**SERVICE DESK FUNCTION**

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**Comment [BV1]:** All fields in this document marked by square brackets [ ] must be filled in.

**Comment [BV2]:** If you want to find out more about Service Desk Function, see [http://www.20000academy.com/Blog/July_2013/Service-Desk-single-point-of-contact](http://www.20000academy.com/Blog/July_2013/Service-Desk-single-point-of-contact)

**Comment [BV3]:** The document coding system should be in line with the organization’s existing system for document coding; in case such a system is not in place, this line may be deleted.

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Change history

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<tr>
<th>Date</th>
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<tr>
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<td>Branimir Valentic</td>
<td>Basic document template</td>
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1. **Purpose, scope and users**

   The aim of this document is to define the purpose, scope, principles and activities of the Service Desk function.

   This document is applied to the entire IT Service Management (ITSM) organization.

   Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. **Reference documents**

   - Incident Management Process
   - Problem Management Process
   - Change Management Process
   - Request Fulfillment Process
   - Access Management Process
   - Financial Management
   - Service Asset and Configuration Management

3. **Policy**

   Service Desk is a stand-alone function with the primary goal being to serve as a single point of contact for all users and to restore service as quickly as possible through the management of incidents and service requests.

   **Other Service Desk responsibilities are:**
   - Logging and clarifying all details regarding incidents or service requests
   - Classification and prioritization of incidents
   - Fast line investigation and diagnosis
   - Resolving incidents and service requests
   - Recording incidents and service requests
   - Continuing progress on the problem
   - Closing resolved incidents, service requests and all other calls
   - Conducting user satisfaction surveys
   - Communicating regularly with users about incident or service request resolution progress
   - Serving as interface for other activities like change requests, service availability, financial issues regarding supported services, software and software licenses
   - Updating Configuration Management System

3.1 **Tool integration**

   [tool name] is a tool that supports service desk function, processes, and activities. [role description] is responsible to manage tool usage and integration with other tools.
Decisions about tool funding and implementation are made by [...].

4. Service Desk organization

[organization name] uses the following Service Desk structure:

a) Local Service Desk
   Service Desk is located at the following address:
   [Address], [building number / room number]

b) [organization name] uses the following Service Desk structure:
   [Address], [building number / room number]

c) Virtual Service Desk
   The following locations are integrated in a virtual Service Desk:
   [Address], [building number / room number]
   [Address], [building number / room number]
   [Address], [building number / room number]

d) Follow the call Service Desk
   The following locations, and their working hours, are integrated in a virtual Service Desk:
   [Address], [building number / room number]
   [Address], [building number / room number]
   [Address], [building number / room number]

e) Specialized Service Desk groups
   The following specialized Service Desk groups are in place:
   1. Technology/service covered: [technology, i.e. service name]
      Service group: [group name]
      Communication path: [...]
   2. Technology/service covered: [technology, i.e. service name]
      Service group: [group name]
      Communication path: [...]

5. Roles and responsibilities

5.1. Service Desk Manager

[job title] assigns the Service Desk Manager role.

Responsibilities of Service Desk Manager:

- Overall responsibility for carrying out activities within the scope of Service Desk
- Coordinates with other Service Management roles
• Plans and manages tools needed to support Service Desk processes and activities
• Responsible for reporting and managing information
• Identifies, reviews, prioritizes and implements improvements, alone or together with Continual Service Improvement (CSI) Manager
• Reports and manages Service Desk staff (including supervisors) including:
  o Staffing level
  o Skills
  o Training
  o Staff retention
  o Super users
• Holds responsibility for overall handling of incidents and service requests as well as other activities
• Acts as primary contact for users’ compliments/complaints
• Promotes Service Desk to [organization name] employees

5.2. Service Desk supervisor

[job title] assigns the Service Desk supervisor role.

Responsibilities of Service Desk supervisor:
• Acts as escalation level for difficult calls
• Produces statistics and reports to the Service Desk Manager
• Reports on Service Desk at meetings
• Responsible for staff issues:
  o Staffing and skill level shift management
  o Supports service desk staff during peak hours
  o Organizes staff training and awareness sessions
  o Briefs service desk staff on service changes or new deployments
• Acts as liaison to organization and change management

5.3. Service Desk analyst

[job title] assigns the Service Desk analyst role.

Responsibilities of Service Desk analyst:
• First-line support to the users
• Handling communications with users
• Handling incidents and service requests

6. Measurement and metrics

6.1. Measurement

[role description] is responsible to the Service Level Manager on a monthly basis.

Comment [BV13]: Delete if any of these two is not implemented.
Comment [BV14]: e.g. Service Desk Manager.
Comment [BV15]: Or similar role. Change if needed.
Comment [BV16]: Change if needed.
6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. **Metrics to be reported:**

- Total number of calls received
- Number and percentage of calls resolved by Service Desk
- Number and percentage of calls resolved by Service Desk during the first contact
- Average time:
  - Resolve an incident
  - Update an incident
  - Review resolved incident

6.3. Critical Success Factors (CSF) and Key Performance Indicators (KPI)

[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers and Desk</td>
<td>Customer satisfaction survey results are not below [enter minimum score that must be achieved].</td>
</tr>
<tr>
<td>Staff retention is at an acceptable level</td>
<td>Average staff retention is [x months or years].</td>
</tr>
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7. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Storage location</th>
<th>Person responsible for storage</th>
<th>Controls for record protection</th>
<th>Retention time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>Service Desk Manager</td>
<td>Reports are kept for [...].</td>
</tr>
</tbody>
</table>

8. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.
[organization name]

[job title]

[name]

[signature]

Comment [BV24]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.