



HDI Coast to Coast Event
December 8th, 2021



Build A Service Desk Health Check



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HDI Seattle



AGENDA

- Workshop – This is a participant Session
- Review Tony's Methodology for a Service Desk Health Check
- We will all Develop a Health Check
- Review HDI and other Vendor Service Desk Health Check Samples



HDI Request Health Check

Sample Report

<https://www.thinkhdi.com/Services/HealthCheck/Request-HealthCheck-Sample-Report>



Methodology

(S) Structure and Strategy

Our Mission, Vision, Goals

(M) Method and Framework and Performance

We use ITIL (other teams could be SDLC, ISO)

(A) Attentive to Practices, Process, and Procedures

Define and Document (ISO), KM, Message, Feedback

(R) Remember your Staffing Needs and Training

Onboarding, Continual Learning (Brown bag/Lunch Learns)

(T) Technology and Systems

What works best for your, Performance and SLA tracking

Methodology

(S) Structure and Strategy

(M) Methodology, Frameworks, Performance

(A) Attentive to Practices/Processes/Procedures

(R) Remember your Staffing Needs and Training

(T) Technology and Systems



Audience
Participation

(S) Structure and Strategy

- What is our company or dept Vision
- What is our company or dept Mission
- What is our company or dept Goals

Audience

MISSION

Enable workforce through next generation technology solutions that work anytime, anywhere.

Provide premier patient care

End user best experience and support to empower

VISION

Be a key player supporting mission to extend lives of cancer patients

GOALS

FCR, SLA, Response, CSAT, Hold Time



Audience
Participation

(M) Methodology, Framework, Performance

- Adopt an industry good practice
(ie: ITIL is and HDI Support standard)
- Basic Structure to help
- Avoid reinventing the wheel

Audience

ITIL
ISO
HDI



Audience Participation

(A) Attentive to Practices, Processes, Procedures

- Define and Document basic Processes
- Best Practices Help like ISO for Quality
- Knowledge Management
- The Message – To Users
- Feedback

Audience

ISO
SharePoint
KB
Workflow with Atlassian
KCS
Survey for Feedback



Audience
Participation

(R) Remember Staff Needs and Training

- Skills Matrix
- Onboarding
- Continual Learning (LMS)
Brown Bag
Lunch and Learns

	nom	expectation	John	Robert	Eric	Julien	Edouard
skills							
PHP		● ●					
Mysql		● ●					
ReactJs		●					
Elastic		●					
Rabbit MQ		●					

Audience

PAL/Lunch Learns

Tough when supporting 24x7
Communication Portal for Team
Global
Add Trainings
Update Meetings



Audience
Participation

(T) Technology and Systems

- Select what works best for you (ServiceNow)
- Add Performance Measuring and SLA's
- Use additional technology where it can help

Artificial Intelligence

Chat / SMS Communication

Nagios (Monitoring Tools) / LeanIX

Audience

(SLA / Performance Report)

DEMO Dr. Botson / Teams Chats

Chat / Polling

AI to enhance support/Not Replace



(T) Technology and Systems

Nagios (Monitoring Tools)





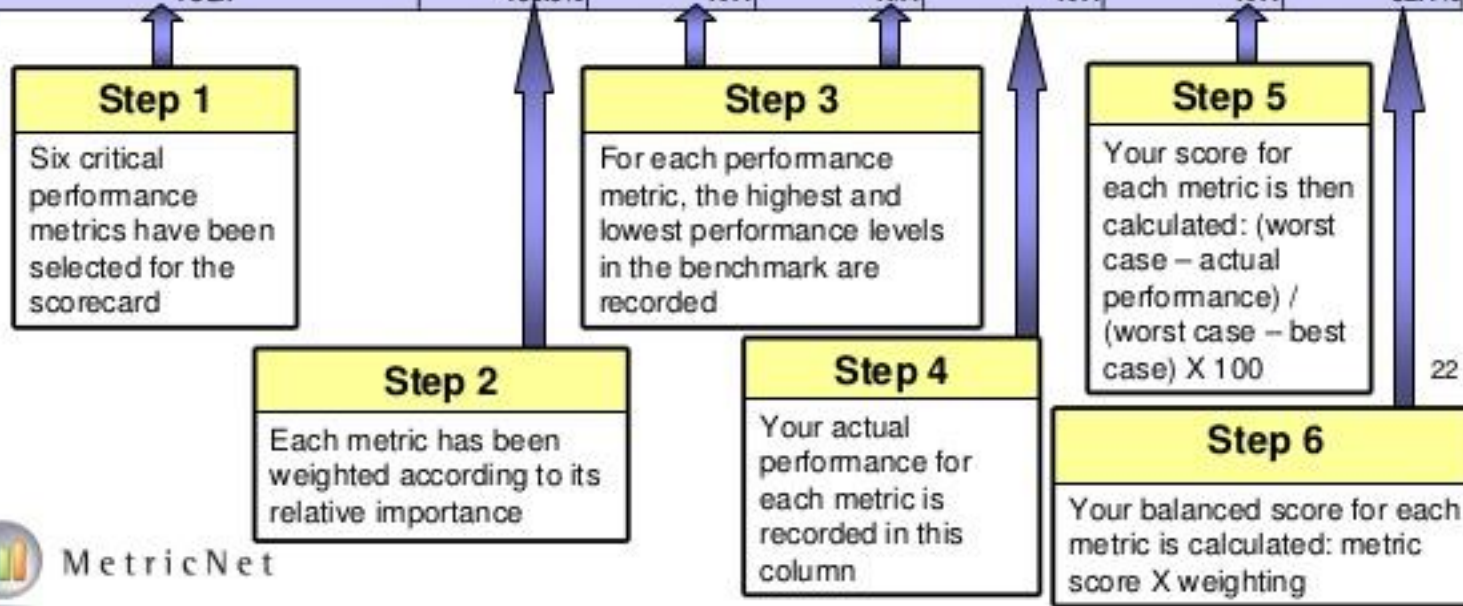
Other Considerations

- Business Results
Profits, Margins, Sales, Shareholder Value, Cash flow
- Service Desk Operation Results
Impact on Bottom Line
Key Trends of Processes
- Service Desk Management
Mapping critical Service Desk processes to Business Processes
Relationships between Service Desk and Internal Suppliers



The Service Desk Scorecard

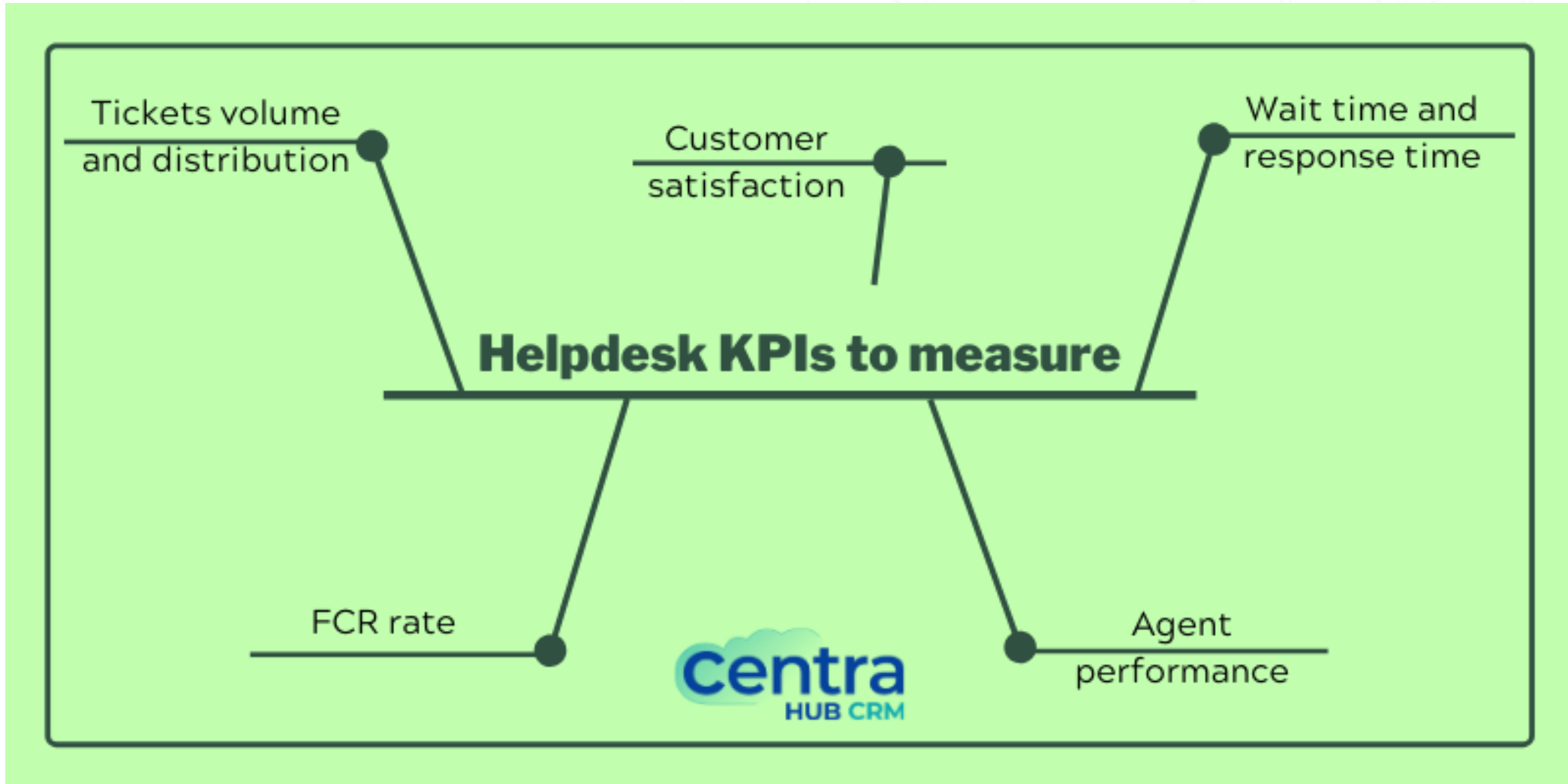
Performance Metric	Metric Weighting	Performance Range		Your Performance	Metric Score	Balanced Score
		Worst Case	Best Case			
Cost per Inbound Contact	25.0%	\$20.50	\$7.09	\$8.42	90.1%	22.5%
Customer Satisfaction	25.0%	63.1%	96.7%	87.6%	72.9%	18.2%
Technician Utilization	15.0%	30.8%	62.7%	54.9%	75.5%	11.3%
First Contact Resolution Rate	15.0%	57.6%	91.4%	57.6%	0.0%	0.0%
Technician Job Satisfaction	10.0%	53.3%	99.0%	99.0%	100.0%	10.0%
% of Calls Answered in 30 Seconds	10.0%	2.6%	85.8%	2.6%	0.0%	0.0%
Total	100.0%	N/A	N/A	N/A	N/A	62.1%



Scorecard Examples



Scorecard Examples





Service Desk Scorecard

Project Name	Project Manager	Current Project Phase	Health Ind Schedule	Project Phase Start Date	Project Phase Baseline Completion	Project Phase Target Completion	Health Ind Budget
Customer Dashboard III	Lisa McKeithan	Execution> Close	R	4/1/2011	6/15/2011	9/30/2011	R
New Content Management System (CMS)	Douglas Doe	Execution	G	7/15/2011	12/1/2011	12/1/2011	G
Business.ok.gov	Drew Hall	Initiation	G				G
Content DM Implementation	Drew Hall	Planning	G	9/15/2011	10/14/2011	10/14/2011	G
Purchasing Wiki	Drew Hall	Planning	G	9/22/2011	10/31/2011	10/31/2011	G

Scorecard Examples

Anyone in the Audience have examples they would like to share?



Audience
Participation

HDI

Service Desk
Health Check

DEFINITION PAGE

Item #	Type	Description	Measurement
A	Structure Strategy	<p>Our mission, vision and goals:</p> <p>Mission: Enable Seagen workforce through next generation technology solutions that work anytime, anywhere, on any device.</p> <p>Vision: To be a key player in the ability to support Seagen's mission to extend the lives of cancer patients globally.</p> <p>Goals: Provide Best-in-Class user experience with every interaction.</p>	<p>Quarterly Review Goal % complete.</p> <p>List Goals Completed & % here</p> <p>FCR Goal = 65%</p> <p>ie: 79% First Call Resolution Met or 64% First Call Resolution Not Met (when not met, share 1 reason why)</p>
B	Method, Framework Performance	<p>Method Used is: ITIL</p> <p>Framework Includes: -Focus on Value / Start where you Are / Progress Iteratively / Collaborate and Visibility / Think and work Holistically / Keep it Simple / Optimize and Automate</p>	<p>The Start of every Project will review the Framework; Quarterly Review when solution ends; identify if the framework was not used and determine why and how to ensure this moving forward. ie: Itil Re-Training, Itil Committee</p>
C	Practices, Processes, Procedures	<p>Procedures:</p> <ul style="list-style-type: none"> - Contact within 18 minutes - Follow Ups every 48 hours - Escalation process for stalled incident - Knowledge Article for resolutions - Passcode/Password approvals 	<p>Procedures and knowledge articles. We list them for review Monthly, determine what % Met or Not Met. Comm's per team mtg or individual agents during their 1on1's. We also provide on Quarterly reports on CSAT (Customer Service Survey's).</p>
D	Staffing and Training	<p>Develop a Skills Matrix:</p> <p>Tools Used for Continual Learning (Skills Matrix) -Brown Bags -PAL -Lunch / Learn</p>	<p>Using our skills matrix, we provide the progress of our skill improvement throughout the year on our Quarterly reports as agents increase their training and knowledge. Monthly for Agent review</p>
E	Technology and Systems	<p>Develop the right systems then report on its use.</p> <ul style="list-style-type: none"> -ServiceNow 99.1 % out of 99.1% uptime – Met Incident/Problem Mgmt -ActiveDirectory 89.5% out of 99.5% uptime–Not Met Network Login Services -Aternity 99.5% out of 99.1% uptime – Met Customer Awareness prior to taking Call 	<p>On your Quarterly report, list the systems in use, re-affirm their benefits, then list how each system has help the ServiceDesk while meeting its SLA.</p>



Score Range 1 – 5 (5 being the High)

Score	Type	Description	Measurement
5	Structure Strategy	<p>Our mission, vision and goals:</p> <p>Mission: Enable Seagen workforce through next generation technology solutions that work anytime, anywhere, on any device.</p> <p>Vision: To be a key player in the ability to support Seagen's mission to extend the lives of cancer patients globally.</p> <p>Goals: Provide Best-in-Class user experience with every interaction.</p>	<p>Quarterly Review Goal % complete.</p> <p>FCR Goal = 78% out of 70%</p> <p>Response= 16 min out of 18 Min</p> <p>SLA = 5 min out of 8 min</p> <p>CSAT = 4.7 out of 5.0</p>
5	Method, Framework Performance	<p>Method Used is: ITIL</p> <p>Framework Includes: -Focus on Value / Start where you Are / Progress Iteratively / Collaborate and Visibility / Think and work Holistically / Keep it Simple / Optimize and Automate</p>	<p>Consistent Use of ITIL after review from Project's completions</p>
5	Practices, Processes, Procedures	<p>Procedures:</p> <ul style="list-style-type: none"> - Follow Ups every 48 hours - Escalation process for stalled incident (2 days) - Knowledge Article for resolutions - Passcode/Password approvals 	<p>Follow Up's Avg = 36 out of 48 hours</p> <p>Escalation Delay Avg = 1 out of 2 days</p> <p>KB Articles Avg = 89 out of 80%</p> <p>Passcode/Password =100 outof 100%</p>
4	Staffing and Training	<p>Develop a Skills Matrix:</p> <p>Tools Used for Continual Learning (Skills Matrix)</p> <ul style="list-style-type: none"> -Brown Bags -PAL -Lunch / Learn 	<p>Building Skills Matrix</p> <p>Providing Train the Trainer Format</p> <p>Every Agent Trained = 100%</p>
4	Technology and Systems	<p>Develop the right systems then report on its use.</p> <ul style="list-style-type: none"> - ServiceNow Uptime Incident/Problem Mgmt -Active Directory uptime-Not Met Network Login Services (Microsoft Issues) -Aternity 99.5% out of 99.1% uptime – Met Customer Awareness prior to taking Call 	<p>-ServiceNow 99.1 % out of 99.1%</p> <p>-Active Directory 89.5% out of 99.5%</p> <p>-Aternity 99.5% out of 99.1%</p>
Total Score = 23 out of 25			

Audience Participation

HDI

Service Desk Health Check

SCORING PAGE

THANK YOU FOR ATTENDING

Contact us at info@seattlehdi.com

www.SeattleHDI.com

facebook.com/SeattleHDIChapter/

linkedin.com/in/seattlehdichapter

https://twitter.com/Seattle_HDI

https://www.youtube.com/channel/UCuhRcnEKa3hatl21E_wMXXg