

SUPPORT RT[®] WORLD LIVE

Where **Smarter Service** Starts,
And **Better Business** Begins.

SUPPORT[®] WORLD LIVE

Session 303: Tech Support Engineers in an AI World

Fast-Changing Requirements

Your Speaker: Jeff Rumburg, Managing Partner at MetricNet

DOWNLOAD TODAY'S SLIDES AND OTHER RESOURCES!





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POWERED BY **HDI** #SupportWorld

AI MACHINE LEARNING SAMPLE BUSINESS CASE





Service Desk KPIs Definitions & Correlations




Learn how each of the Service Desk metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following six categories:

- > Cost
- > Productivity
- > Service Level
- > Quality
- > Agent
- > Contact Handling

MetricNet Performance Benchmarking
www.metricnet.com
703.992.8160
info@metricnet.com



Desktop Support KPIs Definitions & Correlations



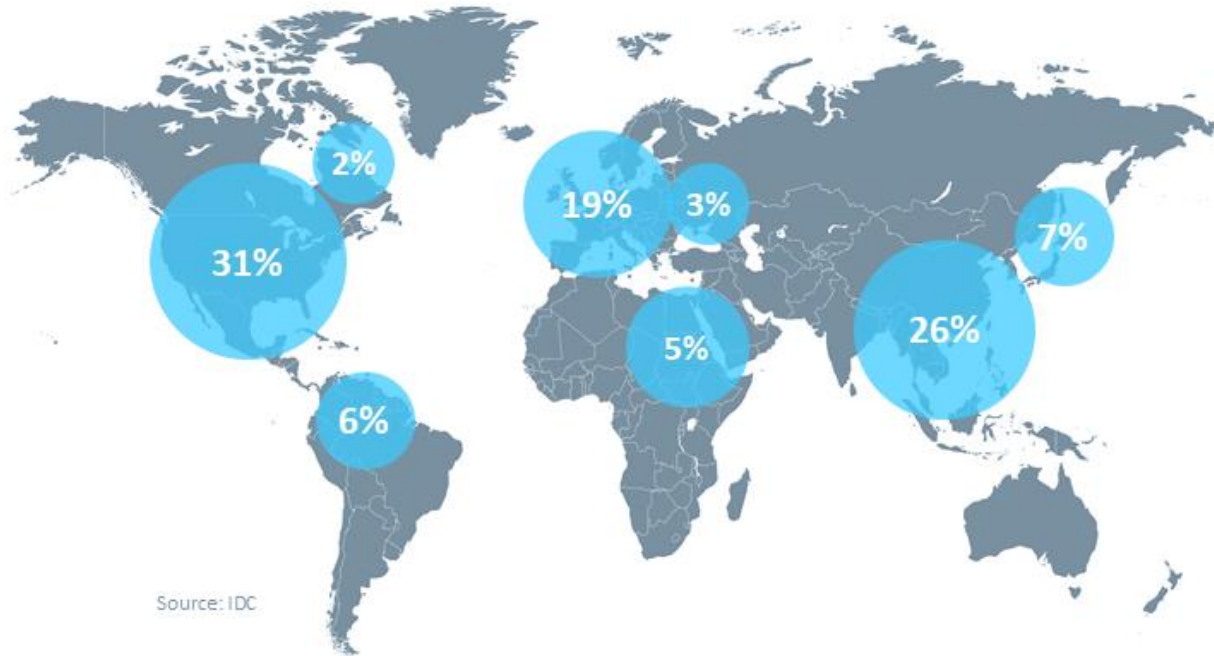
Learn how each of the Desktop Support metrics that we benchmark is defined, why it's important, and how it correlates with other metrics. We include metrics from the following seven categories:

- > Cost
- > Productivity
- > Service Level
- > Quality
- > Technician
- > Ticket Handling
- > Workload

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THE \$85 TRILLION GLOBAL ECONOMY



Global IT Industry
\$5 Trillion

Global ITSM Industry
\$1.5 Trillion

Global IT Support
\$250 Billion

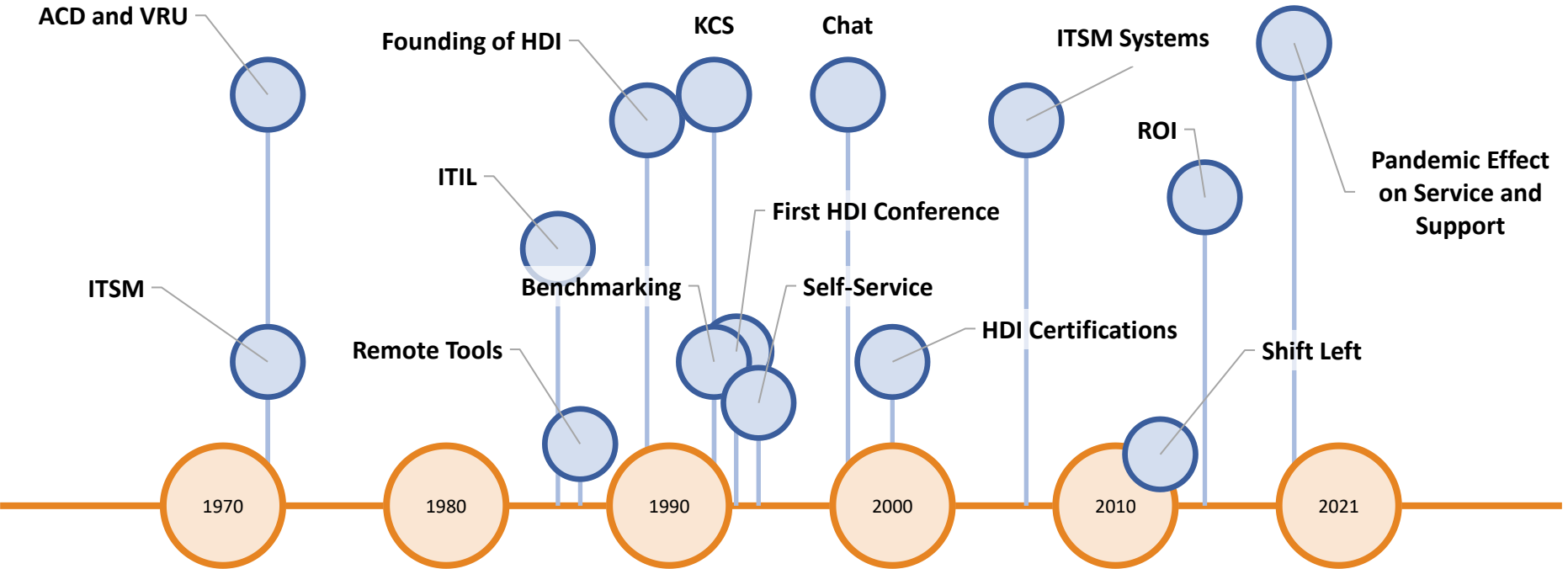
**Global IT Support
Employment**
7 Million FTEs



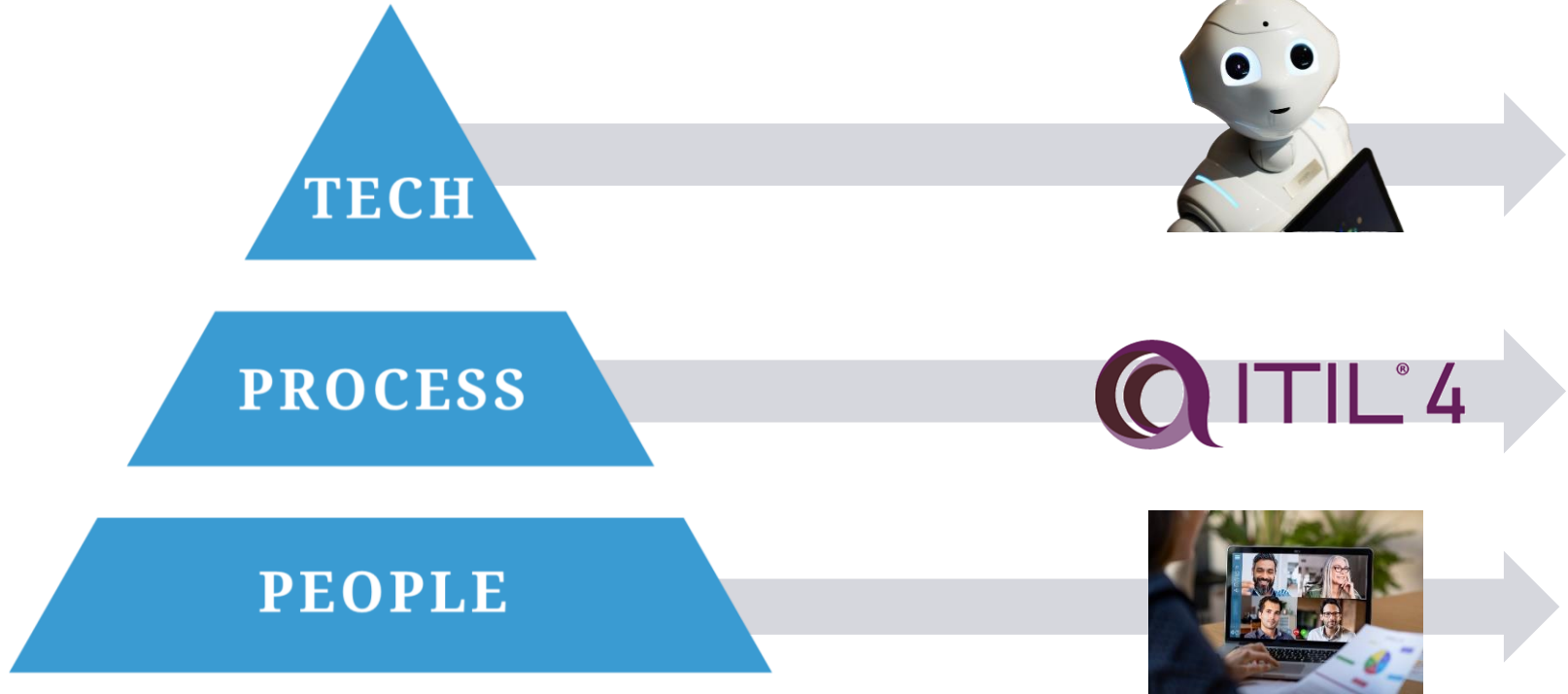
From Humble Beginnings...

IBM 7090 computers in a machine room at NASA during Project Mercury
Scope and content: This is a photograph of a computer room at NASA.
Alamy Stock Photo

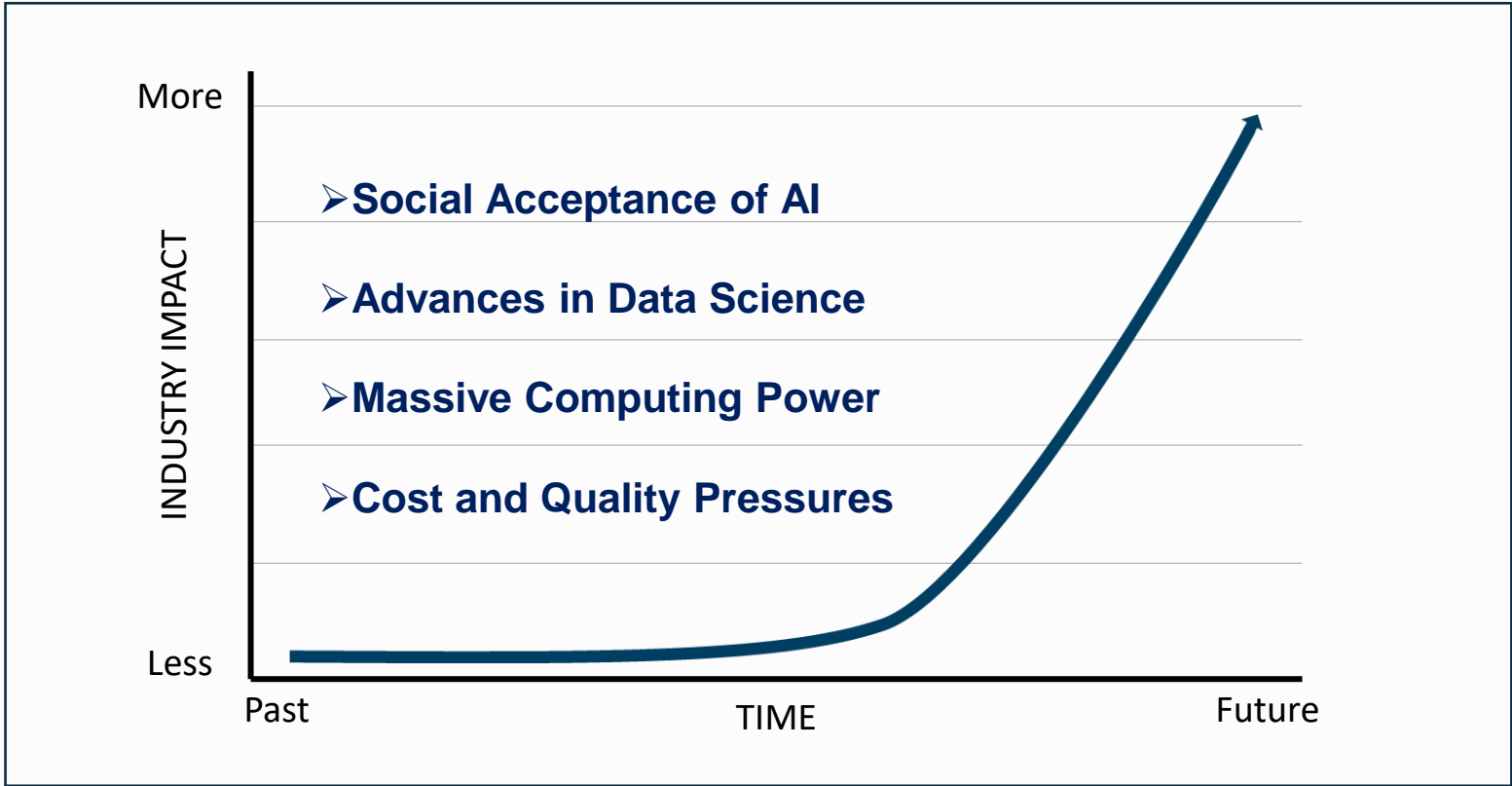
A BRIEF HISTORY OF IT SERVICE AND SUPPORT



HOW FAR WE'VE COME



WE ARE AT AN INFLECTION POINT



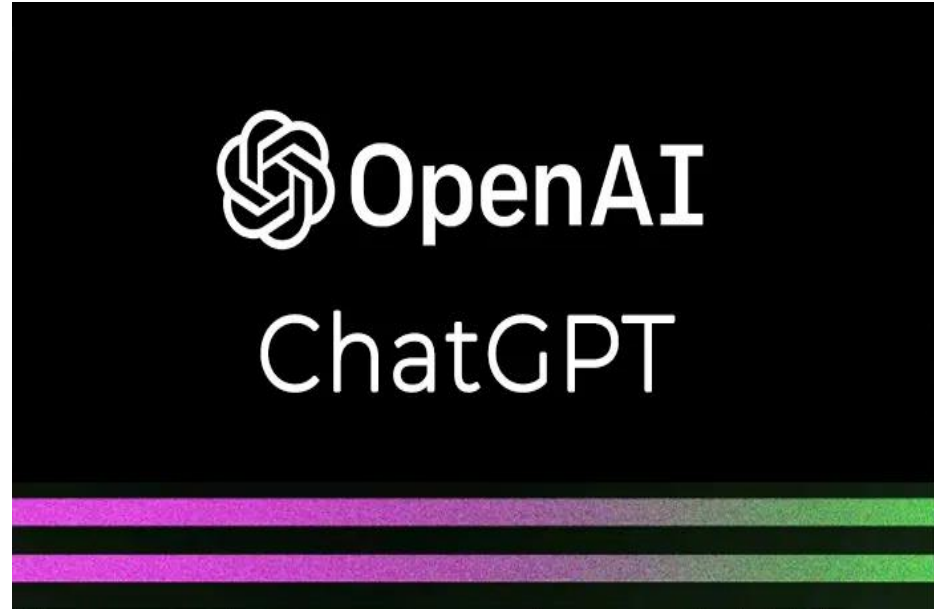
The Bots Are HERE!



AND THEY ARE RAPIDLY MATURING



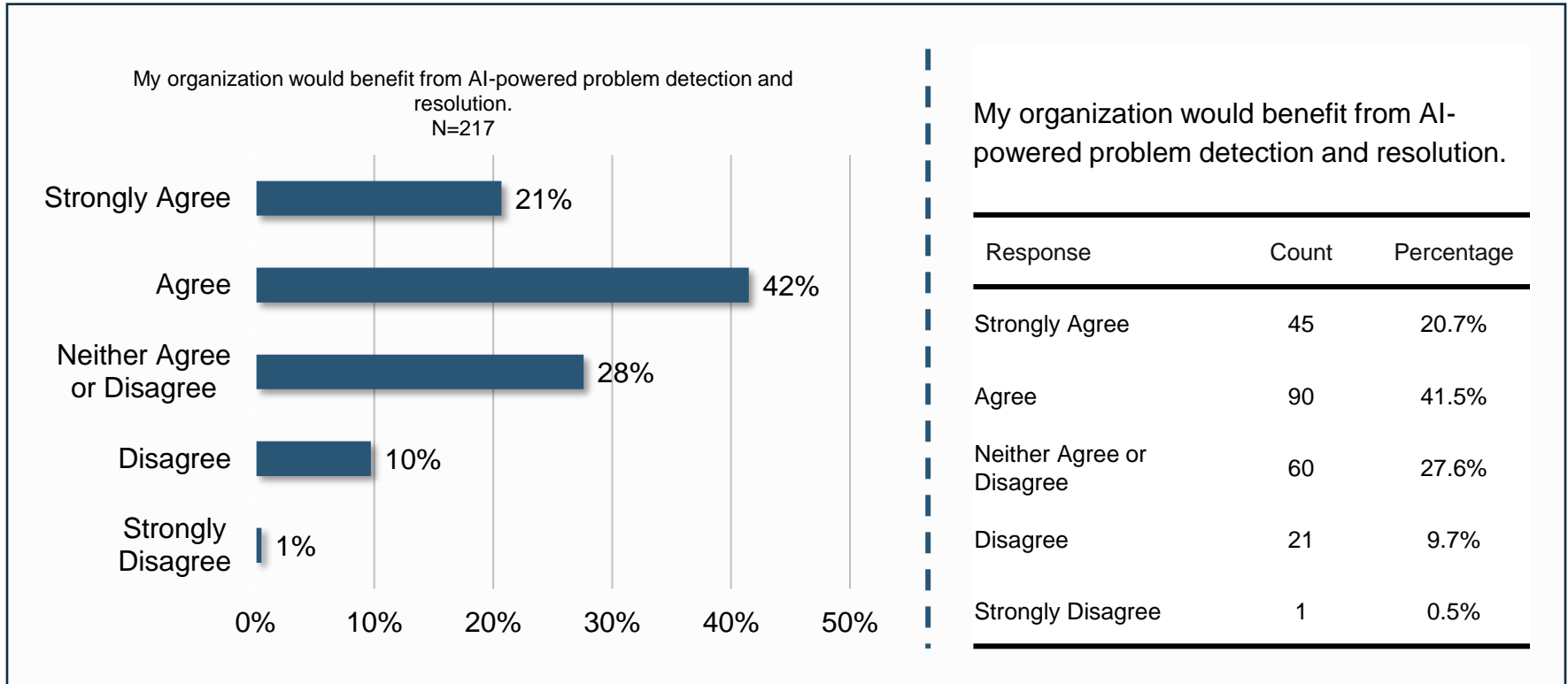
Deep Blue vs. Gary Kasparov



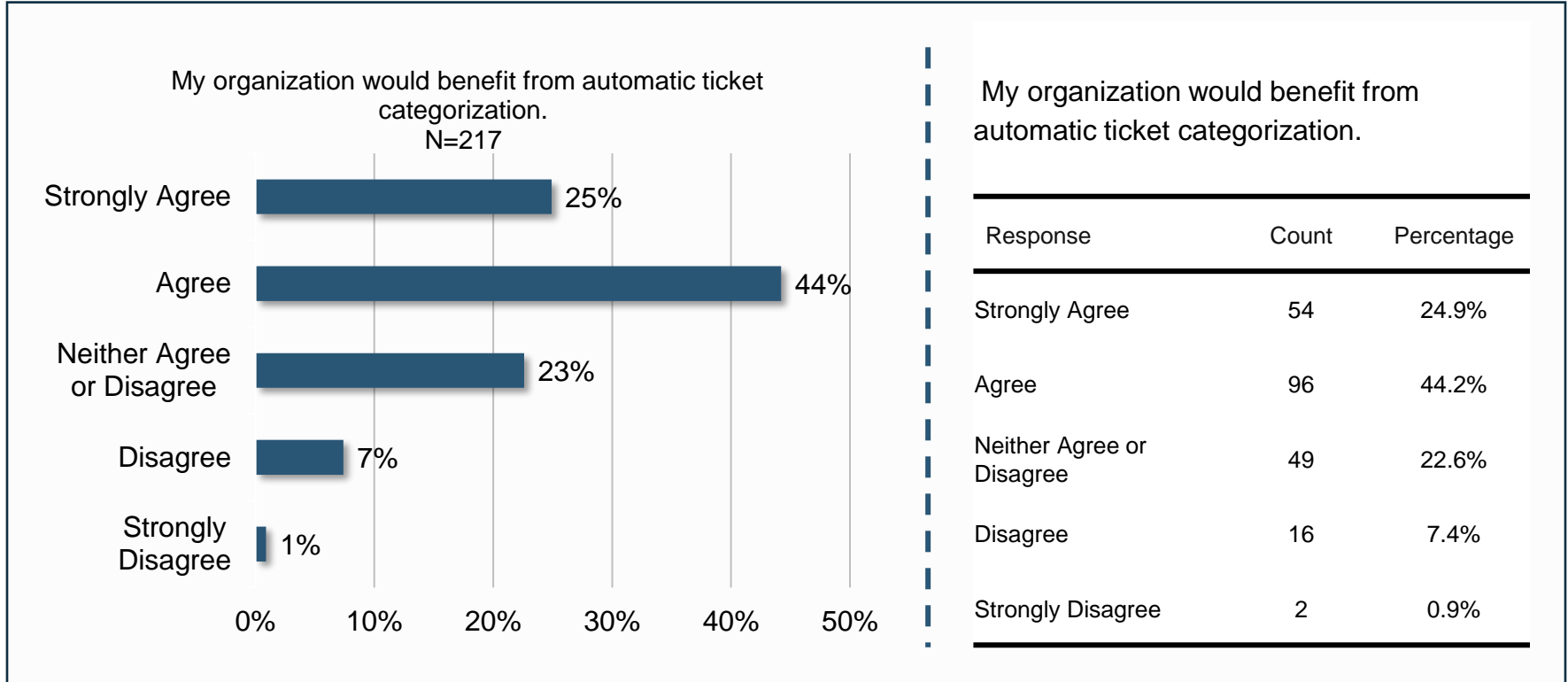
ECONOMICS AND TECHNOLOGY DRIVE AI ADOPTION



THE FRONT-LINE NO LONGER FEARS AI



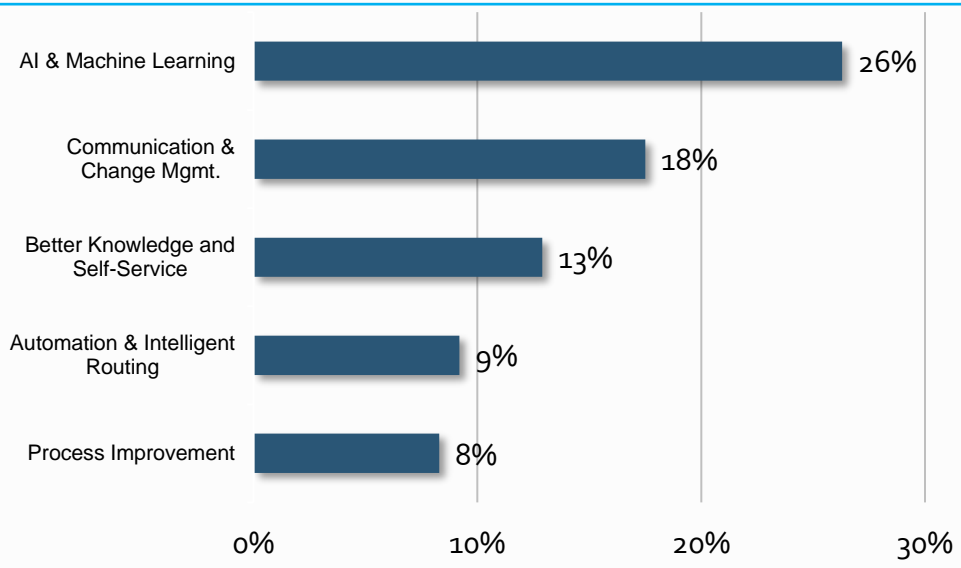
OR AUTOMATION...



WISH LIST FROM THE FRONT LINE

See verbatim quotes from respondents by downloading the report at MetricNet.com/itsm-intelligence-report

If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?
N=217 – Top themes represented



If you could have anything you wanted or make any changes you would like to make in IT Service and Support, what would be #1 on your wish list?

Response	Count	Percentage*
AI & Machine Learning	57	26.3%
Communication & Change Mgmt.	38	17.5%
Better Knowledge and Self-Service	28	12.9%
Automation & Intelligent Routing	20	9.2%
Process Improvement	18	8.3%

JOB LOSSES?

YES!

UP TO 90% IN THE NEXT 10 YEARS!

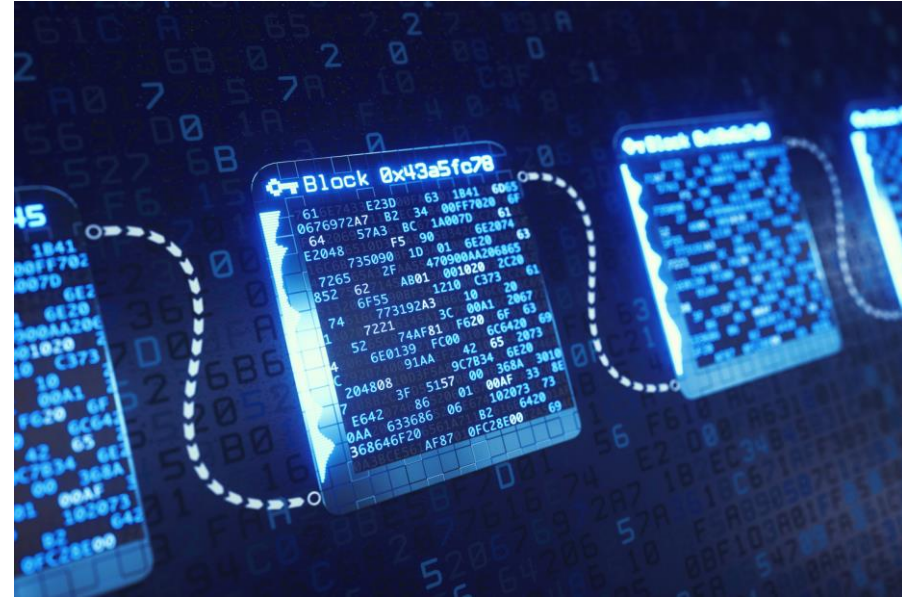
PAST IS PROLOGUE...



PAST IS PROLOGUE...



PAST IS PROLOGUE...



PAST IS PROLOGUE...



PAST IS PROLOGUE...



SUPPORT ANALYST / AGENT / TECHNICIAN VS ENGINEER

Support Agent/Analyst

- **Reactive**
- **Quick Fix, Return to Service**
- **ASA and MTTR**
- **Schedule Adherence**
- **\$45k per year**

Support Engineer

- **Proactive / Strategic**
- **Root Cause Fix**
- **Ticket Elimination**
- **Engineering Projects**
- **\$110k per year**

THE SUPPORT ENGINEER'S SUCCESS FORMULA

- Adopt a business mindset
- Become proficient with metrics
- Understand how value (ROI) is created
- Benchmark support annually
- Make the business case for AI/ML

ADOPT A BUSINESS MINDSET



Value Focused

Leverage Metrics

Proactive

Process Aware

Messaging

BECOME PROFICIENT WITH METRICS

Cost

- Cost per Ticket
- Cost per Minute of Handle Time
- First Level Resolution Rate

Quality

- Customer Satisfaction
- First Contact Resolution Rate
- Call Quality

Productivity

- Inbound Tickets per Analyst per Month
- Analyst Utilization
- Analysts as a % of Total Headcount

Analyst

- Annual Analyst Turnover
- Daily Analyst Absenteeism
- Schedule Adherence
- New Analyst Training Hours
- Annual Analyst Training Hours
- Analyst Tenure
- Analyst Job Satisfaction

Service Level

- Average Speed of Answer (ASA)
- X% of Calls Answered in Y seconds
- Call Abandonment Rate

Call Handling

- Ticket Handle Time
- User Self-Service Completion Rate

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Desktop Support KPIs Definitions & Correlations



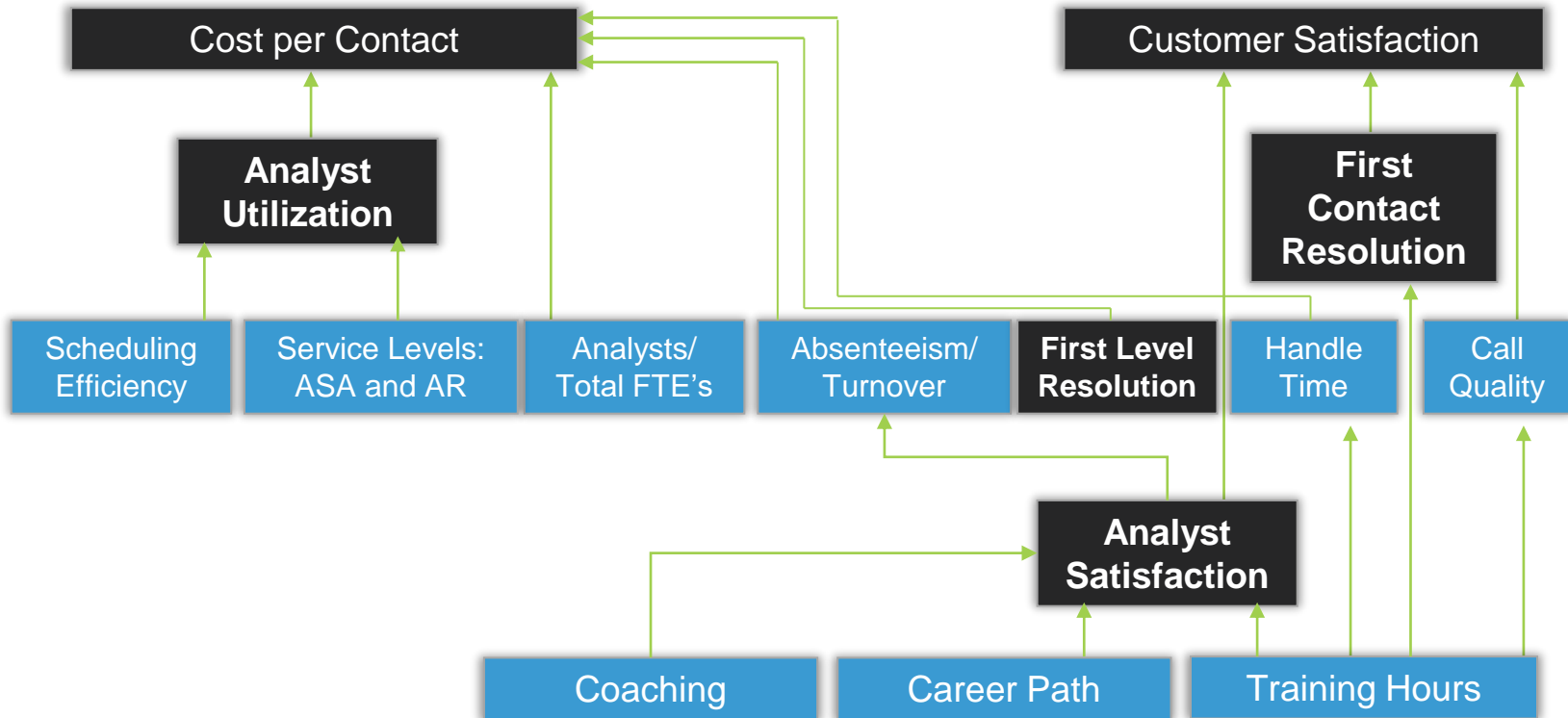
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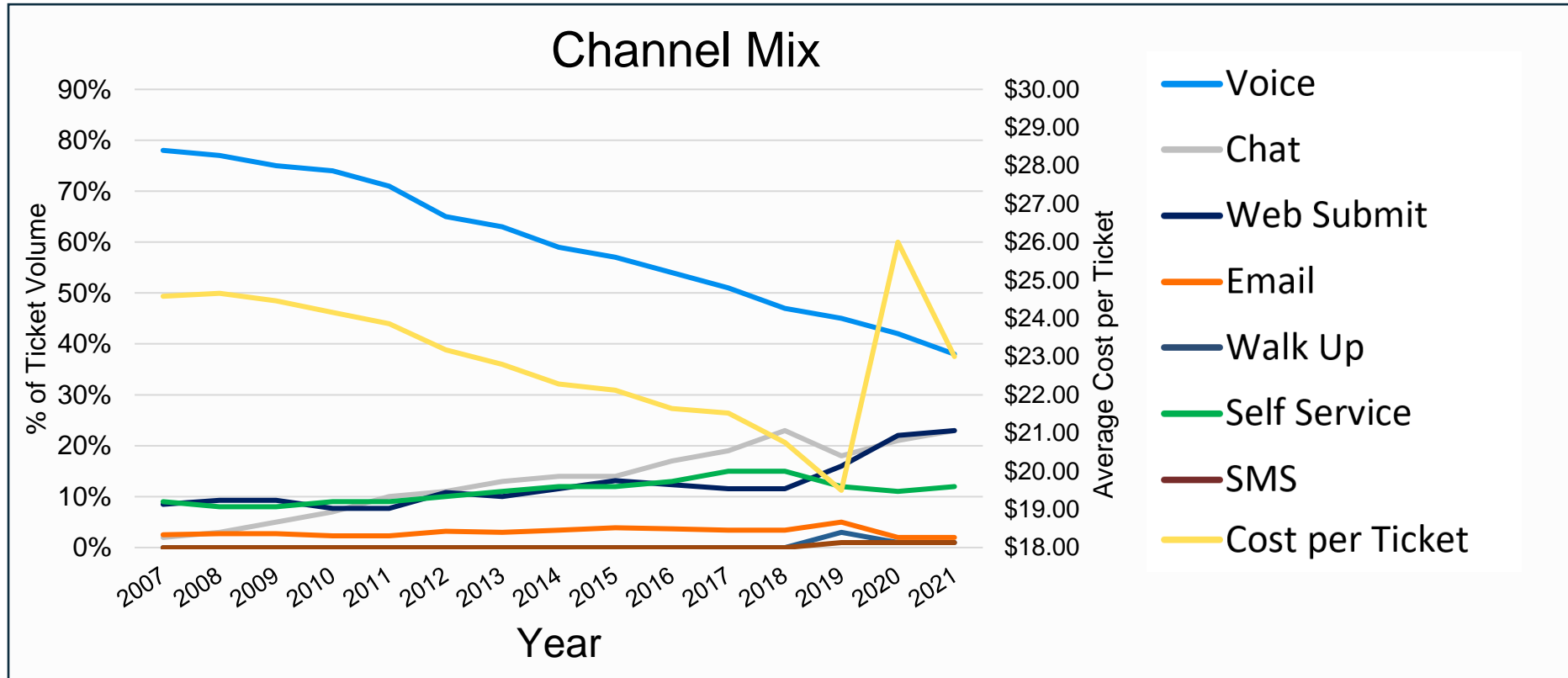
BECOME PROFICIENT WITH METRICS



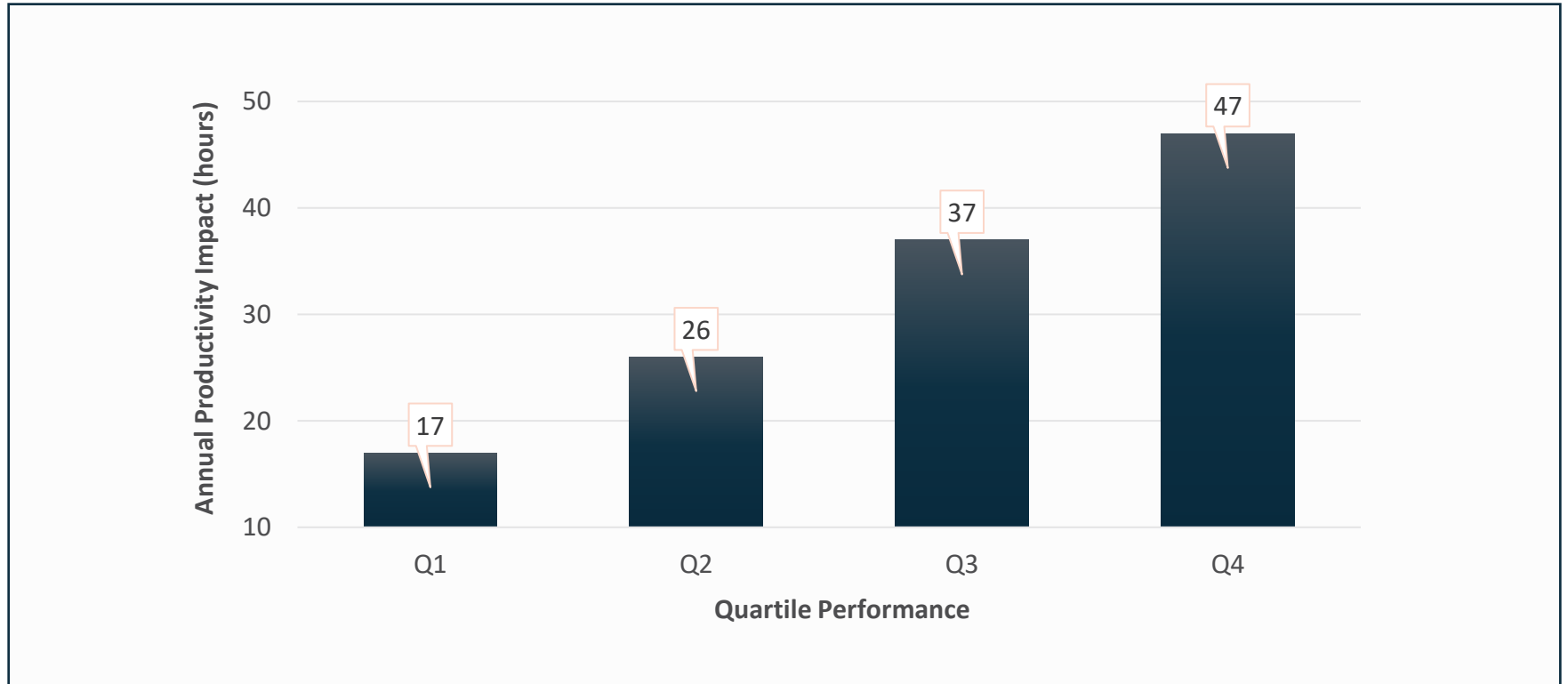
VALUE CREATION THROUGH SHIFT LEFT



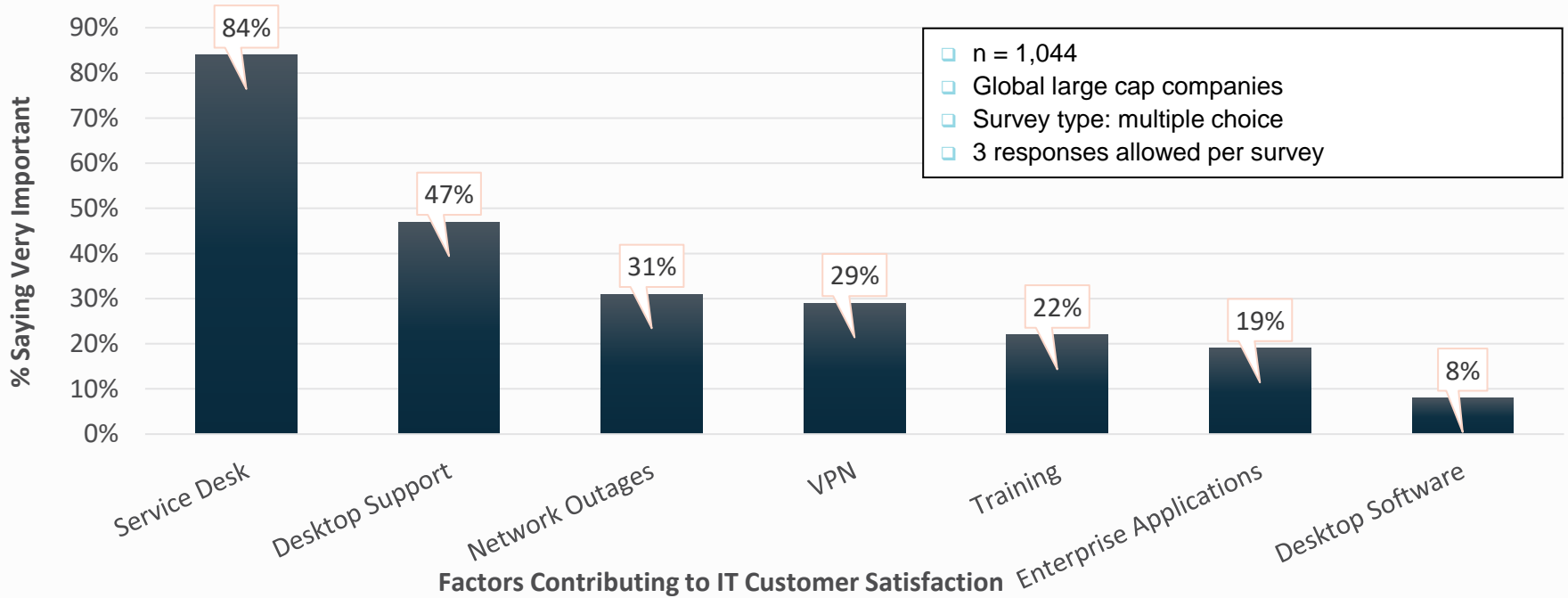
VALUE CREATION THROUGH CHANNEL MIX



VALUE CREATION THROUGH PRODUCTIVITY GAINS



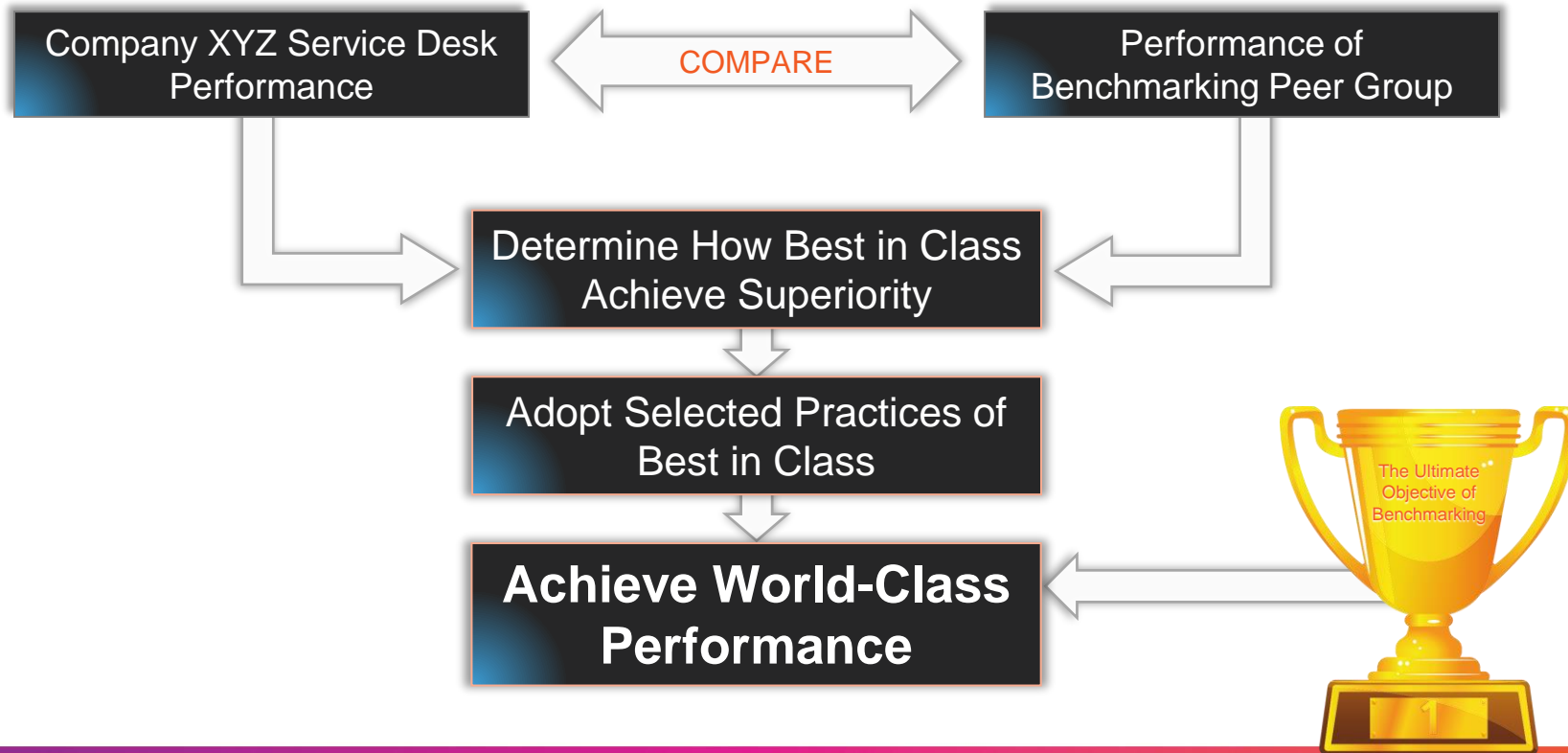
VALUE CREATION THROUGH CUSTOMER SATISFACTION



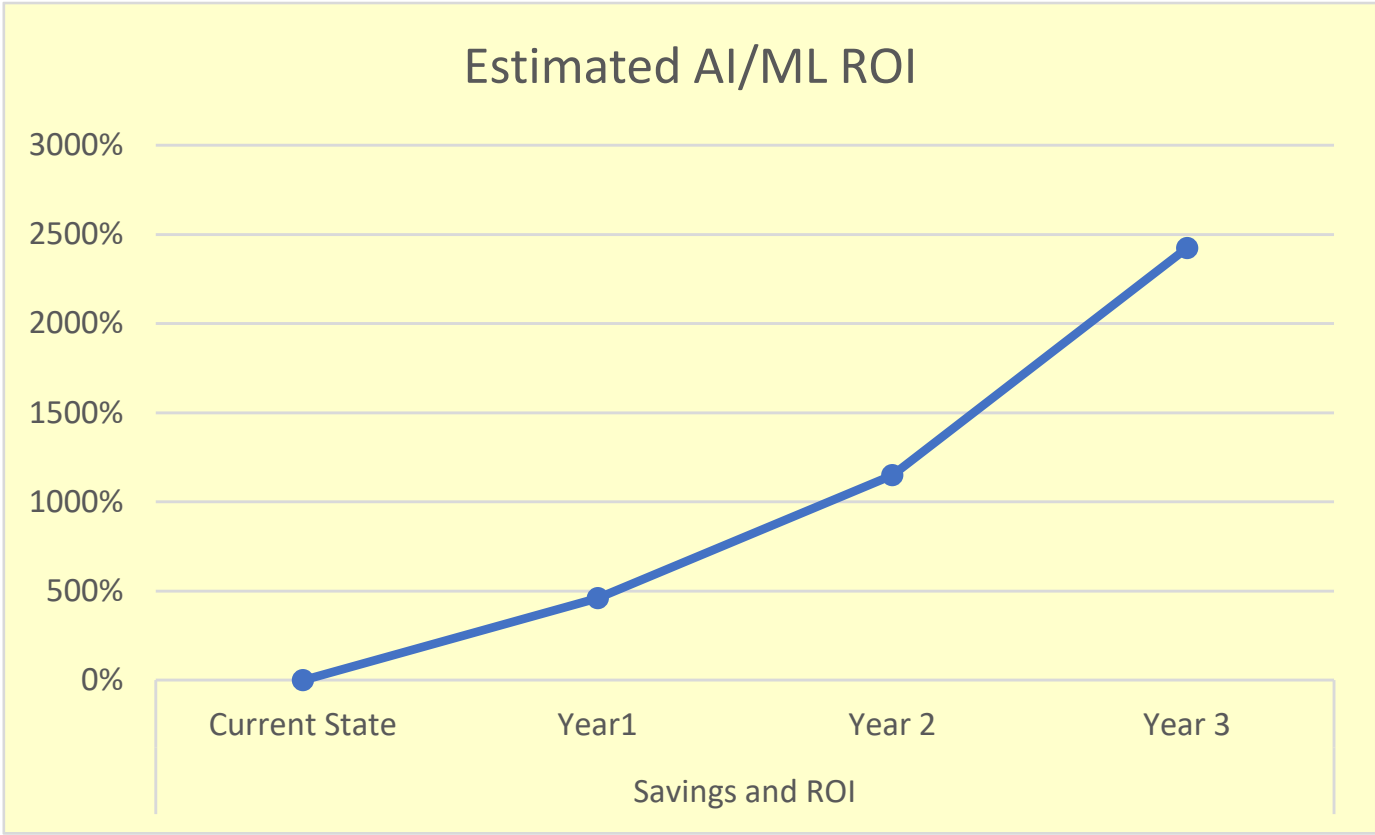
- 84% cited the service desk as a very important factor in their overall satisfaction with corporate IT
- 47% cited desktop support as a very important factor in their overall satisfaction with corporate IT



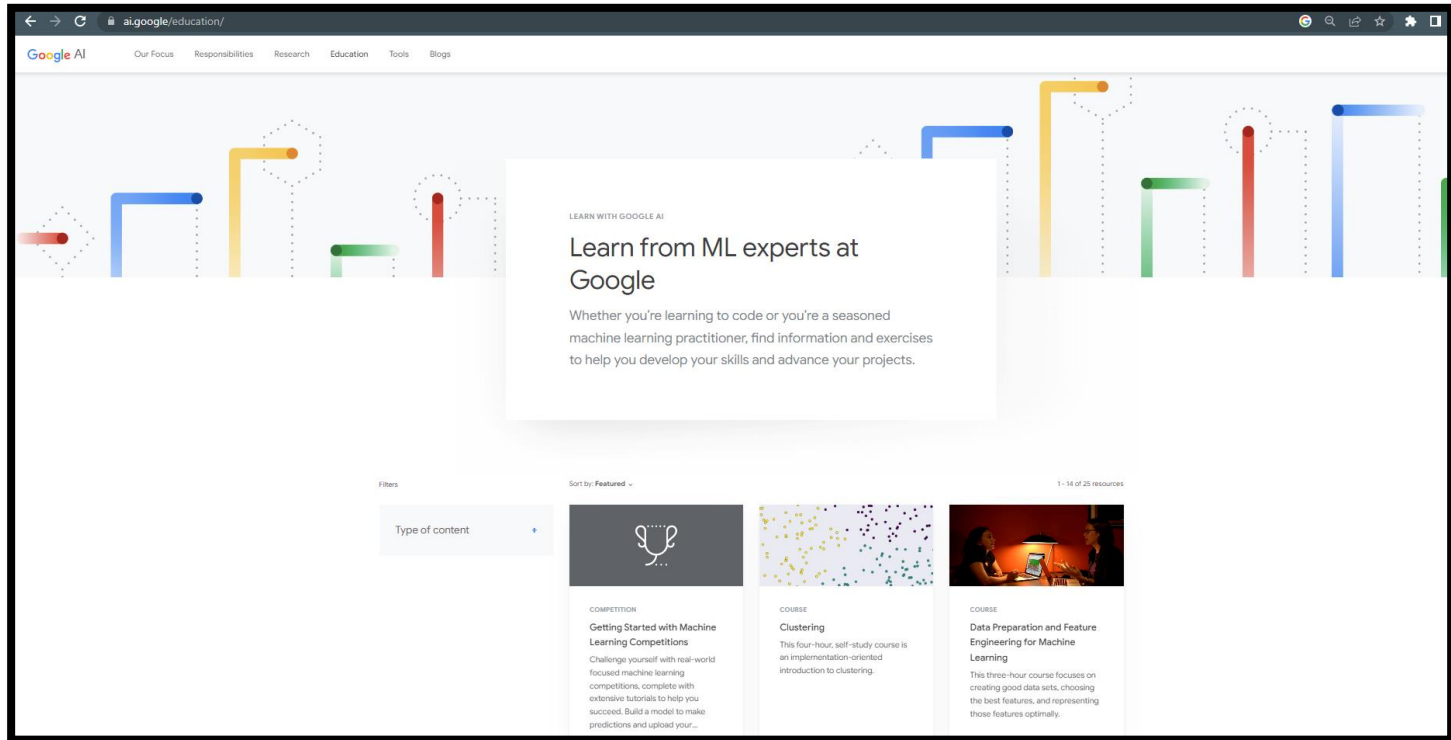
BENCHMARK ANNUALLY



MAKE THE BUSINESS CASE FOR AI/ML



FREE TRAINING THROUGH GOOGLE AI



The screenshot shows the Google AI Education website. The header includes the Google AI logo and navigation links: Our Focus, Responsibilities, Research, Education, Tools, and Blogs. The main content area features a large white box with the text: "LEARN WITH GOOGLE AI", "Learn from ML experts at Google", and "Whether you're learning to code or you're a seasoned machine learning practitioner, find information and exercises to help you develop your skills and advance your projects." Below this, there are filters for "Type of content" and "Sort by: Featured". The main content area displays three resource cards: "Getting Started with Machine Learning Competitions" (a competition), "Clustering" (a course), and "Data Preparation and Feature Engineering for Machine Learning" (a course). The page indicates "1-14 of 25 resources".

Google AI

Our Focus Responsibilities Research Education Tools Blogs

LEARN WITH GOOGLE AI

Learn from ML experts at Google

Whether you're learning to code or you're a seasoned machine learning practitioner, find information and exercises to help you develop your skills and advance your projects.

Filters

Type of content

Sort by: Featured

1-14 of 25 resources

COMPETITION
Getting Started with Machine Learning Competitions
Challenge yourself with real-world focused machine learning competitions, complete with extensive tutorials to help you succeed. Build a model to make predictions and upload your...

COURSE
Clustering
This four-hour, self-study course is an implementation-oriented introduction to clustering.

COURSE
Data Preparation and Feature Engineering for Machine Learning
This three-hour course focuses on creating good data sets, choosing the best features, and representing those features optimally.

FREE TRAINING THROUGH COURSERA

The screenshot shows the Coursera website interface for the course 'Supervised Machine Learning: Regression and Classification'. The browser address bar shows 'coursera.org/learn/machine-learning'. The Coursera logo and a search bar are at the top. The course is part of the 'Machine Learning Specialization' and is offered by 'DeepLearning.AI' and 'Stanford'. The instructor is 'Andrew Ng', with a 'TOP INSTRUCTORS' badge. A red 'Enroll for Free' button is prominent, with 'Starts Mar 28' below it. A badge indicates '273,511 already enrolled'. The course has a rating of 4.9 stars from 8,218 ratings and a 98% completion rate. Navigation links for 'About', 'Instructors', 'Syllabus', 'Reviews', 'Enrollment Options', and 'FAQ' are visible. The 'About this Course' section notes 2,452,674 recent views and lists topics like building machine learning models in Python and supervised machine learning models for prediction and binary classification tasks. Two key features are highlighted: 'Flexible deadlines' (Reset deadlines in accordance to your schedule.) and 'Shareable Certificate' (Earn a Certificate upon completion).

FREE TRAINING THROUGH UDACITY

udacity.com/course/intro-to-artificial-intelligence--cs271

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Estimated time
Approx. 4 Months

Skill level
Intermediate

Prerequisites
[See prerequisites in detail](#) →

QUESTIONS?

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Please complete the session evaluation form
HDIConference.com/Eval or on the App.



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**Thank you for
attending this session!**



QUESTIONS?

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ABOUT METRICNET



COMPETITIVE DIFFERENTIATORS

MetricNet offers a portfolio of competitive differentiators including those listed below.



CREDIBILITY AND EXPERIENCE

MetricNet has conducted benchmarks and assessments for more than half of the Global 2000.

BENCHMARKING DATABASE

MetricNet has the largest database of process and performance indicators in the industry.

OBJECTIVITY

MetricNet's clients receive objective recommendations that are free from any vendor bias.

JEFF RUMBURG

Managing Partner and CEO



EXECUTIVE

TEAM

ANGELA IRIZARRY

President and COO

TIMOTHY COVER

Executive Project Director



MEET SOME OF OUR CLIENTS

