5 Ways to Eliminate Help Desk Fire Drills
Is Your Help Desk In Trouble?

Email, phone calls, ticket backlogs, and overdue reporting. These are all signs that your help desk is in trouble, without an efficient way to manage requests, data, and staff.

If your help desk is struggling to keep pace with business, there’s good news. Modern IT service management can transform the way your help desk works.
Best Practices

In this eBook, you’ll learn about 5 best practices that will help get you to modern IT Service Management:

1. Separate Incidents from Service Requests
2. Provide Self-Service Options
3. Deliver Anywhere, Anytime Access
4. Automatically Track Assets
5. Consolidate Redundant Applications
ONE: Separate Incidents from Service Requests

Incidents are unplanned, urgent interruptions and service requests are business-as-usual inquiries. Separating them is essential for efficient prioritization. This increases your agility and reduces your fire drills.

When you separate and prioritize incidents and service requests, you can focus on those with the greatest business impact:

- Analyze incidents and pinpoint trends to anticipate future issues
- Analyze categories and frequency of service requests to determine which to automate
Two: Provide Self-Service Options

A self-service portal empowers users and prioritizes work for the help desk staff. Users log issues, search for answers, request services, and track progress themselves.

Self-service options increase productivity for both end-users and IT support staff.

68% of IT support staff
41% of end-users

1 “Bring ITSM Into the Modern Age with End-User Self-Service Support,” Aberdeen Group, November 2015
Three: **Deliver Anywhere, Anytime Access**

Managers rate consumer services **103%** higher than workplace services.²

A contributing factor to this disparity is that consumer services tend to make mobility easy for users.

To increase satisfaction and speed time to resolution, **consumerize the experience** — make it easy for users to make requests and check statuses from their mobile devices.

Four: Automatically Track Assets

Speed resolution time and improve technician experience with automatic asset tracking. You can attach relevant asset data, such as model number and service history, to every incident and user.

33%
of traditional IT help desks have no visibility to assets

Five: **Consolidate Redundant Applications**

If you have a hard time keeping up with demand, your help desk environment may be too complex. **Consolidate processes, applications, and tools with a single system of action.**

A modern, cloud-based service management solution supports a single system of action. Users have a consistent interface. Applications work together with shared data and workflows. And there’s no integration required.
Implement with ServiceNow

Improve your help desk with service management from ServiceNow.

Learn how to get control of your help desk

DOWNLOAD EBOOK

See more about how IT Service Management helps you tackle your help desk challenges

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