STEAM EXECUTIVE®

Making IT Great!

Business Skills

VISION
MISSION
CRITICAL SUCCESS FACTORS
GOALS
Core Values
Core Values
Core Values
ACTION STEPS
RESULTS

Service Desk Standards

Methodology

Adopt a process driven approach that uses a standard set of terminology so that service desk staff and customers can have a common language for systems and issues.

Differentiate Service Areas

While you may provide a number of services on a variety of products, clearly separate activities into two primary areas: Service Support and Service Delivery.

Support

Service Support are the processes generally supported by the service desk function, and deals with management of incidents, problems, changes and releases. Underpinning all of these is configuration management.

Delivery

Service Delivery focuses on the longer term planning and reporting. Management of Service Levels, Financial, Capacity, Continuity, and Availability fall within this group.