

Service Desk of the Future

The Great Debate



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 - ✓ The ITSM Process Design Guide
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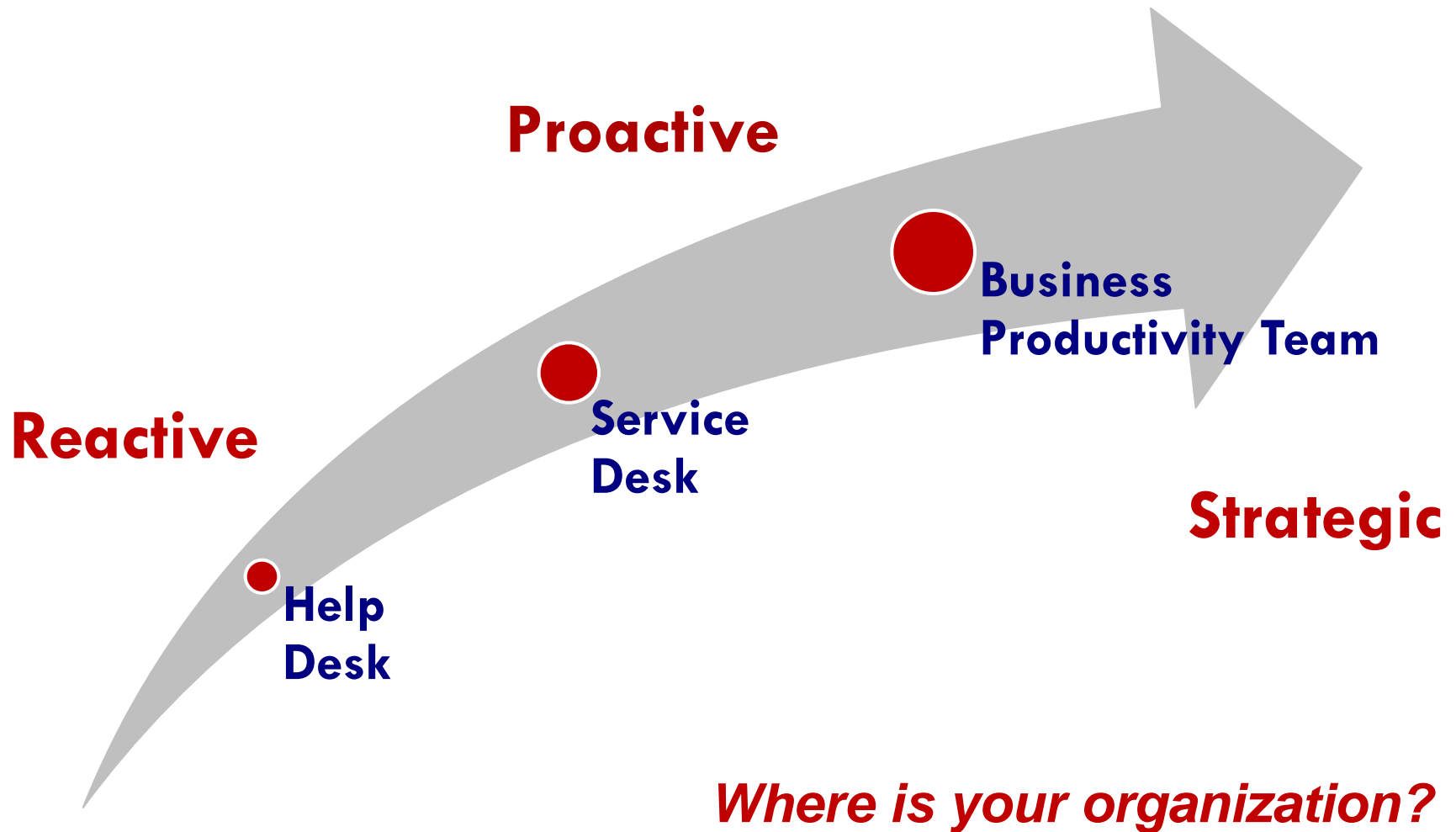


Agenda

- Service Desk – Current State
- Service Desk – Influencing Trends
- Where are we heading? – The Great Debate
- Building a Roadmap
- Designing a Training Curriculum



Service Desk Current State



Influencing Trends

- BYO...
- Cloud computing
- Mobile support
- Self-service
- Self-help
- Social support
- Virtualization
- Shadow IT

What makes these trends so challenging?

What's it all mean?

- More contacts
- Increased complexity
- Increased expectations
 - ✓ Anytime, anywhere, any device
 - ✓ Via any channel
- Real business impact when things go wrong!

On to the Future

Life-long **EDUCATION**

Enterprise **GENIUS BAR**

Role-based, **Just-in-time** Training

There's an **App** for that

Reputation-based rewards

Lifelike **avatars**

Seamless

Integration

Self-service **portals**

Agile Practices

Intelligent PEER-TO-

Social media **LISTENING**

PEER SUPPORT

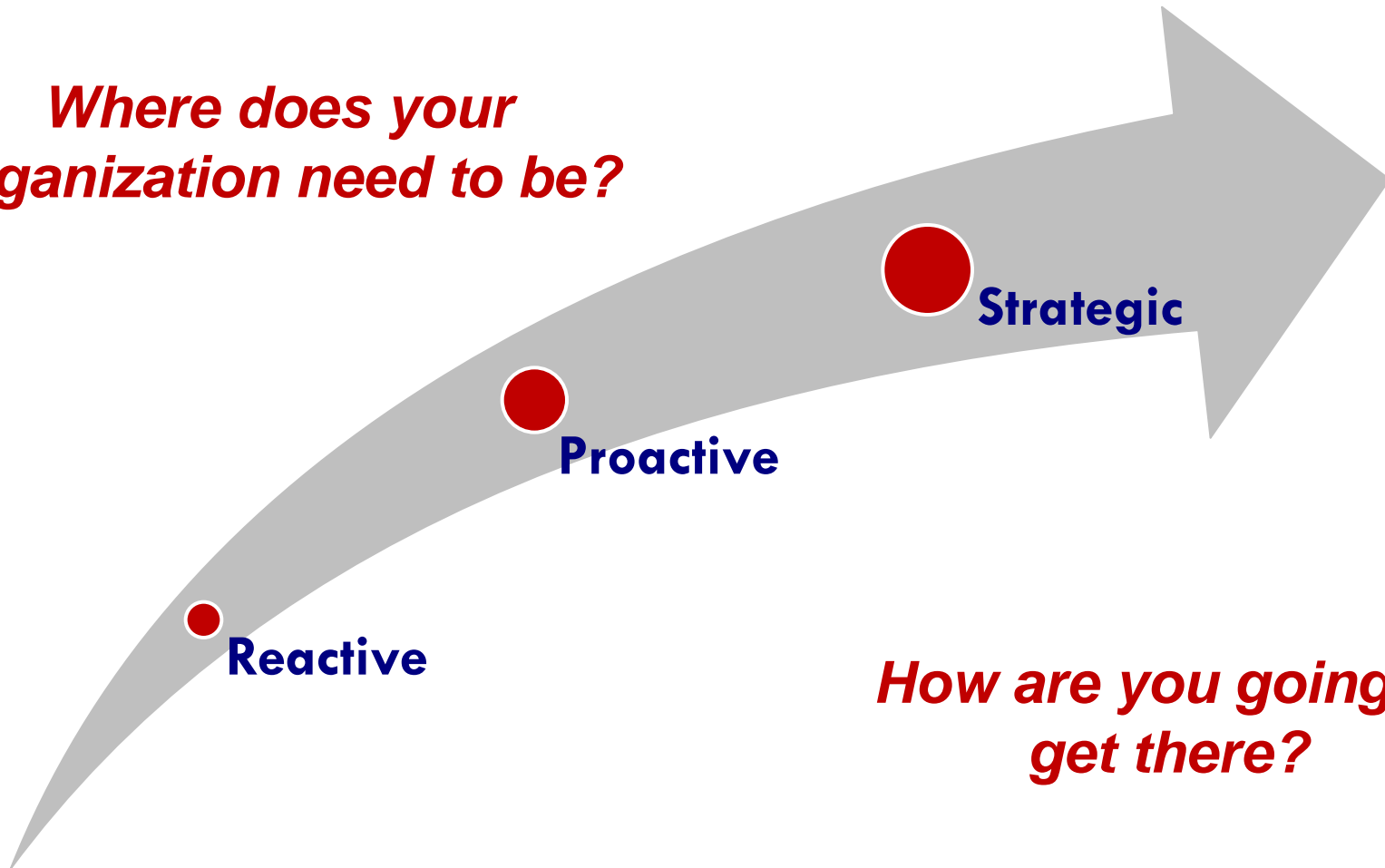
Value to the **business**

The Great Debate

-
- People • What role will people play?
 - Processes • Which will be critical?
 - Technology • What role will technology play?
 - Information • What's critical?

Building a Roadmap

Where does your organization need to be?



How are you going to get there?

Characteristics of a Strategic Service Desk

- Delivers high-quality service at an optimal cost
- Enables user productivity and self-sufficiency
 - ✓ Serves as a trusted advisor
- Forward-looking policies
- Predicts contacts
- Proactively prevents incidents and problems
- Drives customer satisfaction with all of IT
- Delivers value to the business!



Key Considerations

People

- Meet customers where they are
- Make customer productivity a priority
- Deliver a positive customer experience
- Don't forget employee satisfaction!

Processes

- Utilize frameworks and standards
- Adopt an agile mindset
- Get good at knowledge management
- Focus on the interfaces

Technology

- Get good at social
- Innovate with technology
- Integrate with technology

Information

- Understand the metrics lifecycle
- Don't wait to be asked
- Demonstrate value to the business

Value to the Business

- Improve contribution to business objectives
- Increase user productivity
- Increase customer and employee satisfaction
- Increase service level effectiveness
- Optimize cost per...
- Reduce business impact
 - ✓ Understand how incidents affect services
 - ✓ Understand how service outages affect the business
 - ✓ Respond appropriately
- Reduce mean time to...
- Reduce mean time between...
- Reduce reopen rate



Tie goals to lagging indicators. Understand the leading indicators.

Designing a Training Curriculum

Required Skills

- Business skills
- Technical skills
- Soft skills
- Self-management skills

Blended Learning Strategy

- Formal
- Self-paced
- Social
- On-the-job

Use education to enable collaboration!



Parting Words

- Begin with an open mind
 - ✓ The future is now!
- Get involved early in the service lifecycle
- Get clear on what you can do
- Benchmark your services
- Don't try to do it on your own
- Adopt agile thinking and practices
- Lead with great customer service

“Perfection is...when there is nothing left to take away.”

Antoine de Saint-Exupéry

See you in Nashville! – Fusion13

- Donna Knapp – Session 106: Service Desk of the Future
- Mike Cardinal – Session 302: Improvement Through Better Metrics
- Jayne Groll – Sessions 404 and 405: Expert Focus: DevOps, Agile, and ITSM



Want more info?

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Questions?

