ITIL® Poster Series #14
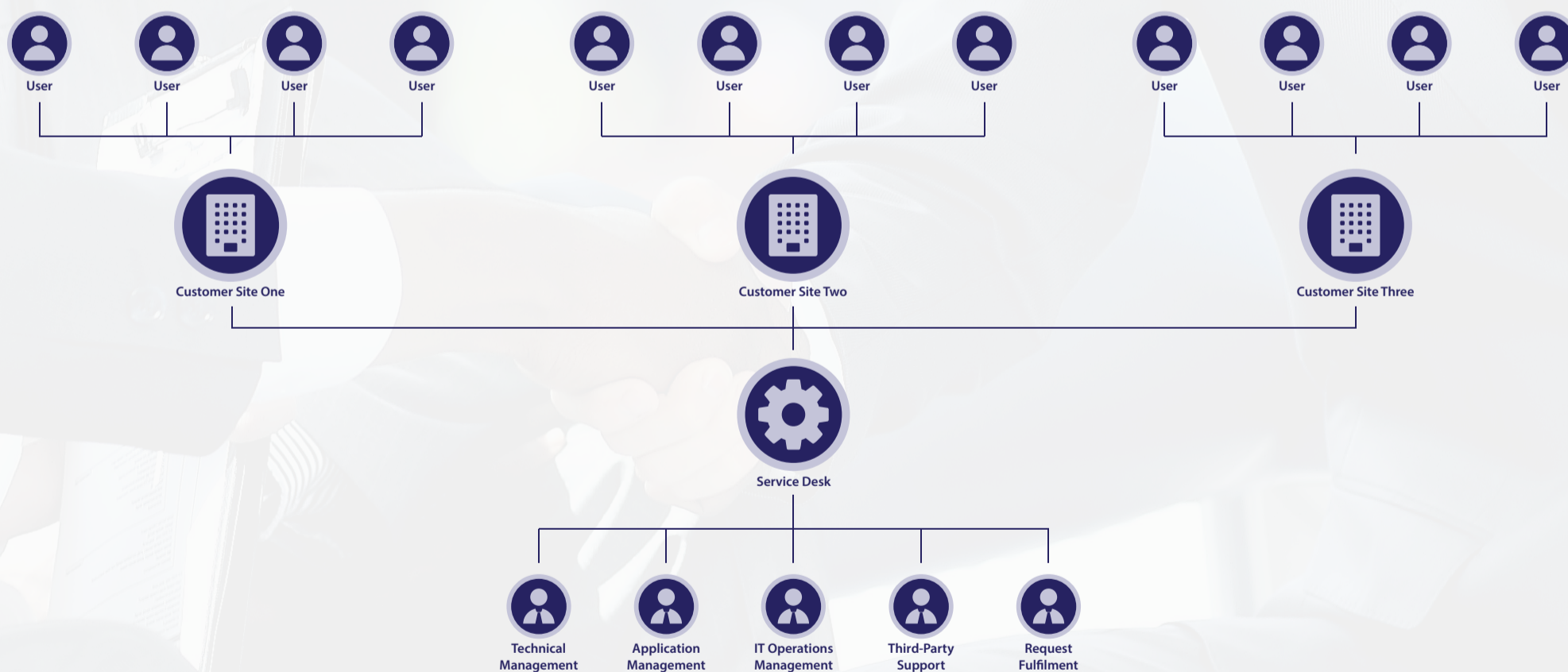## Service Desk Structure: Central

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All locations share a Service Desk

- No local knowledge, but...

- Cost-effective

- May need multi-lingual staff for language support

- Better technology may be easier to cost-justify

- No confusion when handling major incidents

- Easier knowledge-sharing

- Will need local support at customer locations where physical intervention is required (unjamming a printer etc.)

- Requires a service continuity plan as potential single point of failure

A more common structure for service desks is that of a centralized service desk; all users contact the same service desk.

This has economies of scale, because there is no duplication of provision. Specialist technology, such as intelligent call distribution or an integrated service management tool, may be justified for a centralized service desk, but not when implementing this technology across many sites.

There are no issues with confusion regarding ownership of major incidents, and knowledge-sharing becomes much more straightforward. To provide support to a global organization, a 24/7 service may be required.

| User | User | User | User | | User | User | User | User | | User | User | User | User |

| Customer Site One | Customer Site Two | Customer Site Three |

Service Desk

| Technical Management | Application Management | IT Operations Management | Third-Party Support | Request Fulfilment |

Service Desk Structure Posters

| **POSTER ONE** Local | **POSTER TWO** Central | **POSTER THREE** Virtual | **POSTER FOUR** Follow the Sun | **POSTER FIVE** Specialized |

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