

ITIL® Poster Series #13



Service Desk Structure: Local

There are a number of different possible structures for providing a service desk. Which does your organization use? The best structure for the service desk is dependent upon the *size* and *structure* of the organization. A global organization will have different needs from one with all its employees based in the same location. Here we look at the most common structures; the best option may be a combination of them.

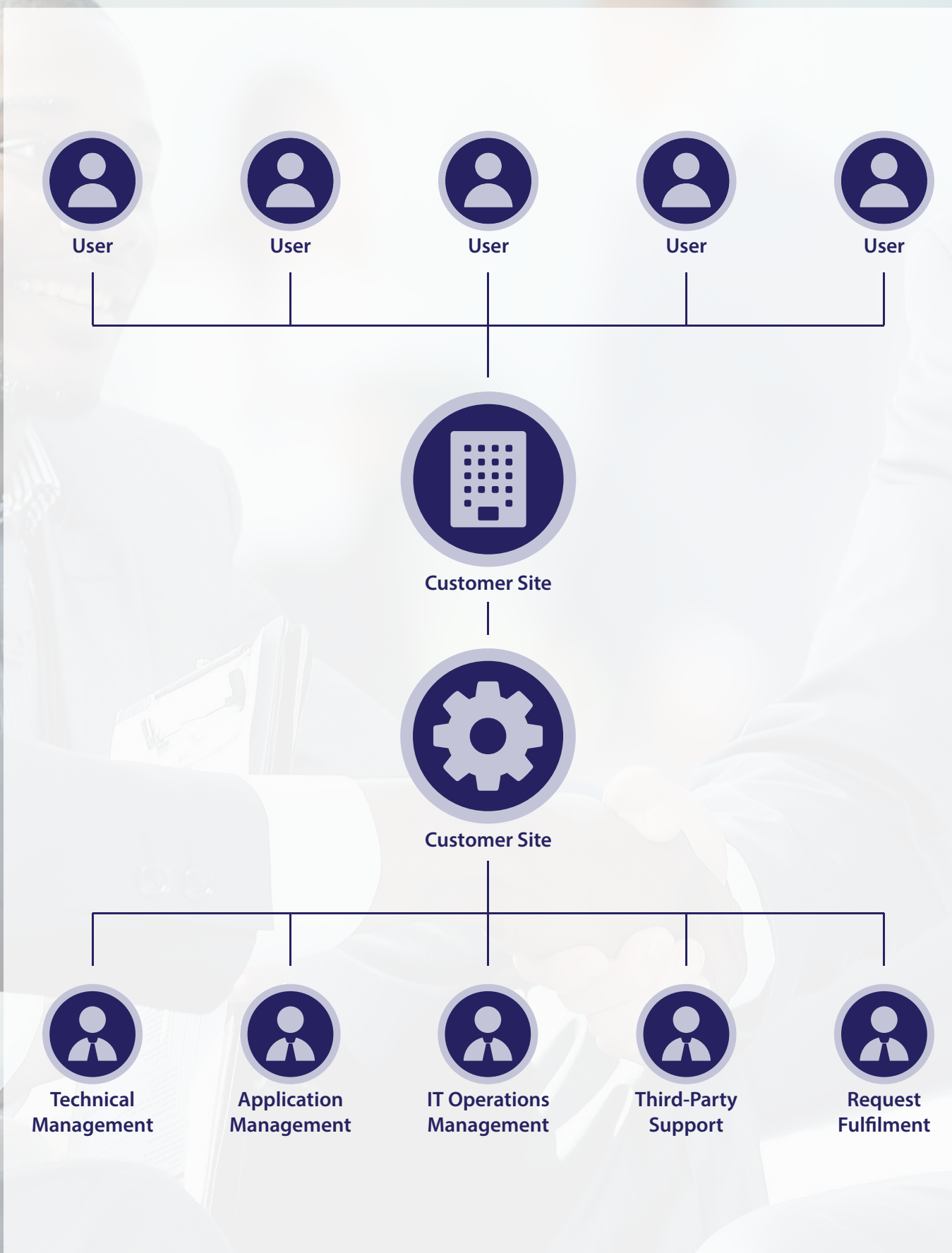
The first structure is a local service desk at each customer location. This can be costly, but sometimes is useful for local language support.

Should the business wish to expand a contract, service desk provision must change accordingly. Local desks still need to share knowledge with the other desks, as the fault may affect several locations (A WAN fault for example). Arrangements would need to be in place to avoid several desks (or none) taking ownership. The local desk would need to share a common database, especially of known errors, to avoid re-designing the wheel.

This structure can also be useful when different locations have specialized support needs. The basic principle of a single point of contact is retained, because, from the user perspective, they have only one number to call and are unaware of any other desks that may exist.

This is, however, an expensive option, because each new office location would require a new service desk too. During periods of low activity, several service desk staff members could be spread across the various desks waiting for calls. The potential issues of incidents and requests being logged in different languages, systems may occur, making incident analysis and problem identification difficult. Sharing knowledge is also more difficult: an incident that could be resolved by one service desk might be escalated by another, because the resolution has not been shared between the desks.

To overcome these issues, IT management must ensure that information is shared effectively. Procedures will need to be put in place to ensure that issues affecting more than one location can be managed effectively without duplication of effort, or without each service desk assuming that another desk is taking responsibility for an issue.



Service Desk Structure Posters

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