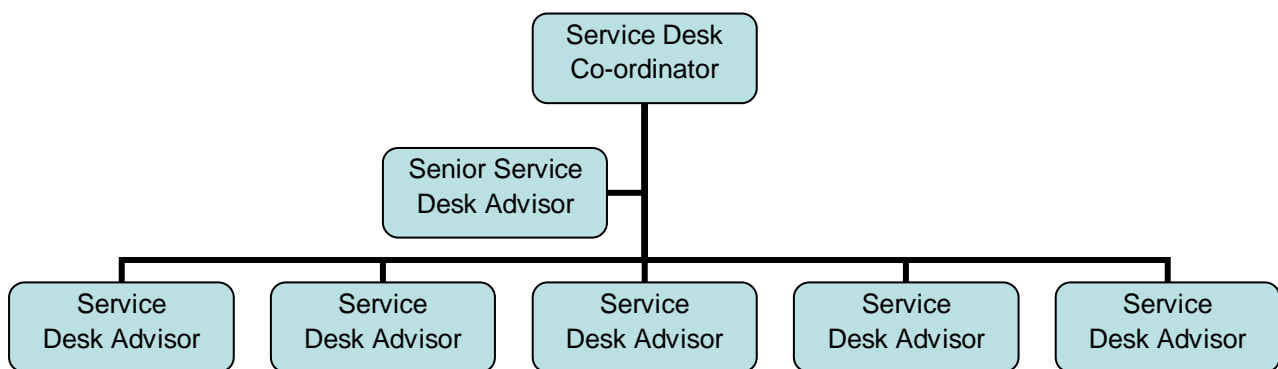




IT Service Desk – Major Educational Institution

The IT Service Desk, which has seven members of staff as shown in the structure chart below, is part of the IT Services department at a major educational institution.



Staff on the Service Desk usually move onto more technical roles after a period of between 12 and 18 months, as a result, there are always new Service Desk Advisors who have less experience of working in similar roles. Graduates and student placements have also been appointed who have had very little previous work experience, it is therefore essential to have good quality training available to them.

Customers

The Service Desk provides first line IT support for all staff and students, being primary support for all staff and secondary support for students. There are also two major external customer groups.

Average Number of Calls and First Line Call Resolutions

Each month, the Service Desk logs over 2,500 calls. The staff on the desk resolve over 50% of these calls each month at first line with the remainder of the calls being passed to second and third line support teams.



Type of Calls

The IT Services department has a portfolio of standard hardware and software, a wired and wireless network infrastructure and a range of telecoms including analogue, digital, IP and mobile, all of which the Desk supports

Why Fuse Learning?

“We approached Fuse to provide some bespoke ‘personnel development’ training for five young and relatively inexperienced Service Desk staff. We were able to discuss our needs with Fuse and they designed a two day training event to address a number of areas highlighted by both the staff undertaking the training and their line manager. Feedback from the participants was excellent; they had plenty of opportunity for discussion and found it useful to be able to listen and learn from each other. They also learned to identify the drivers for the behaviour of other people which has enabled them to better understand their colleagues and minimise their own frustrations.”

“To conclude the development programme, each of the staff is participating in a two hour one-to-one session. This gives them an opportunity to explore what is working for them and to work on any other areas of personal development they may wish to develop further.”

“We would have no hesitation in recommending Fuse Learning and look forward to working with them again in the future.”



Fuse Learning Commitment

Fuse Learning helps organisations to realise the potential of their staff and maximise the benefits of their investment in people.

In today's challenging economic climate employers, whether private sector or public, cannot afford to pay lip service to the notion that people are their greatest asset. That asset needs to be harnessed to the full.

At Fuse Learning we take a 'holistic' approach, embracing the provision of a range of services which empower organisations to link their investment in people, in all its forms, to their corporate objectives and ensure that their staff are equipped to contribute effectively to a modern, strategic working environment.

We are committed to developing tailored solutions that best suit the individual requirements of our clients, guaranteeing the highest level of effectiveness.

If you would like to discuss your requirements, or any aspect of the Fuse Learning service, please do not hesitate to contact us:

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