans are used to support the changing requirements of the organisation





Resources

Agree

Disagree

The service desk workplace provides staff with a high-level of ergonomic design, and demonstrates their value to the organisation

Incoming service requests are delivered quickly and efficiently, using web or telephony-based ticketing systems

Customers / users know the incident they report is being handled and resolution expectations are managed proactively

Staffing and resource allocation is designed to cope with peak workload times, and long-term strategy implementation

Customers are told when interaction statuses (for support tickets) change or when SLA's are approaching a breach - stakeholders are kept fully informed

Knowledge is seen as a support asset (for customers / users) with resources available within the organisation and externally (e.g. blogs, articles, white papers)

Security is high priority. Systems and resources are protected and continually reviewed and evaluated on a regular basis

Processes, procedures & costs

Agree

Disagree

Procedures are proactive and focused on how the service desk can improve business performance

There is a comprehensive customer satisfaction programme in place, including a follow-up procedure to improve performance when a customer is unhappy

Regular reviews take place to ensure stakeholders are satisfied with service levels, SLA performance and other KPIs

The service desk has met first contact and SLA fulfilment goals for at least one year without failing to hit targets. Re-opened incident rate targets are also in line or this target set within an SLA

IT costs are within or below expectation, demonstrating that a service desk can achieve efficiencies without excessive costs

The service desk has met first contact and SLA fulfilment goals for at least one year without failing to hit targets. Re-opened incident rate targets are also in line or this target set within an SLA

Social responsibility

Agree

Disagree

The service desk is aligned with an organisation's social responsibility goals

Get 4* IT support

This benchmarking exercise is based on the Service Desk Institute (SDI) Standard for a four star rated IT service desk. The Service Desk Institute has been guiding, inspiring and improving IT service desks, such as Cloud Business's Global Service Desk. SDI is the leading global community for all IT services and support.

Speak to our team to explore
how we can support your
organisation.

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