

TOPdesk — Standard Health Check

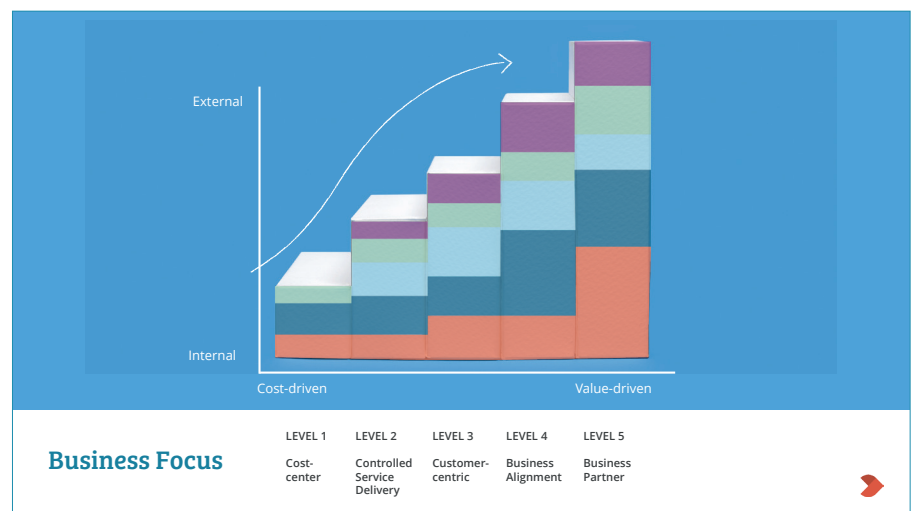
The TOPdesk Service Excellence Maturity Model
and the measurement of Service Excellence



Introduction Service Excellence

The TOPdesk Service Excellence Maturity Model is one of the tools an organization needs to map out the current maturity and desired direction of the service department(s). Furthermore, it helps service providers to manage the level, speed and quality of service on a continuous basis. In other words, achieving Service Excellence.

TOPdesk Consultancy assesses your organization's Service Excellence with a health check. This document explains how the health check is performed.



TOPdesk Service Excellence Maturity Model

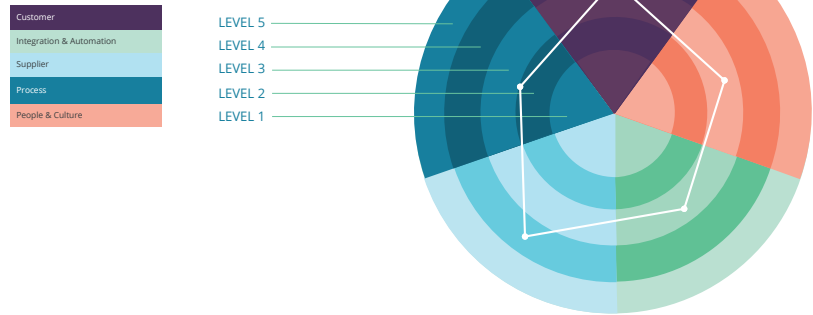
The TOPdesk Maturity Model measures a service organization's ability and the ability to provide services that meet customers' rising expectations. This model helps service providers assess their current maturity level. It also provides insight into the various service management areas in which the service provider is able to implement targeted improvements.

The model is divided over two axes. On one axis is the business focus of the service department(s), which can be internally or externally focused. The other axis contains the mindset of the service department, which can shift from a cost driven to a value driven approach of the organization.

Ultimately, five possible levels of maturity for Service Excellence can be distinguished. The levels vary from a service department that is completely isolated and has as main goal to control costs to higher levels, in which the service department increasingly plays a role within the own organization to be of continuous added value for the entire organization.

A service organization is never entirely at one of the five levels of maturity for Service Excellence. There are five different dimensions of service management in which the organization can reach a certain level of maturity. In this way, it becomes periodically clear where an organization is at the moment and which dimension is actually worth taking to the next level.

Service Excellence Health Check



Each maturity level is measured on the following five dimensions:

- Customer – the extent to which themes such as self-service, knowledge management, customer satisfaction, and customer travel are fully embedded in the daily service offering.
- People & Culture – the extent to which team effectiveness is fully embedded within the own service department.
- Integration & Automation – the extent to which the service components and tools are integrated with other systems and are (fully) automated.
- Supplier – the extent to which cooperation with external suppliers takes place from simple contract management to full management and partner management.
- Process – the extent to which standardization, data analysis and periodic reports play a role in the periodic management and improvement of the services offered.

The outcome of a health check can ultimately be displayed in a spider diagram, plotting the organization at a maturity level for each of the five dimensions. This makes it easier for the organization to make a deliberate choice in improving different parts of the service.

Execution of the health check

In order to obtain a complete picture of the degree of Service Excellence, the execution of a health check is divided into three components. Each of the components is analyzed extensively to provide a clear insight into the current state of affairs. The outcome of a health check provides a complete state of affairs in each of the five areas of Service Excellence in report and presentation form. Based on this, the service organization can ultimately choose which of these five areas deserves the most attention for the future.

These three components are:

Information on the organization

Before the health check takes place, various information will be requested from the organization. This gives the TOPdesk consultant a good idea the motivation for requesting a health check, and the current situation and status of the department(s).

Using TOPdesk

After all, the quality of service can also be tested against the effective use and full utilization of TOPdesk as a service management tool. If all goes well, TOPdesk's services are fully supported as a service management tool.

The question here is how the organization scores in the various areas of Service Excellence in the design and current use of TOPdesk. Using data and reports from TOPdesk, a report is drawn up, giving you an idea of the score for each area of Service Excellence.

Survey

Great service is achieved by having processes and working methods in good order and clearly attuned to each other. The service is therefore composed of multiple processes, each with its own roles and functions.

The question is how the current set of processes are organized, what the degree of team effectiveness is and what impact this has on the overall service. To this end, various key service providers are asked to fill in a survey that enables the TOPdesk consultant to find out how they experience the delivery of the current service, and to describe the degree of collaboration.

Information on the organization

Insight into vision and objectives

The contact person for the health check within the organization will be sent a preparation document with some questions. In this document they are asked to fill in these questions as well as possible and to indicate if this is not clear within the department. Also information such as objectives and organizational charts are requested.

Preparation and approach

No specific preparation is required to complete the preparation document. Usually this will be completed by a department manager. Returning this information will take minimal time.

Using TOPdesk

Insight into support with TOPdesk

If all goes well, the service support will be fully implemented in TOPdesk. The question is to what extent TOPdesk's setup and current use is in line with the quality aspects of service excellence.

Preparation and approach

The TOPdesk consultant completes this part of the health check completely independently: retrieving data, overviews and reports from TOPdesk to test the quality aspects of service excellence. In many cases, this part is performed remotely. This is only possible if a TOPdesk SaaS is purchased or if your environment can be accessed from outside your network.

If the TOPdesk environment cannot be accessed from outside your network, it is necessary to have a (digital) workstation that provides access to TOPdesk. The easiest way is to create (or share) an account with 'administrator' rights. If there are any objections to not sharing an administrator account, it is necessary to have an account that contains reading rights on all TOPdesk cards, including the right to make selections and reports on each part.

Survey

Insight into processes and services

During this part of the health check, a clear picture is obtained of the current quality of service of the department(s) and/or service(s) where the analysis is performed. With this survey, the TOPdesk consultant gains insight into the functioning of the organization.

Preparation and approach

The customer is asked to complete this survey and send it back to TOPdesk. Ideally, the customer asks several employees of different functions and departments to complete it. This way TOPdesk gains a more overall insight into the organization. Afterwards, the TOPdesk consultant will compare the results of the survey and the data and compile an advisory report.

Think of the following roles / job titles to fill out the survey:

- Process manager
- Service desk coordinator
- Service desk employee
- Department manager
- Functional administrator TOPdesk
- Service manager / Service delivery manager
- Specialists (2nd line)
- Etc.

Survey

All findings from the organization information, survey and reports are processed in a health check report with conclusions and recommendations.

The health check report gives you a picture with the score of each part of service excellence. This results in highly targeted improvement proposals to improve service, including improvements to effectively set up and use TOPdesk as a service management tool.

The health check report is a comprehensive report with observations, data and KPIs. A presentation on location explains the conclusions and recommendations. Based on this presentation, follow-up and improvement steps can be discussed. The presentation of the health check takes about one and a half hours. We recommend inviting management and team leaders of the relevant departments to the presentation.

More information?

Want to know more about our plans or get a live demo of our software? Contact us via info@topdesk.com or visit topdesk.com.