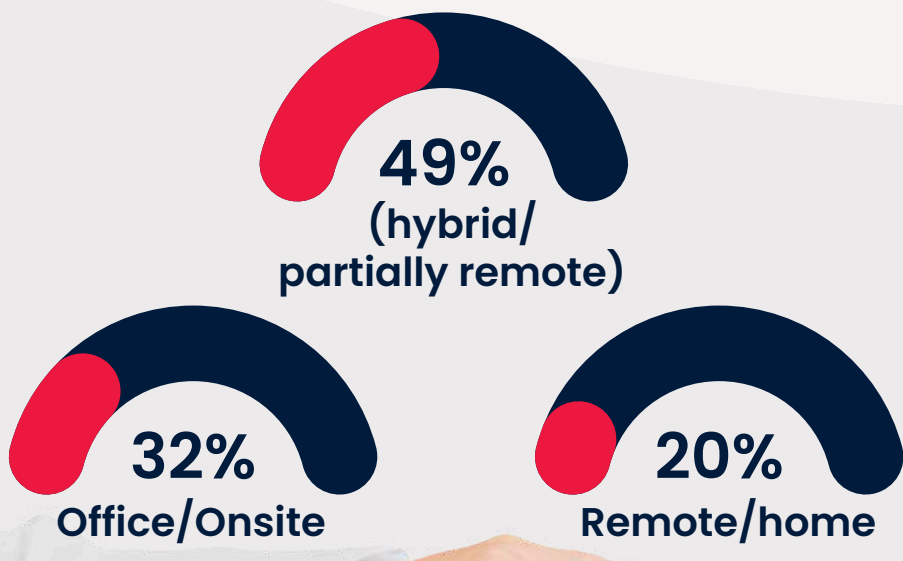
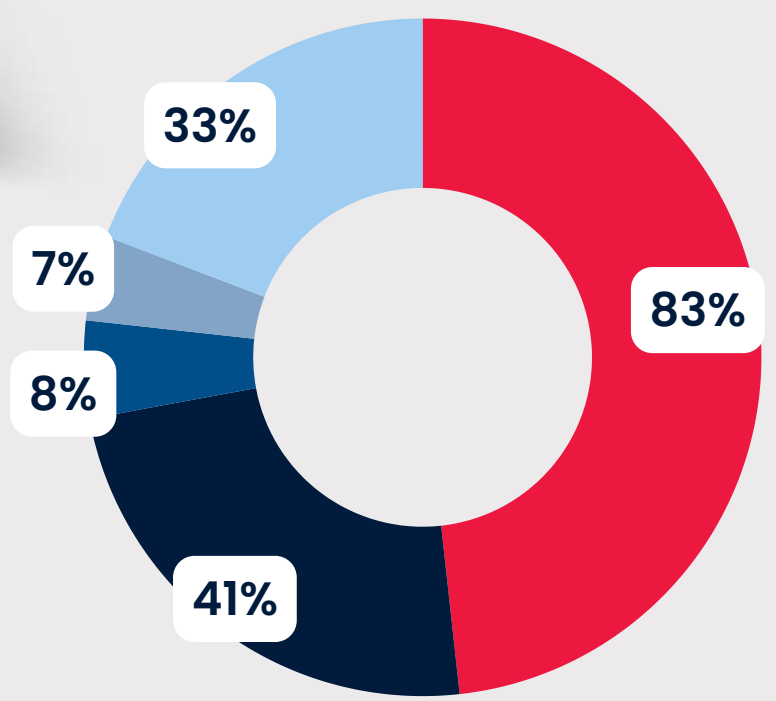


Service Desk Benchmarking Report V.10

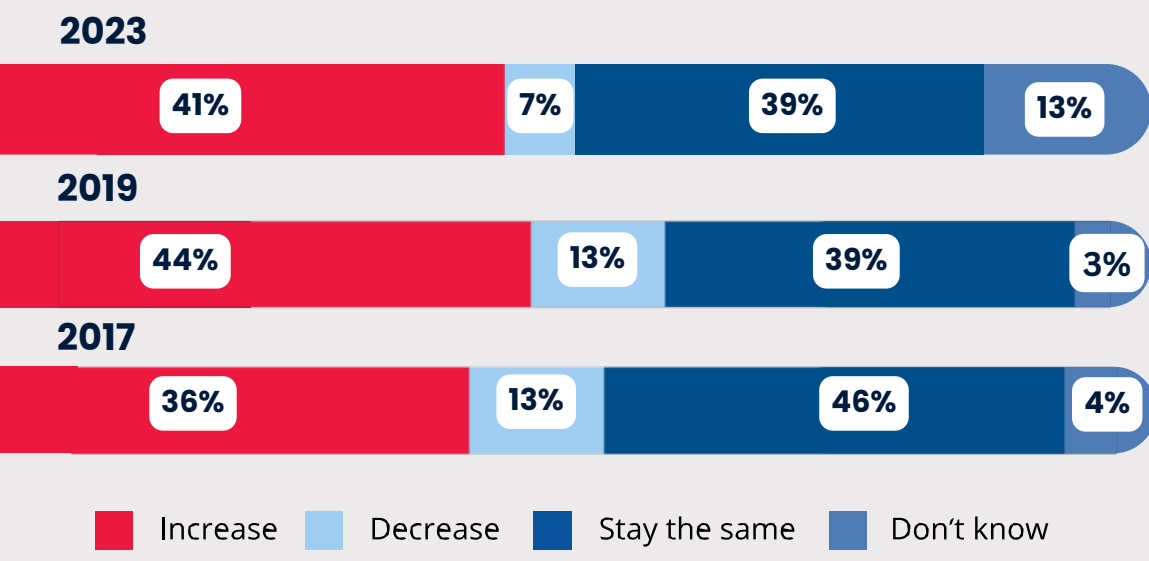


Business areas most of the respondents work in:

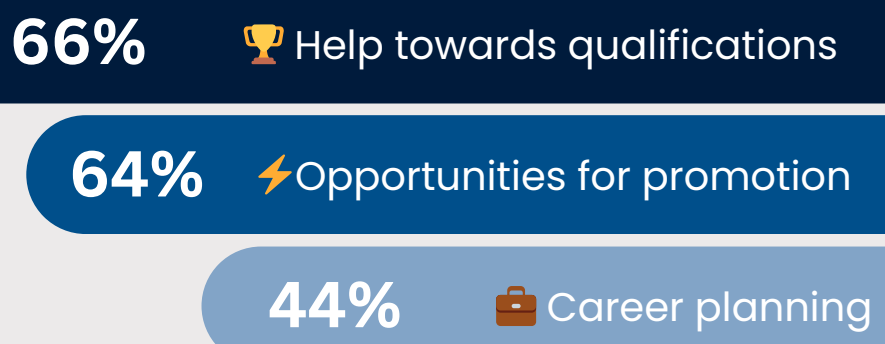
- Information Technology (IT)
- Customer Service
- Security
- Facilities
- Other



Do you expect your staffing levels to:



The top 3 incentives offered to service desk staff



67% of service desks conducted regular employee satisfaction surveys in 2023.

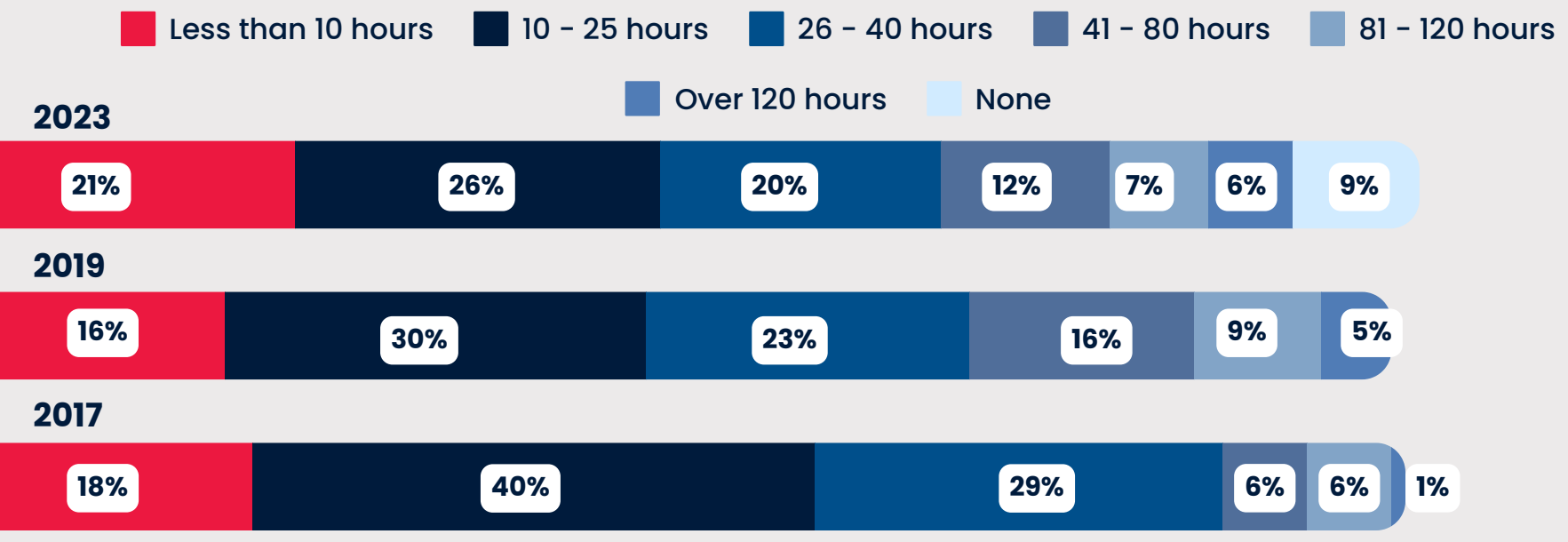
Top 5 types of ongoing internal training given to service desk analysts

- Service desk procedures (85%)
- Specific IT Skills (67%)
- Products or Services Information (58%)
- Problem-Solving (53%)
- Customer Service Training (52%)

Top 3 most achieved qualifications are:

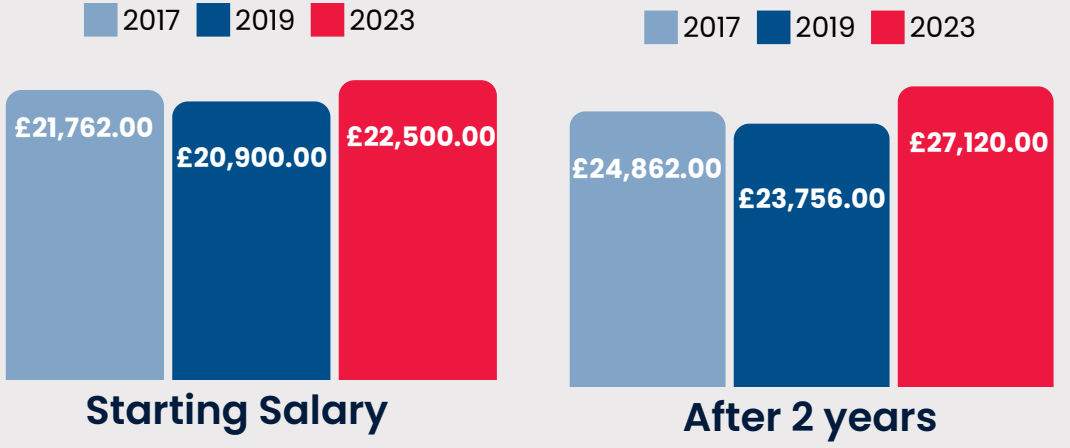
- ITIL (60%)
- Technical Qualifications (53%)
- SDI Qualifications (27%)

How many hours of formal training do Analysts receive per year?

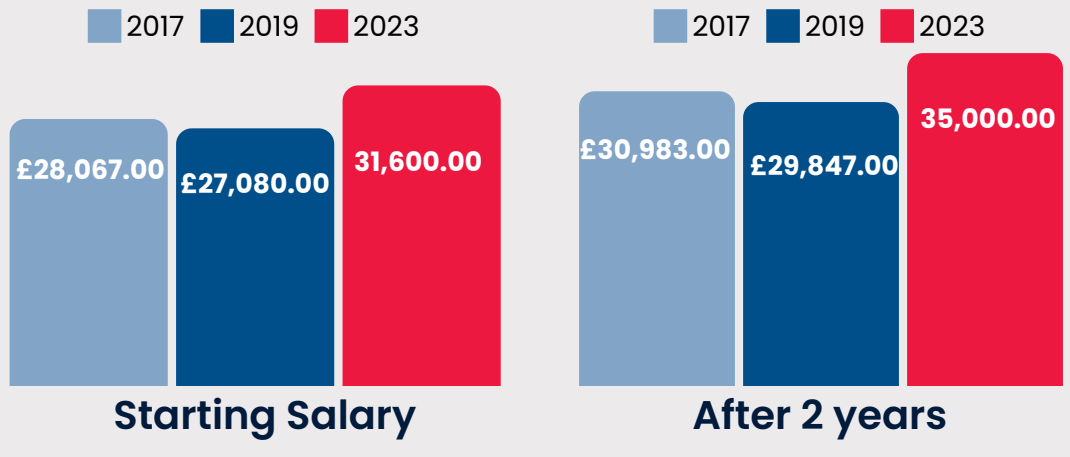


38% On average, only 38% people stay in a service desk analyst role over 3 years.

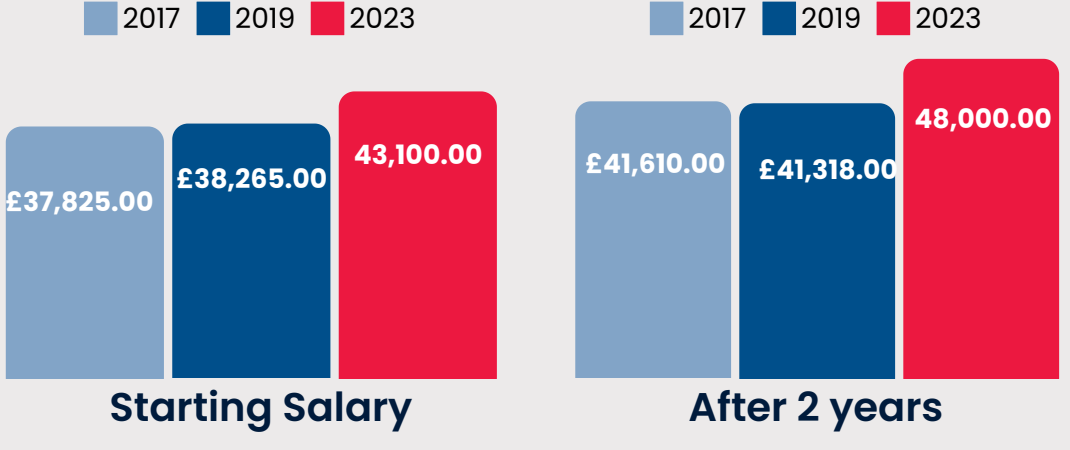
Service Desk Analysts



Service Desk Supervisor



Service Desk Manager



Most dominant channels for service desk calls

