



Anatomy of the Service Desk

Service desks are under more pressure than ever to keep them running day-to-day

CALL ACTIVITY



Most service desk calls are received between 8-10am

NO RESOURCE AVAILABLE



52%

Do not have enough resource available

FEELING GUILTY?



Feel guilty when they take a holiday

33% Strategy

FIRE FIGHTING



67% of a service desks time is spent fire fighting

TEAM WORK



58% felt that the service desk did not work as hard

■ Felt they did
□ Were indifferent

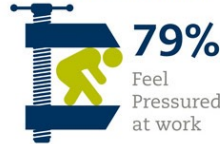
LUNCH BREAKS



Only 14%

Always take their allotted lunch break

FEELING PRESSURED?



79%
Feel Pressured at work

FINISH ON TIME



55%
ALWAYS finish work on time

GOOD BALANCE



78%
Said that work encroached on their personal life

FEELING STRESSED?



65%

Feel stressed at work

93%

Said that their service desk needs to be more efficient

60%

Said there are not enough hours in the day

Anatomy of the Service Desk

As organisations continue to feel the impact of limited budgets within fast-paced, demanding industries, service desks are under more pressure than ever to keep them running day-to-day, according to recent research sponsored by LANDesk Software and conducted by the Service Desk Institute (SDI). In the first survey of its kind in the UK, which captured responses from over 10,000 IT service management professionals, the report tells a story of service desks struggling to provide first-class service with a lack of resources: in short, having to do more with less.

