

# ITIL® Poster Series #17

## Service Desk Structure: Specialized



### Specialized Service Desk Groups

Another possible variant on the previous structures is to provide specialist support for particular services. In this structure, a user may call the usual service desk number and then choose an option depending on the issue they have. Typically, the message would say:

***“Press 1 if the call is regarding system (X), press 2 if it is regarding system (Y), or hold for a service desk analyst if your call is in regard to anything else.”***

Although this approach can be useful, especially where in-depth knowledge is required to resolve a call, it is not popular with users when it expands to numerous options to choose from, followed by another message saying:

***“Thank you. You now have a further (N) options.”***

There is a danger that the user does not always know what support they need and may choose the wrong option, leading to delay and frustration. For example, a printer that will not print may be because of a hardware fault, a network issue, an application malfunction, or a user error. The user will not know which option to choose.

This specialist support option works best for a small number of complex services that require a level of both business and technical knowledge beyond what can reasonably be expected of a service desk analyst.

#### Service Desk Structure Posters

POSTER ONE

Local

POSTER TWO

Central

POSTER THREE

Virtual

POSTER FOUR

Follow the Sun

POSTER FIVE

Specialized

