

WHAT IS A SERVICE DESK?

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Reimagine everyday

A service desk is a communications centre that provides a single point of contact (SPOC) on a day-to-day basis between a company and its customers, employees, business partners and 3rd party resolver teams.

The purpose of a service desk is to ensure that users receive appropriate help in a timely manner.



DEFINITION

Service desks are designed to handle both incidents and service requests.

In this context, an incident is an event that results in a disruption in service availability or quality.

A service request seeks help with a routine task, such as helping a user change a password or getting a new user set up in work systems.

Other services provided may include change management, release management and configuration related tasks.

The Information Technology Infrastructure Library (ITIL) defines the service desk as an essential information technology service management (ITSM) tool. ITIL is a globally recognised collection of best practices for IT service management.

The service desk is one of three main options for customer and/or user support.

The other two SPOC entities are call centres and help desks - there is some confusion about the difference between service desks and help desks. According to the ITILv.2 definition, a service desk is just another term for a help desk. However, ITILv.3 differentiates between the two, saying that service desks offer a broader range of service capabilities, solve more problems in fewer steps and enable integration of business processes into the service management infrastructure.

- A Service Desk is a primary function within the discipline of IT service management, as defined by the Information Technology Infrastructure Library. It is designed to provide a Single Point of Contact between users/customers and service providers on a day-to-day basis.

- A Service Desk is also a focal point for reporting Incidents (disruptions or potential disruptions), for users making service requests, the life cycle management of all service requests, and communicating with the customer.
- A Service Desk is designed to optimise services on behalf of the business and oversee IT functions. Thus, a Service Desk does more than making sure IT services are being delivered at that moment, it manages the various lifecycles of software packages used to provide critical information flow by utilising ITIL best practices.

Since the first PC was introduced by IBM in 1981, the IT Support Industry has grown rapidly and the UK Government set up the Information Technology Infrastructure Library (ITIL) to ensure best practice remained.



Why is a
Service Desk
important to
your
company?

A Service Desk, understands that information offers companies a number of strategic advantages and it ensures proper mechanisms are in place for the data to be analysed, produced and distributed seamlessly. The best Service Desks manage information delivery by utilising Information IT infrastructure Library (ITIL) best practices to deliver these services.

These best practices enable an IT service provider to ensure end user data is being delivered consistently under many different scenarios.

Since the Service Desk is a Single Point of Contact (SPOC) it understands that there are many reasons services can be interrupted. A Service Desk has the means to monitor and manage each layer of service from beginning to end. These layers are classified by:

Network operations

The ability to monitor all network devices and connections remotely. A Service Desk manages and monitors incident reports, traffic, performs network reviews, implements backups and manages change on the network. Thus, a Service Desk ensures the infrastructure of the network is optimised to meet the business needs of the enterprise.

- Minimising business impacts of service failures
- Proactively managing use of the IT network of ITIL best practices
- Resolving incidents and requests with minimal delay
- Communicating with the end user

As companies switch their IT service management from technology based to process based, they are able to integrate their IT needs directly into the corporation's overall strategic plan - the Service Desk plays a strategic role in this transition.

The Service Desk allows companies to be less dependent on specific technology and enables them to easily connect with business partners moving forward by focusing on processes. By switching the IT focus on processes, the infrastructure delivers value add to the corporate users and customers.

Once the services and processes are defined, the Service Desk

monitors them and the company focuses on its strategic and tactical business plan.

A good Service Desk:

- Improves a company's customer satisfaction by allowing the company to implement their business plan.
- Improves a company's satisfaction by managing IT costs while managing the lifecycles of the IT processes and by utilising ITIL best practices.
- Communicates effectively and efficiently with each end user.
- Acts as a communications centre that provides a single point of contact (SPOC) between a company and its customers, employees and business partners. The purpose of a service desk is to ensure that users receive appropriate help in a timely manner.

There are many more things a good Service Desk does well, it is the next step in allowing your company to focus specifically on your business plan.

The market leading Service Desk providers achieve high levels of accreditation via institutes such as The Service Desk Institute. This ensures every aspect of the service delivered are benchmarked against a rigorous set of criteria and against other leading providers both regionally and globally.

About Cloud Business

At Cloud Business we are committed to ensuring all our customers and stakeholders succeed. Our highly qualified technical staff and specialised business processes facilitate the ongoing success of our customers' businesses. We are dedicated to supporting our customers achieve their business goals.

We never stop learning. We continue our drive for excellence and we have learnt to consistently invest, remain focused and be agile to stay at the forefront of technology. Find out some more about us and the history of technology.

We focus on the fundamentals

- More than 20 years of process and procedure refinement
- Long-term organic growth
- Real financial stability with a significant equity to debt ratio
- ISO-9001 certified quality frameworks which result in our on-time, on-budget delivery track record
- SDI 4* Accreditation – 1 of less than 5 service providers in the world to have attained this mark of distinction





Our people put **your people** at the heart of our IT services, giving you the **freedom** to become the business **you want to be**.

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