

Title: Service Support Through the Service Desk

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Service Support through the Service Desk

The Service Desk provides support for services and service providers in the following manner –

- Provide a communications interface between the user and the service provider
- Route user requests/service restoration tickets to the service provider group
- Provide first tier resolution of user requests/service restoration tickets

In order to provide an excellent level of service, the Service Desk needs to know the following information about services it will support. Please edit this document, supplying the requested information and return it to the service desk. Feel free to contact the service desk if you have any questions.

1. Name of service
2. Is this a new service?
3. Description of service
 - a. Pointer to relevant documentation.
 - i. For service desk personnel
 - ii. For end users
 - b. Required software, including location
 - c. Who installs the software?
 - d. Licenses that are needed
 - e. Supported versions

- f. Dependencies, including other services
 - g. Are there any self-service tools that are part of this offering?
- 4. Will training be needed for the Service Desk?
- 5. Estimated number of service request/incident tickets per week for this service.
- 6. Product Categorization to be used for this service
- 7. Remedy Group Tier 2 support group and contacts (members of the remedy group including remedy group lead)
- 8. External support contacts (if any)
- 9. Keywords that may be found in associated tickets
- 10. Pointer to Service Level Agreement (SLA)
 - a. Should include support level (24x7, 8x5x5...)
- 11. Pointer to any Operational Level Agreements (OLA)
- 12. List of possible questions the Service Desk might get from a user, including answers (to be added to the knowledge base).
- 13. Associated configuration items
- 14. User audience (how many, is it certain groups...)
- 15. Customer list