

Practical assignment 4.2

Managing a service desk

Activities

Co-ordinating the daily activities with respect to the service desk
Guiding and supporting the service desk personnel in their daily activities
Defining and passing on assignments
Supervising the correct execution of assignments
Reporting, documenting and informing

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 4	Setting up and organizing a service desk
Work process 4.2	Managing a service desk



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Introduction

In practical assignment 4.2 you are going to learn how to head a service desk in independently managed information systems.

In this practical assignment *Managing a service desk* 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
1 Developing (parts of) information systems		
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
2 Implementing (parts of) information systems		
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
3 Managing (parts of) information systems		
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
4 Setting up and organizing a service desk		
4.1 Making a service desk operational	x	
4.2 Managing a service desk	x	
4.3 Drawing up users' instructions	x	

Activities

- ▶ Co-ordinating the daily activities with respect to the service desk
- ▶ Guiding and supporting the service desk personnel in their daily activities
- ▶ Defining and passing on assignments
- ▶ Supervising the correct execution of assignments
- ▶ Reporting, documenting and informing

Assignment 1:**Managing a service desk**

In this assignment you will head a service desk independently, irrespective of its set up and the design.

Determine whether the working conditions are the most favourable for providing the best possible service: this relates to the physical surroundings, the technical environment and the knowledge and motivational level of the service desk personnel.

Set down required level of education/knowledge of the service desk personnel and establish what training might be necessary, stating your reasons for this to the management.

Motivate the personnel to provide the highest degree of customer-oriented service.

Determine the way and efficacy of delegation.

Draw up procedures and record these.

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 with regard to training?
3. How are problems currently delegated, and how is the customer provided with feedback on this?
4. How does the service desk provide feedback to the customer?
5. In what way, and when, are performance and assessment interviews conducted?
6. What is the procedure for the purchase of any necessary tools/resources?



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 Acquaint yourself with current procedures.
- Step 2 Ensure you are clear about the hierarchy.
- Step 3 Decide, on the face of it, whether the physical and technological setup of the service desk is in order.
- Step 4 Determine the educational/training level and motivation of the service desk personnel.
- Step 5 Draw up a plan for training, state your reasons for this to the management, and implement the plan.
- Step 6 Embark on performance and assessment interviews, analyse the interviews and, if necessary draw up a plan for the improvement both of the service desk itself and its personnel.
- Step 7 Support the personnel in solving problems and dealing with the customer(s).
- Step 8 Ensure that problems that cannot be solved by the service desk personnel are delegated in the correct manner.
- Step 9 Ensure that customer(s) is/are informed of progress (in the event of delegation).
- Step 10 Define the assignments that can be passed on to the personnel.
- Step 11 Document all relevant data in the appropriate documentation system.
- Step 12 Set down your findings about service, training, setup and motivation and inform the management.

Support in the assignments



Tips

- Playing the boss is often not the best way of reaching your goal, but it must nevertheless be clear as to who has which responsibilities.
- During performance and assessment interviews it often becomes apparent what motivates – and demotivates – personnel. You should take this into consideration in the coaching.
- Do not try to implement major changes in a single operation; phase them, and also involve the customers in the process.