ITIL® Poster Series #47
Service Desk Structures

Good e-Learning

Introduction

The simple way of describing the LOCAL desk is that it is 'A local desk for local people'. It is located geographically in the same place as the customers it serves and generally only fields requests from the immediate locality. If the organisation has multiple sites then each site has its own desk and uses that.

LOCAL DESK (LOCAL)

SERVICE DESK

SERVICE DESK

SERVICE DESK

PROs

• Good local knowledge from a cultural and technical perspective.

• Support presence close to hand for quick response. Can foster good relationships between customer and supplier.

CONs

• Susceptible to the 'Tap on the shoulder' school of support. Staff are potentially too accessible leading to circumvention of processes and inefficiency, lack of prioritisation, etc.

• Expensive to provision as there may be little scope for economies of scale.

• Information management between multiple sites can be problematic.