

## Practical assignment 4.1

### *Making a service desk operational*

#### Activities

Formulating clear and concrete objectives

Establishing what resources and people are necessary to set up an operational service desk

Drawing up Service Level Agreements

Discussing the design with the manager/customer

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 4	Setting up and organizing a service desk
Work process 4.1	<b>Making a service desk operational</b>



## Contents

Introduction .....	3
Overview of the qualification dossier ICT management .....	4
Assignment 1: Making a service desk operational .....	5
Support in the assignments .....	6
Questions .....	6
Step-by-step plan .....	7
Tips .....	8

Praktijkwijzer is produced by ECABO on behalf of Stichting Praktijkleren

**Activities**

Formulating clear and concrete objectives  
Establishing what resources and people are necessary to set up an operational service desk  
Drawing up Service Level Agreements  
Discussing the design with the manager/customer

## Introduction

In practical assignment 4.1 you are going to learn how to set up an operational service desk in independently managed information systems.

In this practical assignment *Making a service desk operational*/you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
  - *questions;*
  - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
  - *tips carrying out the assignments.*

## Overview of the qualification dossier

### ICT management

Core task Work process	ICT Manager	Network Manager
<b>1 Developing (parts of) information systems</b>		
1.1 Determining the information needs	x	x
1.2 Producing a design for (part of) an information system	x	x
1.3 Drawing up a plan of action	x	x
1.4 Creating a test environment	x	x
<b>2 Implementing (parts of) information systems</b>		
2.1 Drawing up an implementation plan	x	x
2.2 Carrying out an implementation plan	x	x
2.3 Providing support for acceptance tests	x	x
2.4 Evaluating an implementation	x	x
<b>3 Managing (parts of) information systems</b>		
3.1 Preventing disruptions / malfunctions	x	x
3.2 Localizing and remedying disruptions / malfunctions	x	x
3.3 Dealing with and rounding off incidents reported	x	
3.4 Drawing up and monitoring procedures	x	x
<b>4 Setting up and organizing a service desk</b>		
4.1 Making a service desk operational	x	
4.2 Managing a service desk	x	
4.3 Drawing up users' instructions	x	

**Activities**

- Formulating clear and concrete objectives
- Establishing what resources and people are necessary to set up an operational service desk
- Drawing up Service Level Agreements
- Discussing the design with the manager/customer

**Assignment 1:****Making a service desk operational**

In this assignment you will set up a service desk independently for the benefit of the users of the information system.

Check whether there is a service desk and which components of it you can include in your own design.

Determine the technical set-up of the service desk and the technological components.

Look to see which would be the most logical physical site for the service desk and decide on the physical layout. Decide on the required level of training or education of the service desk personnel.

If the service desk already has personnel, decide whether they should be given training (for this purpose, see also work process 4.2 Heading the service desk).

Draw up procedures and record them.

Support in the assignments



## Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. What procedures are used within the organization for the support of users of the information system?
3. What procedures are used within the organization to safeguard the information system in the event of service being provided?
4. What applications or management tools are currently in use for the support of users of the information system?
5. How are procedures documented in the organization?
6. How are users currently informed about changes in working or in the infrastructure as the result of problem solving?
7. Is there an intranet that the service desk makes use of or can make use of?
8. If support is already being provided, which department does this, and how is delegation carried out?



## Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Determine the need for service and for management support management.
- Step 2 Determine the quality level. Must the service desk meet the ITIL standards?
- Step 3 Decide whether you can include components of an existing service desk in your design.
- Step 4 Include the following components in your design:
- a so-called request management solution; ensure that users can submit their requests by telephone, e-mail, fax and (possibly) an online self-service portal
  - in implementing an online self-service portal you will take care of the design of the website and the implementation of the web server(s); the realization can possibly be delegated to a department that is responsible for this type of thing
  - a system for recording the history of requests and solutions
  - a knowledge database (knowledge base)
  - (possibly) a so-called asset discovery and management solution
  - a reporting system (how are requests recorded?)
  - an evaluation system, for (user) satisfaction surveys
  - a delegation system
  - a contract management system: intended for recording support and maintenance agreements with third parties.
  - an SLA (Service Level Agreement) system
  - the technical details. Take into account remote desktop and assistance. Is there a system for this already in use, and what are its advantages and costs in comparison with free products that are possibly already supplied with the systems?
- Step 5 Decide on the physical surroundings; take into account the number of service personnel and a strategic location.
- Step 6 Set down required level of training or education/knowledge of the service desk personnel.
- Step 7 Set down procedures and train the personnel. Also take into account the instruction of users.
- Step 8 Implement the design.
- Step 9 Document all relevant data in the appropriate documentation system.

## Support in the assignments



### Tips

- In your design, take into account the service needs, the budget and the resources available. Also ensure that the design ties in with the service strategy
- When implementing an online self-service portal, also give consideration to the implementation of the possibilities of searching the knowledge base and checking the status of the request.
- The knowledge base can, for example, be a so-called wiki, but then you must consider whether you should give the users the opportunity of modifying/supplementing the wikis.
- There are excellent packages to be obtained for asset discovery en management; these are indeed commercial, and it is often the case that a contract has to be entered into for them.
- One reason for delegation can be the degree of difficulty of the 'problem' reported, but also if the replacements for defective components must be purchased.
- When considering the location, you must also take international activities into account.