

Next Generation Service Desk.

Executive Summary While traditional models of the IT Service Desk remain focused solely on Incident and Reactive

Problem Management, analysts will continue to manage down queues by addressing a single incident at a time; escalating problems only when they have affected a large number of customers. For the IT Service Desk to truly succeed, Pro-Active Problem Management is needed to directly identify

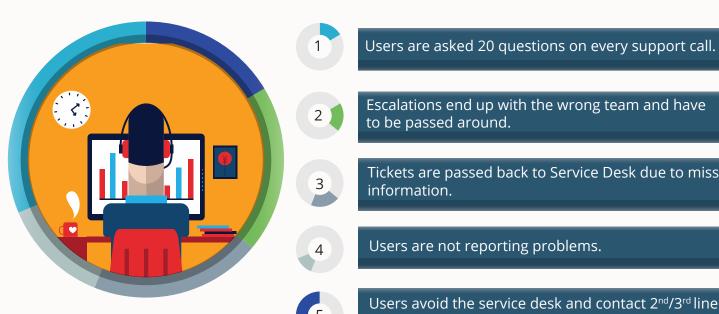
the scale of problems and allow action before customers are affected.

Next Generation Service Desks are empowered with new software tools that see your network and services from the end-user perspective, allowing analysts to immediately identify which incidents

could affect other users and clients, and to take action to manage problems at a first line support level.



5 signs that your Service Desk isn't working



Tickets are passed back to Service Desk due to missing

support directly with simple issues

Existing Help Desk Models Are Broken

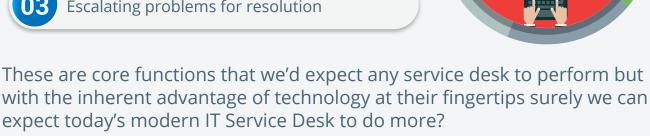
Incident and Problem Management and on positioning analysts to be an effective first point of contact for end-users. Key responsibilities of traditional Service Desk Analysts include:

Traditional models of the IT Service Desk are well understood; they focus on

Providing workarounds for users

Escalating problems for resolution

Identifying patterns and thus problems



Not so. Current service desk tools focus on metrics such as first time fix or time-to-resolution, encouraging analysts to process tickets quickly. This leads to common behaviours such as 'cherry picking' - looking for known problems and pushing the same workarounds on repeat callers.

Pressure to deliver a solution, or even just a reason for IT failure, leads to a presume-the-cause mentality. This is costly for the IT department and gives a poor customer experience.

tools or event logs to gain insight into a problem. However, this relies on the skill of the individual analyst in being able to identify a problem on a single user's machine. All the while the user is waiting and watching and unable to work. This pressure to deliver a solution, or even just a reason for IT failure leads to a

presume-the-cause mentality (e.g. the server must be down) so calls are

When new issues do arise, the best analysts turn to remote assistance

needlessly escalated to more senior and more expensive IT staff. It's time to put your focus back on the people that matter. The end-users!

Change Your Focus to the End-user Perspective

the reality that not all users report incidents, and wider problems are not actually being resolved.

The traditional focus is on users reporting incidents, and in response, analysts aim to manage down the queues. Yet this is a just a recurring cycle and any temporary reductions in queue length simply mask

If you've ever worked on an IT Service Desk, you'll know the question that everyone asks at 9:00am on arriving to work. How do the queues look this morning? - but this is entirely the wrong question to ask!

Statistics show that across a network of 5,000 machines - for every reported ticket 18 more users will have experienced the problem directly and 800 clients could potentially

Traditional server and network monitoring tools only show us one part of the picture. A server may be up but that's no guarantee that all users can access it. Likewise, though a client machine may appear to be functioning normally, malware can hide in the background undetected by a single AV client. Software is often

Instead of asking 'are users reporting any issues' we should be asking 'are users having issues?'. Likewise, instead of asking 'what is the status of our services?' we

should be asking 'are end-users able to access our services?'.

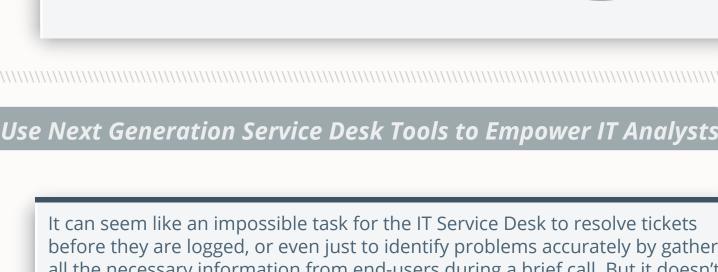
It's only when we begin to look at our network and services from the client and end-user perspective that we can start to identify problems before incidents are even reported.

unpatched as users fail to restart or leave their computers powered on overnight.

Are users reporting any issues? Are users experiencing any issues?

What is the status of our tickets?

manifest the same issue.



What is the status of our network and services?

How many tickets have we resolved today? How many tickets have we prevented today?

It can seem like an impossible task for the IT Service Desk to resolve tickets before they are logged, or even just to identify problems accurately by gathering all the necessary information from end-users during a brief call. But it doesn't have to be!

Next Generation Service Desk Tools such as Nexthink make all this a reality. With the Nexthink client deployed across the network, IT analysts can use the Nexthink Finder to search real time data with ease. Drill down to identify root

What if ALL the end-user and client information the service desk needs could be available in real time with

What if each time an incident is resolved at the service desk, analysts could quickly identify all affected users and

software) before the user is even aware of the problem?

What if service desk analysts could be alerted to and resolve end-user issues (such as the spread of malware or unpatched

machines and resolve the problem for everyone?

powerful search and reporting tools?

cause. Or zoom out to see all clients and users that are affected. **Nexthink** is a powerful software tool which gathers and displays live data from all clients across the network – providing a search engine like interface to identify, diagnose and resolve issues from the end-user perspective.

These features make Nexthink an indispensable tool for the next generation Service Desk. No need to ask users 20 questions, no need for remote sessions to gather data, and no need to wonder whether issues affect other users.

Challenge Your Service Desk to do Proactive Problem Management

• Analysts make assumptions and tell other users that the service is down. • Escalated tickets assume common root cause and

generalized problems.

• Focus on one call at a time to get through the gueue.

• Patterns are spotted when multiple tickets come in with

Standard Service Desk

- software versions and network routing (from the client perspective!).
- perspective.

• Pro-actively inform affected customers.

are affected.

• Escalate when appropriate with relevant information. Analysts always investigate from the end-user

Next Generation Service Desk

• Focus on reducing potential calls to prevent a queue.

Can identify exactly how many other users or machines

By introducing tools such as Nexthink to your IT Service Desk, analysts are provided with a wealth of information at their fingertips, such as machine performance, running services,

The Nexthink Finder also reveals exactly when crashes occurred, what happened prior to the

event, and which versions of applications were in use. Making it far easier to identify patterns. Once the problem is identified it's simple to generate a list of all affected users or machines. With tools like Nexthink service desk analysts can break free of common

pitfalls which bog down IT and end users, and instead are empowered to identify issues before they are even reported. From a list of users or machines, one click is all that is needed to launch built-in or

Find out more about end-user analytics from Nexthink

push out an update to all affected clients. This functionality allows true Proactive Problem Management - empowering the IT

custom scripted actions. For example, quickly send an e-mail to all affected users or Service Desk to identify and resolve issues before they are even reported.