How Does Information Systems Service Desk Support Success?
Here's What is Below the Surface

Incidents and *problems* are the most visible Information Systems activities, while more strategic work is done on a longer timeline.

Change, *release* and *configuration* management prepare the organization for future success.

Customer Perspective

Information Systems Perspective

My hard drive is full

All printers down!!

On my way!

Service Desk

Service Desk Request	**Incident Management**	Timely Response
Work Around	**Problem Management**	Analyze Trends
Needs Assessment	**Change Management**	Functional Requirements
End User Testing	**Release Management**	Iterative Development, System Support Plan
Testing, Training	**Configuration Management**	Develop Training

Reactive response

Proactive response

These numbers are wrong

How can a new system help?

Go! Go! Go! It's a go!

New System

A
B
C
System Selection

Part 2
Work Orders

Tracking:
- Results
- Support
- Equipment

Configuration Management Database (CMDB)
Complete, accurate information

Planning for Tomorrow's Issues:
- System
- Time
- Staff
- Budget

Management Perspective

By working with the Service Desk, you contribute information that helps us plan for our evolution.

IS

Business Process Management

For more information, call IS Service Desk: internally x.0000 or 866-000-0000 Toll free

visual**translations**
see what you mean