

High-Performance IT

Service Desk

Health Check

and

ITSM Assessment

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Service Desk Health Check

Service Desk activity	Actions required
1. What is currently in use, a Help Desk, a Service Desk or an ITIL compliant Service Desk? <ul style="list-style-type: none"> a. IT best practice is an ITIL compliant Service Desk Application. 	
2. Is there an end-to-end Workload Management process in place? <ul style="list-style-type: none"> a. Gating, Work Classifications, Management Reporting 	
3. What is the Service Desk database design (primary keys) based on, Problem Tickets or Management Reporting? <ul style="list-style-type: none"> a. The Application database design should be based on Management Reporting needs. b. Option 1 – Best practice is to reinstall the Application database based on Management Reporting needs and do a data migration. c. Option 2 – If possible, build a database View that supports Management Reporting. 	
4. Does the Service Desk provide Level 1 problem resolution? <ul style="list-style-type: none"> a. Option1 – Best practice is that Level 1 problem resolution is attempted. b. Option 2 – All problems are referred to Level 2 Support. 	
5. Is there a Gating rule in place that all work must be registered before it is undertaken? <ul style="list-style-type: none"> a. Best practice is that a mandatory Gating rule is in place and it is enforced. 	
6. Redundant Work Classifications in use <ul style="list-style-type: none"> a. Redundant Work Classifications are where more than one Work Classification can be used to describe the same problem. This makes reporting extremely difficult to interpret. b. What is the incidence of Redundant Work Classifications? c. Is there a Work Classifications scheme or standard in use? d. Option 1 – remove redundant Work Classifications going back 3 months. e. Option 2 – introduce a standard Work Classifications scheme, amend tickets going back 3 months 	
7. Level 2 Support Work Queues <ul style="list-style-type: none"> a. What information is used to determine that a Work Queue is required? b. Work Classification? c. Priority? d. Other? 	
8. How many Work Queues are in use?	
9. Can the number of Work Queues be reduced?	
10. What is the largest Work Queue? (Number of open tickets)	
11. What is the average size of the Work Queues?	

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12. Which Work Queues have backlogs (open tickets) older than 3 months? a. New Installations (Desktop, Server, Network)? b. Failed Installations needing rework? c. Production Support, Maintenance tasks	
13. How many open Priority 3's is there?	
14. Are backlogs analysed with a view to batching and completing related tickets as a project?	
15. Are cost centres assigned? a. At time of work registration (creation of a problem ticket) is the entry of a cost centre mandatory?	
16. Are work priorities assigned? a. At time of work registration (creation of a problem ticket) is the entry of a priority mandatory? b. Are priorities tied to Work Queues?	
17. What is the customer satisfaction level like? a. Good, Not good, Poor.	
18. What is the staff job satisfaction level like? a. Good, Not good, Poor.	
19. Does the Service Desk monitor Level 2 Support against performance metrics?	
20. Are there any Service Level Management (SLAs) being managed to?	
21. Are there high levels of Desktop, Server and Network installation failures and need for rework?	
22. How are customers advised that a problem ticket is complete?	
23. Are Service Delivery times adversely affected?	
24. Are there any standard performance management reports in use?	
25. Are the top 10 problem types and top 10 recurring problem types being actively managed?	
26. Are there any Resource shortfalls causing work queues to become backed up?	
27. Are there any Production Support and Maintenance backlogs?	

ITSM Assessment

ITSM	Actions required
1. Is the ITSM (Information Technology Service Management) framework in use?	
2. Are there any ITSM or equivalent processes linked to the Service Desk?	
3. Best practice IT Standard is to implement all critical ITSM processes. 4. Are the following processes in place? If not, how are they being managed?	
Critical processes	
a. Incident Management process?	
b. Problem Management process?	
c. Availability Management function?	
d. Change Management process?	
e. Capacity Management function for servers?	
f. Capacity Management function for network/communications?	
g. Service Level Management?	
Noncritical processes	
h. Supplier management process?	
i. Escalation Management process?	
j. Configuration Management database and process?	

Next steps

1. Compile an Actions List. (Look at the sample Actions List below.)
2. Prioritise the work (Mandatory, Highly Desirable, Nice to Have.)

Sample Actions List

1. Putting in place an end-to-end workload management process.
2. Enforcing the Gating rule of 'All work must be registered before it is undertaken'.
3. Reducing the number of work queues.
4. Enforcing the capture of cost centres.
5. Rationalising work classifications.

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6. Analysing with a view to deletion work requests older than 6 months.
7. Batching backlogged work requests and create projects.
8. Batching backlogged priority 3's until cleared.
9. Putting in place either ITSM or equivalent in-house processes.

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