

ITIL® Poster Series #16

Service Desk Structure: Follow the Sun

'Follow the Sun' is a form of virtual Service Desk, with calls routed according to the time of day

It enables 24 hour global coverage without shifts

ITIL requirements for knowledge-sharing, a common database etc. still apply

The desk still appears as a single point of contact to the user

The fourth structure described within ITIL is known as **Follow the Sun**. This is a form of virtual service desk, but with this structure, the allocation of calls across the various desks is based on time of day, rather than workload.

"Follow the sun" enables a global organization to provide support around the clock, without needing to employ staff members at night to work on the service desk. A number of service desks will each work standard office hours. The calls will be allocated to whichever desk or desks are open at that time. Typically, this might mean a

European service desk will handle calls until the end of the European working day, when calls will then be allocated to a desk or desk in North America. When the working day in North America finishes, calls are directed at another desk or desks in the Asia-Pacific region, before being directed back to the European desk at the start of the next European working day.

This option is an attractive one for many global organizations, providing 24-hour coverage without the need for shift or on-call payments. The requirements for effective call logging, a centralized database, and a common language

for data entry referred to earlier for the virtual structure apply equally here. Procedures for handoff between desks are also required to ensure that the desk that is taking over knows the status of any major incidents, and so on.

To the user, the single point of contact still applies; they have one number to call, no matter who answers it or where the service desk analyst may be located.

Service Desk Structure Posters

POSTER ONE

Local

POSTER TWO

Central

POSTER THREE

Virtual

POSTER FOUR

Follow the Sun

POSTER FIVE

Specialized