

ITIL® Poster Series #15

Service Desk Structure: Virtual

All locations share a number of Service Desks, with calls routed across a telephone network, so that the next free agent gets the call

- Need shared database and processes, and a common language for data entry
- Should appear seamless to the user (may not even realise there is more than one desk)
- Can be hard to maintain business knowledge
- In-built resilience



The third organizational option described by ITIL is that of a virtual service desk. This option consists of two or more service desk locations that operate as one desk. Calls and emails are distributed across the staff members as if they were in one centralized location. This ensures that the workload is balanced across all the desks. To the user, the virtual service desk appears as a single entity; the users may be completely unaware that this is not the case in reality. The virtual service desk retains the single point of contact principle.

The considerations we discussed earlier regarding knowledge sharing and clear ownership apply even more in this scenario, as does the need for all calls to be logged immediately. Users will become very frustrated if they call the service desk and explain an issue in detail, only to find when they call for a second time that the service desk analyst can find no record of their first call.

One benefit of a virtual structure is that it has built-in resilience; should one location go offline because of a major disruption affecting that location, the service would continue with little or no impact.

Service Desk Structure Posters

POSTER ONE

Local

POSTER TWO

Central

POSTER THREE

Virtual

POSTER FOUR

Follow the Sun

POSTER FIVE

Specialized