MSP MASTERED® CERTIFICATION

★★ LEVEL 2

Service Essentials

The Service Dispatch Process for SLA Success and Max Tech Utilization

Presented by :

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GLUEX 2021

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$99

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$199

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The Service Dispatch Function

Assists in maintaining SLAs by maintaining efficient reactive and proactive resource scheduling

- Remote
- Onsite
- Lab
- Projects

The Service Dispatch Process

- Participates in the provider's problem management and resolution process
- Assigns and manages resources and parts/availability
- Schedules remote, onsite and in-house services
- Interacts with the client to maintain and improve satisfaction
- Ensures service adherence to established SLAs
- Is responsible for the status and resolution of each and every service request
- Provides reporting

The Service Dispatch Tool

Service Dispatch Duties

Internal SPOC
Single Point of Contact for internal service delivery teams

Scheduling
Service delivery schedule management

SLA
Maintain Service Level Agreements

Scheduling

- Forecast realistic timelines for service delivery, especially when dispatching field engineers/technicians onsite to customer locations
- Enforce a rigorous communication process between all field-dispatched resources and dispatch.
- Status is regularly communicated back to dispatch during onsite problem remediation, allowing the service dispatcher to make informed decisions regarding the allocation of resources throughout the day.

Service Dispatch Scheduling

- Reactive support
- Proactive maintenance
- Scheduled support

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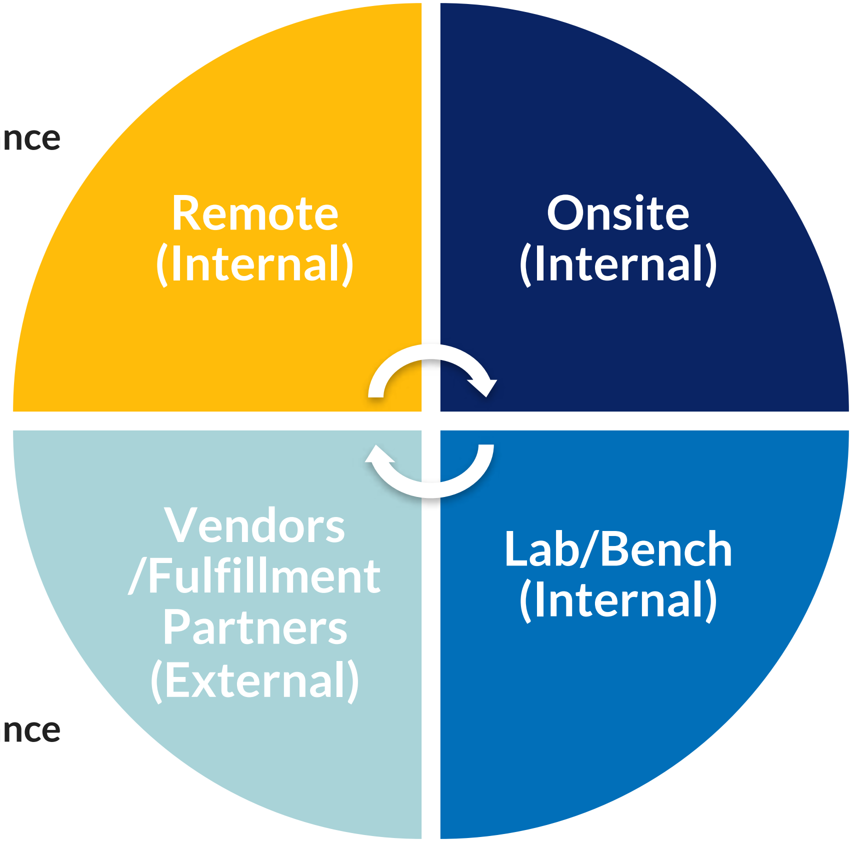
- Proactive maintenance
- Scheduled support



Remote (Internal)

Onsite (Internal)

Vendors /Fulfillment Partners (External)

Lab/Bench (Internal)

- Reactive support
- Proactive maintenance
- Scheduled support

- Reactive support
- Proactive maintenance
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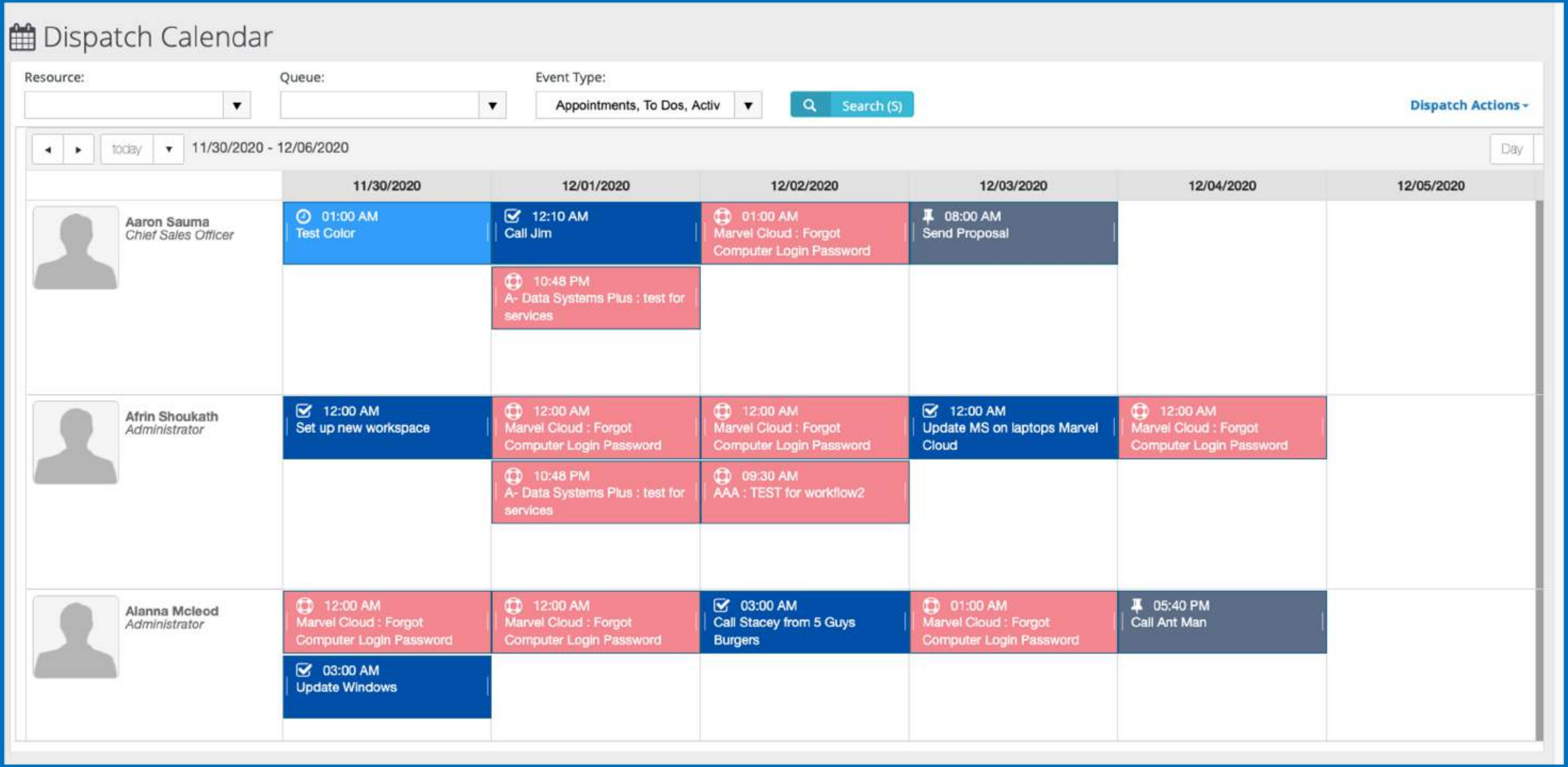
Keep Billable Resources Fully Utilized



Dispatch Calendar

Resource:

Queue:

Event Type: Appointments, To Dos, Activ

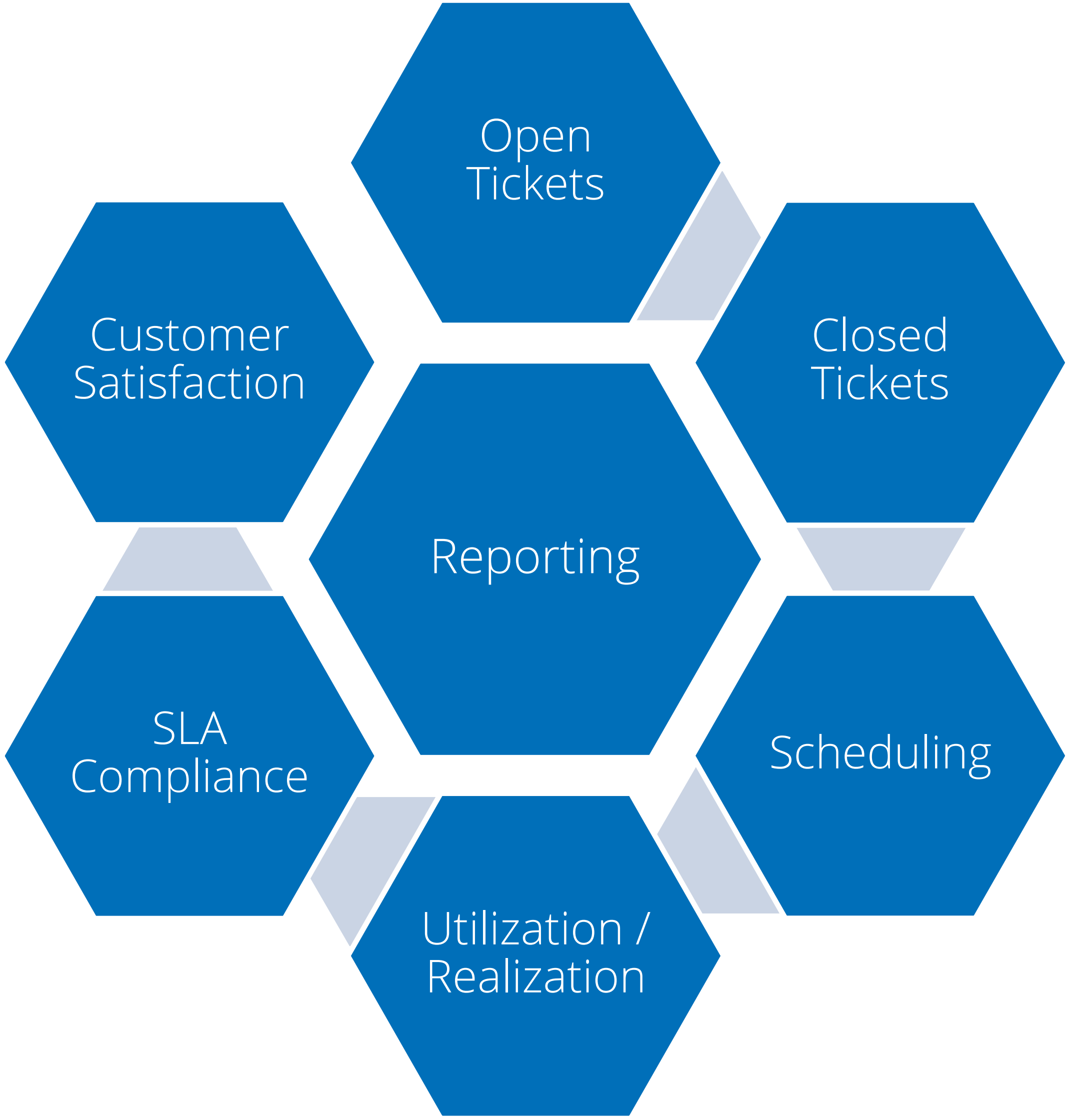
11/30/2020 - 12/06/2020

	11/30/2020	12/01/2020	12/02/2020	12/03/2020	12/04/2020	12/05/2020
Aaron Sauma *Chief Sales Officer*	01:00 AM Test Color	12:10 AM Call Jim 10:48 PM A- Data Systems Plus : test for services	01:00 AM Marvel Cloud : Forgot Computer Login Password	08:00 AM Send Proposal		
Afrin Shoukath *Administrator*	12:00 AM Set up new workspace	12:00 AM Marvel Cloud : Forgot Computer Login Password 10:48 PM A- Data Systems Plus : test for services	12:00 AM Marvel Cloud : Forgot Computer Login Password 09:30 AM AAA : TEST for workflow2	12:00 AM Update MS on laptops Marvel Cloud	12:00 AM Marvel Cloud : Forgot Computer Login Password	
Alanna Mcleod *Administrator*	12:00 AM Marvel Cloud : Forgot Computer Login Password 03:00 AM Update Windows	12:00 AM Marvel Cloud : Forgot Computer Login Password	03:00 AM Call Stacey from 5 Guys Burgers	01:00 AM Marvel Cloud : Forgot Computer Login Password	05:40 PM Call Ant Man	

NOC and Service Desk Key Performance Indicators

- Trouble Tickets Closed Within SLA Yesterday
- Trouble Tickets Carryover From Yesterday
- Trouble Tickets Closed Last Week
- Trouble Tickets Pending
- Onsite Service Appointments Completed Yesterday
- Onsite Service Appointments Rescheduled Yesterday
- Managed Services Hours Logged/Billed Yesterday
- Project Hours Logged/Billed Yesterday
- Non-Billable Hours Logged Yesterday
- Onsite Service Hours Logged/Billed Yesterday
- Utilization/Realization by Technician
- Profitability by Client, Agreement, Project, Technician

Service Dispatch Reporting



Open Tickets

Closed Tickets

Scheduling

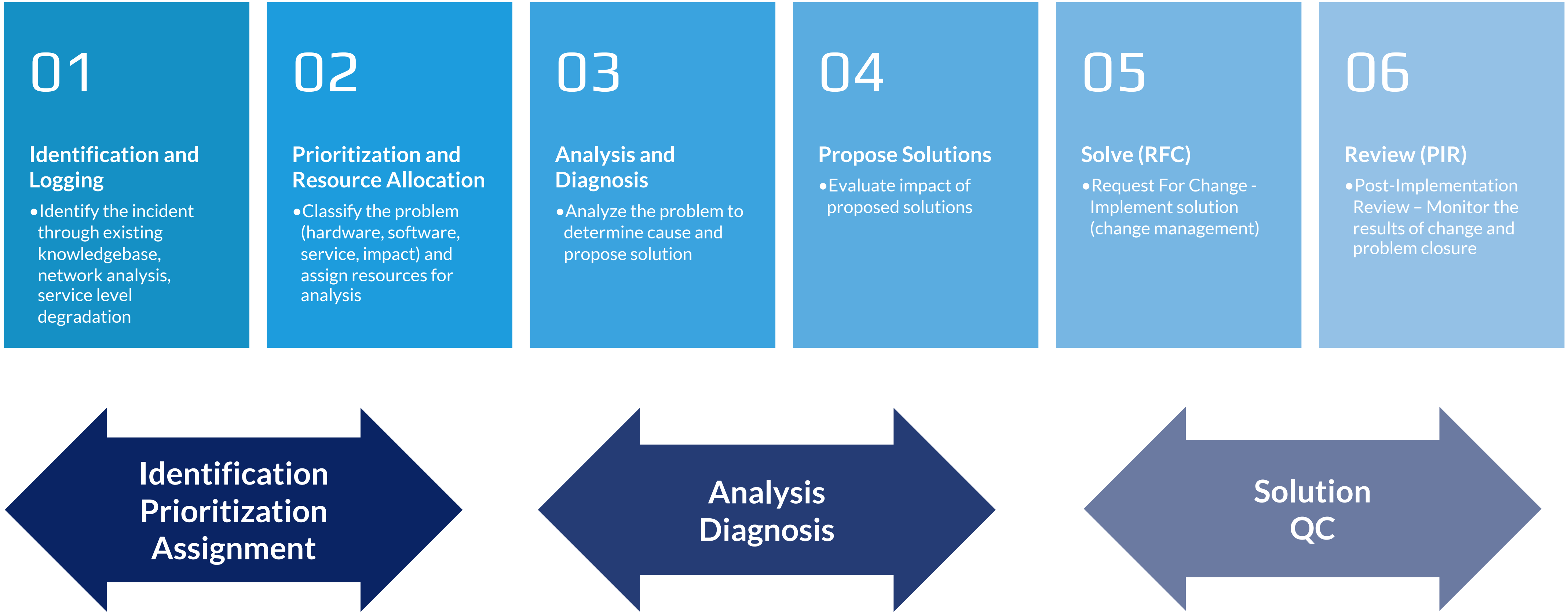
Utilization / Realization

SLA Compliance

Customer Satisfaction

Reporting

The Incident Management Process



01

Identification and Logging

- Identify the incident through existing knowledgebase, network analysis, service level degradation

02

Prioritization and Resource Allocation

- Classify the problem (hardware, software, service, impact) and assign resources for analysis

03

Analysis and Diagnosis

- Analyze the problem to determine cause and propose solution

04

Propose Solutions

- Evaluate impact of proposed solutions

05

Solve (RFC)

- Request For Change - Implement solution (change management)

06

Review (PIR)

- Post-Implementation Review – Monitor the results of change and problem closure

Identification
Prioritization
Assignment

Analysis
Diagnosis

Solution
QC

The Incident Management Function

- Client-facing so critical to perception of value and competence
- Proper, appropriate interaction with end-users is key
- Effective communication is the cornerstone of client satisfaction
- Consistency in service delivery builds trust and loyalty with clients

Incident Management Preparation

Review
And verify scheduling in advance (not the day of)

Familiarize
Yourself with the scheduled work to be performed and the contact personnel onsite

Check
To ensure all appropriate hardware, licenses and software are available

During Incident Management

Communicate

- Periodically with the client contact to keep them apprised of your progress
- With Dispatch per your standard communication protocols to inform them of your status as it affects other scheduled activities that day

Work and Close

- All service requests in PSA solution
- Identify and document cross-sell or up-sell opportunities in PSA solution per your standard company policies

Communicate

- Your completion of assigned duties with the client contact
- Your completion of assigned duties with Dispatch

Communication Do’s and Don’ts

✓ DO

- Be cordial
- Listen carefully
- Offer suggestions
- Use higher authority
- Contact Dispatch when confronted with a difficult decision or potentially negative situation
- Appreciate the client and end-user
- Communicate arrival and departure

✕ DON’T

- Use the word “no”
- Show frustration
- Conduct calls with Dispatch, vendors or other clients within view or earshot of the client or end-users
- Cut off the client or end-user during conversation
- Openly contradict what others in your organization may have told the client
- Get overly friendly with the client’s staff

NEXT SESSION

Service Desk Incident Escalation & Lifecycle Management for Resolution

THURSDAY MAY 13th, 2021 9am PT | 12pm ET | 5pm BT

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