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.

66% of IT support staff

50% of end users

¹ Forrester Study: The total Economic Impact of ServiceNow for IT
THREE: Deliver anywhere, anytime access

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.

103%

MANAGER RATE CONSUMER SERVICES
103% HIGHER THAN WORKPLACE SERVICES²

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

2 *Five IT Help Desk Challenges and What to Do About Them*, ServiceNow, 2016
FIVE: Consolidate redundant applications

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

A modern, cloud-based service management solution supports a single system of record. 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.

ServiceNow was founded on a very simple idea: that work should be easier. That getting simple stuff done shouldn’t be so hard and complex stuff should be manageable. Today, the entire enterprise—IT, HR, customer service, security, and beyond—can tap into the power of the Now Platform™ to create a better experience for employees, users, and customers, and transform the way work is done.