

Managed Service Desk



For many organizations, the Service Desk Analyst is the first and last person a customer hears from. It's no wonder that the overall perception most customers have of the entire IT organization is dependent on the Service Desk.

Based on our many years of experience implementing the appropriate parts of ITIL® processes and optimizing cost at the Service Desk, Sandiy has re-formulated one of its most successful services to assist you in improving the perception and function of the Service Desk.

Sandiy's Service Desk BluePrint uses our Operational Success Methodology™ to ensure that all facets of the Service Desk function are assessed and evaluated against industry benchmarks and Sandiy's 260 Service Desk proven practices based on the Capability Maturity Model® Integration (CMMI).

Other service providers may say they deliver Service Desk assessments, but many are heavy, confusing, and virtually un-actionable. The difference with Sandiy's approach is very simple: We deliver a balanced result that blends the best of ITIL, our Operational Success Methodology™ and our 260 Service Desk proven practices into an ideal Service Improvement Roadmap (SIR). The SIR contains specific, actionable steps; quick wins and long term improvements that will set a course for the Service Desk.

Proven Methodology

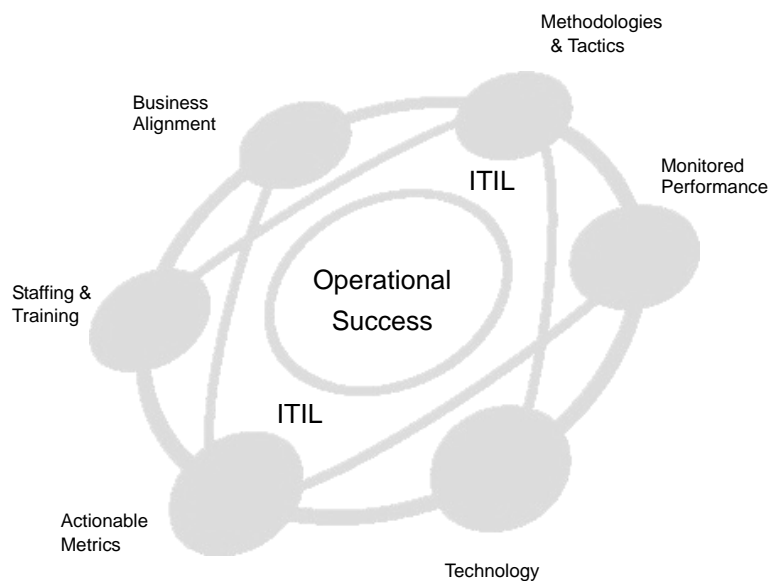
Our proprietary Operational Success Methodology ensures a 360 degree assessment of the Service Desk and its interfaces.

Real Results

The Sandiy team of industry experts works with your technical team, managers, executives and customers. We endeavor to understand your operation by reviewing existing documentation, process descriptions and usage of technology to deliver an accurate, understandable and actionable assessment for Service Desk improvement. You'll receive a customized CMMI based Gap Analysis, Benchmark and SIR that make sense for your organization. You obtain this feedback and information in an interactive workshop where all stakeholders are present. This will enable the next steps to be well understood and maximize traction while reducing the risk of execution failure.

Execution Strategy

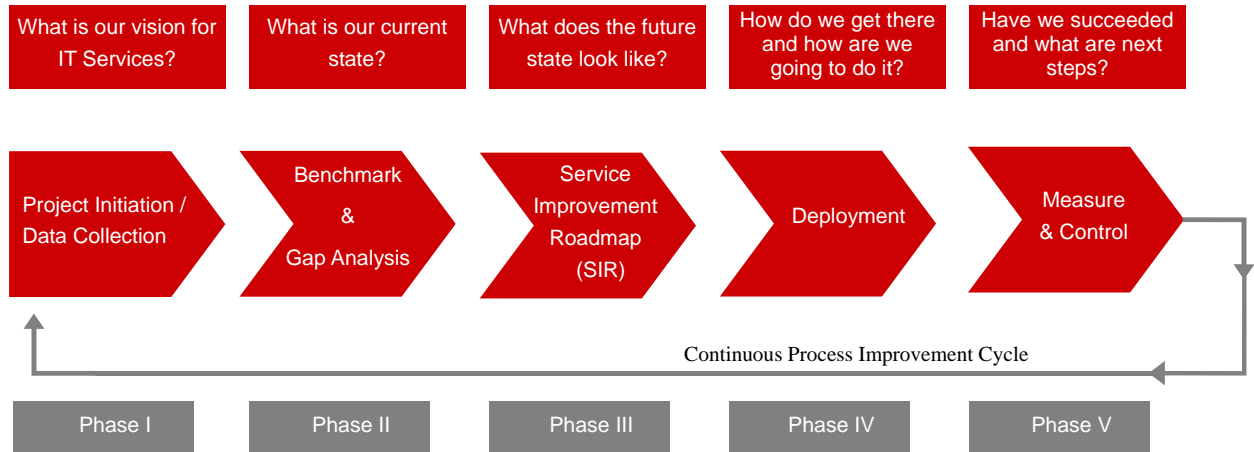
Our standardized execution strategy for Iterative Process Improvement has been used hundreds of times to deliver high quality roadmaps for small, medium and large IT organizations. The Service Desk BluePrint takes you from Phase I through Phase III to a completed Service Improvement Roadmap (SIR), providing a natural break from Deployment and Measure and Control. From there, finish the Deployment and Measure and Control Phases yourself, or ask Sandiy to use its Process Implementation Service to complete the cycle.



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Iterative Process Improvement



Strategic Task Breakdown

- Cost Optimization
- Industry Benchmark Comparison
- Staffing Level, Skills and Organization Review
- Steps Needed for Alignment with Business
- Technology Adoption Review
- Identify Business Drivers that Set IT Strategic Direction
- Capability Maturity Model Integration
- Support Demand Forecasting
- Validate Service Level Requirements
- Customer Perception Articulated
- ITIL Readiness Assessment
- Systems Management and Service Desk Integration

Bottom Line

Elevate the return on your Service Desk investment. Gain control of customer issues, streamline processes, improve departmental working relationships, improve reporting, and run your Service Desk like a business. Sandiy has the experience, expertise and methodology to give you an actionable Service Improvement Roadmap.

Tactical Task Breakdown

- Standard Operating Procedure Adherence
- Service Request Workflows
- Change Management Roles
- Service Observing
- Technology Utilization
- Incident Workflows / Management
- ACD Review / Usage
- Remote Assistance Integration
- Software Distribution Role
- Inventory Scanning Ability
- Knowledge Management Process / Tool Usage
- Performance Management Process / Tool Usage
- Staffing Schedules and Models
- Adherence to Workflows Completion
- Staff Utilization Measurement
- Incident Categorization Effectiveness
- Reports Usage and Effectiveness
- Level 2 / 3 Interfacing and Effectiveness
- Customer Satisfaction Surveying
- Operational Level Agreement Usage
- Actionable Metrics Reporting / Usage