The Future Of The Service Desk: Is It Going Away, Changing Or Staying The Same?

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Introductions

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How Will The Service Desk Evolve?

For the past 25 years, the successful Help Desk/Service Desk has served as “Communication Central” for business customers. Now the Cloud, Bring Your Own Device (BYOD) and Support Your Own Device (SYOD) are here to stay.

- So does this mean the Service Desk as we know it today is on the endangered list?
- If not, how does the Service Desk fit into the new world?
- Are there better ways to serve customers, answer questions, resolve incidents and add true business value?
Comments From The Discussion Board

- Just like technology, the Service Desk will continue to evolve
- It will change but not sure how
  - Service Desk and NOC merging
  - Center of Excellence for IT Services
  - Increased Self Service
  - Cloud impact?
- SYOD will continue to expand
- There will still be a need for a Service Desk especially in emergency situations
- Someone still has to provide just-in-time training and provide information about IT Services
- There will be a trade off on the type of work the future Service Desk will do
Questions

- If the Service Desk goes away will anyone notice?
- Will costs go up or down if the Service Desk goes away?
- If the Service Desk remains, then what does it look like in 5 years or 10 years?
- What future skill sets will be required for the Service Desk?
- How will the Cloud impact the Service Desk?
- What technology requirements will be needed for the Service Desk of the future?
- What process requirements will be needed for the Service Desk of the future?
- Others?
NASA Speaks Out

NASA CTO says help desks will soon be thing of past
NASA's Jet Propulsion Laboratory now has data spread among 10 public/private cloud infrastructures

By Lucas Mearian
October 12, 2011 04:30 PM ET
In an interview with *Computerworld* after a keynote speech before a packed house, Soderstrom said a help desk isn't worth the money required for a 24/7 operation when employees *insist* on using their own personal iPhones, Androids, and tablets.

"It's impossible. You can either blow up the help desk or [forbid] new devices and the end users will be unhappy," he said.

Therefore, help desks will have to shift to helping employees innovate by providing, for example, expert advice on how to write mobile apps that can help the business. "That's where we think the help desk is going, from a commodity to an expert," Soderstrom said.
How Does The Future Look?
Never put the Service Desk before your customers. Don’t implement strict procedures whereby you will only deal with issues that are submitted as a ticket and confined to the Service Desk.

Instead take in requests/incidents via every method of communication available to you and your customers – make yourself more widely accessible. It’s about helping people work, not following IT-created processes.
As Leaders, What Do We Need To Do To Prepare For The Service Desk Of The Future?
Notes Captured During Discussion
Thank You!

Session Evaluation
Please take a few minutes to fill out an evaluation on this session. We greatly appreciate your feedback!

http://pinkforum12-8a.questionpro.com