

## New-Generation Service Desk Maturity Model

Maturity/ Qualifier	① Random	② Repeatable	③ Defined	④ Managed	⑤ Optimised
Process definition	Incident management and service request fulfilment processes are neither defined nor documented	Incident management and service request fulfilment processes are in place; however, they are not used by all IT groups and users including users relationships management	Service level, incident, problem, change and service request fulfilment management are in place; the established processes are consistently used by all IT groups and users where applicable	Event management is linked to the service desk to ensure potential failures are detected before impacting the user community	Level 4 outcomes are achieved in the most cost-effective manner
Process integration	None	Incident and change management are linked together; for example, fixing an incident might lead to issuing a change request	Service level, incident, problem and change management are integrated Problem resolution description is added to knowledge database	Service underlying issues are constantly identified and resolved; for example, unscheduled downtime caused by service changes are identified and addressed	Service level, incident, problem, service request fulfilment change, business continuity and configuration management are integrated
Skills/organisation	Limited skills incapable of fixing more than 5 % of incidents at the first point of contact	6–30 % of incidents fixed at the first point of contact Insufficient staff to handle all workload	31–50 % of incidents fixed at the first point of contact Headcount level is in line with workload	51–75 % of incidents fixed at the first point of contact	Over 75 % of incidents fixed at the first point of contact
Tools Automation	Basic incident/call recording tool in place	Service desk tool in place and configured to support incident and problem management processes	Tools are configured to support incident, problem, service request fulfilment, change and service level management	Tools covering multi-Cloud management, analytics, self-service and online chat are in place (refer to Note 1 below)	The implemented tools have achieved their desired outcome cost-effectively
Metrics	None	Service desk reports are regularly issued	All processes metrics relevant to SLAs are tracked and managed	Service desk delivery cost is tracked and managed	Service desk delivery cost is optimised
Business impact	Inability to operate under service level agreement	Service levels can only be met for simple incidents services, e. g. password reset	Service levels are consistently met	Service level agreements are consistently met or exceeded	Service level agreements are consistently exceeded

**Note 1: Required technology to reach maturity levels 4 and 5**

They are as follows:

- Online chat – Ability to access service desk specialists anytime, anywhere and from any device. This includes mobile devices and web interfaces.
- Analytics – Ability to analyse unstructured data to determine and address incidents' underlying issues.
- Improved major incidents resolution through tight integration of incident management with other processes such as problem, change, configuration and service level management.
- Ability to resolve multi-Cloud incidents through improved discovery facilities and integrated processes.
- Service desk virtual agents – To give customers and employees a modern way to work with IT. For example, instead of calling or emailing the service desk, users can enter IT questions in a familiar chat window. As a result, the virtual agent creates an incident ticket and searches the organisation's various knowledge databases for answers. If an answer is not found, the chat session is routed to a live service agent who can assist while reviewing the transcript and looking for matching issues.