



Next Gen Service Desk



The challenges facing today's service desks

The Service Desk is a critical operational capability and paramount to maintaining the healthy heartbeat of your business. It is a focal point for customer interaction where perceptions of IT services have long lasting effects. Service Desk operations require well-coordinated, well-executed, and hyper-responsive support. It requires effective collaboration across support tiers, and the transparency to enable users to effectively perform daily mission activities. The Service Desk is where many organizations tend to fall short, often lagging behind the technology curve, or faced with siloed and undocumented

institutional knowledge, or lacking the comprehensive Service Desk strategy necessary to meet their mission needs. Without the intelligent use of automation, a robust curated knowledge base, alignment with the mission, and a customer first perspective, service desks may face slower restoration of critical services, higher operational costs, and a poor customer experience. The Service Desk is where agencies have an opportunity to deliver the highest level of customer care and provide the maximum value to their customers. An opportunity to improve business efficiency. An opportunity to make a difference.



The next generation service desk

Deloitte's Next Generation Service Desk enables our clients to seize on that opportunity and take support well beyond "keeping the lights on". The Next Generation Service Desk is intended to become a key partner and enabler for the business to help drive ongoing improvements to the organization's IT infrastructure and applications. Deloitte's customer-first approach, innovation-driven methodology, and best in class artificial intelligence (AI) and automation enable agencies to identify intelligent enhancements and improvements for timelier

and more effective customer interactions while continuously serving customers. We help clients challenge the status quo by enhancing Service Desk delivery to surpass the needs of users and serving as their advocate to get to a timelier, more effective resolution. With the following key pillars, the Next Generation Service Desk can help solve the challenges of today and has the forward leaning vision to predict and avoid the challenges of the future.



Customer first

We identify priority touchpoints along the user's journey that impact experience (e.g., long wait and handle times). We listen to needs through surveys, collaborative workshops, focus group sessions, and stakeholder interviews, enabling problem identification and pain point discussion. We interpret our observations into a future state journey map. We use these journey maps to highlight patterns in user behaviors, motivations, needs, and pain points. We then act on combined data points identifying opportunities to enhance and improve the Service Desk.



AI Powered efficiency

We bring pre-built incident forecasting based predictive models, automated actions and early detection anomaly patterns for faster resolution, and policy-based remediation with built-in workflow and exception management to automate time-consuming, redundant operational tasks to focus operational staff on restoring service and improving performance.



Operational excellence

Deloitte implements standardized, repeatable processes that can help drive mission priorities, enable responsiveness to complex and evolving mission needs, minimize potential for service disruption, and create a foundation for automation. We enable active and transparent issue identification and remediation, and data-driven strategic decision-making.



Deloitte's innovative next generation service desk capabilities

We bring our industry-tested enablers and accelerators to help supercharge your service desk:

- **Operate to Innovate (O2I):** We embed innovation within every activity of the Service Desk with Deloitte's O2I methodology. O2I provides a framework to guide discovery and service desk transition-in activities, service desk operations, and to identify improvements and enhancements throughout the duration of client engagements. Using this framework, Deloitte support for our clients' service desk is structured with disciplined, repeatable sets of activities organized across well-defined phases of the Operate lifecycle to enable clients to deliver continual business value while keeping pace with an ever-shifting landscape of change and disruption.
- **OperateEdge™:** Deloitte leverages Deep Learning to automate routine IT operations processes, enabling IT teams to shift their focus from low value manual tasks to more strategic ones. We can increase system availability by analyzing large and complex data sets more effectively than human operators, cutting through alert noise to identify patterns across IT operations and execute targeted remediation activities more quickly. Our intelligent system health checks help improve reliability and performance by allowing a system engineer to quickly resolve system issues and our AI-driven anomaly detection helps to flag which system events are expected vs. those that are true anomalies, enabling the Service Desk to react quickly and appropriately to emerging issues.
- **GenAIOPs:** We automate key Service Desk processes such as knowledge management (KM), identifying gaps, duplication, and/or outdated knowledge, and transforming knowledge into an AI-curated, natural language one-stop-shop for both end users and service desk staff. We can accelerate customer interactions and case management by providing suggested ticket remediations, writing assist to adjust the tone of the Service Desk agent, and resolution suggestions based on ticket histories.
- **Certified to Serve:** Deloitte's onboarding and training strategy enables complete coverage of a client's culture, systems, business processes, users, and technologies. As a result, clients can count on having team members fully aligned with the organization's mission and who are certified to serve users delivering results with quality, repeatability, and agility.

Each of our capabilities is enabled by data-driven connections with all the Service Desk's back-office functions (e.g., knowledge management, performance management, quality management), enabling leaders to monitor and improve operational performance more effectively and to respond to organizational challenges with agility and accuracy. By resolving issues earlier in the escalation process, speed to resolution can be increased, customer satisfaction can be improved, and most importantly, it can free up resources for more focused and stronger mission aligned objectives.





The Deloitte difference

Deloitte’s Government & Public Services (GPS) practice consists of 25,500+ practitioners serving 15 U.S. Cabinet-level agencies, 49 states, the District of Columbia, and 60+ of our nation’s top 100 universities. In addition, our Global Infrastructure Operate practice of 50,000+ personnel focus on implementing, maintaining, and innovating large complex IT systems and service desks. Consistently rated as one of the 10 best places to work, Deloitte GPS follows rigorous processes to attract, recruit, hire, and retain high-quality resources and provide them with the flexible opportunities needed for professional growth and development. We have experienced Subject Matter Specialists in areas such as customer experience, cybersecurity, voice recognition,

and other key Service Desk capabilities that are ready to support your mission and help solve your most complex and time-sensitive issues. Deloitte has developed AI automation accelerators and established alliances with more than 100 of the world’s leading companies, such as Amazon Web Services and ServiceNow, enabling us to bring complete, scalable, and tailored solutions. Your Next Generation Service Desk is the AI super-charged Service Desk of the future – driving mission prioritized, customer first support that can result in faster decision making, dramatically improved operational support and an AI-empowered user experience.



From the Service Desk assessments of our advisory services to designing and delivering Service Desk implementations and enhancements, to delivering Service Desk excellence and optimal user experiences while maintaining continuity of operations, Deloitte provides the full spectrum of differentiated Service Desk services

Service	Service offering
Advise	Deloitte works with clients to evaluate service desk operations, customize transition plans to address key client needs, and identify opportunities to improve the customer experience and increase efficiency.
Implement	Deloitte drives the design, development, and delivery of comprehensive Service Desk solutions.
Operate	Deloitte delivers comprehensive operational support for clients, with capabilities ranging from resource planning, to staffing and management, to platform operations and maintenance.

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