Q: When you moved service desks together, were they all using the same model as beforehand? Tools?

A: They were using the same tools, but there were different cultures and processes, but all the tools were the same. Different metrics would be shared with their management team. The difference was that the Academic support team created services requests and the Technical team did not. When we moved the teams together there was some minor tweaks but nothing major.

Q: Can you say a few words about the process and mechanism for escalation of issues and requests to 2nd or 3rd line support?

A: There's a couple of things you can look at; a regular incident we would send to a t2 or t3 within our tool. We had certain OLAs and SLAs and if they weren't being met, we could look at them based on reports. In an immature organization, customers will call for a status, but if you have good OLAs/SLAs you can avoid those calls. Also having a status reporting tool would help you avoid those calls. Overall, it's a cultural thing, what are the expectations of your IS/IT organization? Are your priorities defined? With a major incident where you may need to have a conference call or communicate a message to your team to get other IT teams involved in communicating and resolving the incident. A lot of it is based on your culture. Are people meeting expectations, and if not are they being held accountable?

Q: Eddie's itSMF podcast information

A: A lot are on BrightTalk (https://www.brighttalk.com/search?q=eddie+vidal) or Apple iTunes (https://itunes.apple.com/us/podcast/itsmf-usa/id690762273?mt=2).

Q: How would you recommend seating arrangements among different Tier members?

A: I was at Scripps and they were moving to a new location. We allowed them to pick their desks and their layouts. They came back with cubes all in a row versus the collaborative cubicles. We went back and had to overrule the team because we felt the "pod environment" added to collaboration. Team members from Tier 2 and different skill groups sat together – it worked for us, but it may not work for you. The pod desk environment is great and I highly recommend it.

Q: How did they react being overruled?

A: I shared with them the reasons why. These are recommendations and suggestions from you and if it makes sense we'll go with it, if not, we will tell you why. I shared information and diagrams about the advantages. They looked at the material but they still were against the collaborative environment. I explained I don't see much collaborating happening between team members on a daily basis. I would like to see collaboration and teamwork. I think at the end there was acceptance. In that culture there was a lot of individuals who had been there for several years who may overrule the younger generation…but in the end I believe they accepted our decision.