# SUPPORT® WORLD LIVE

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

POWERED BY HDI

#SupportWorld

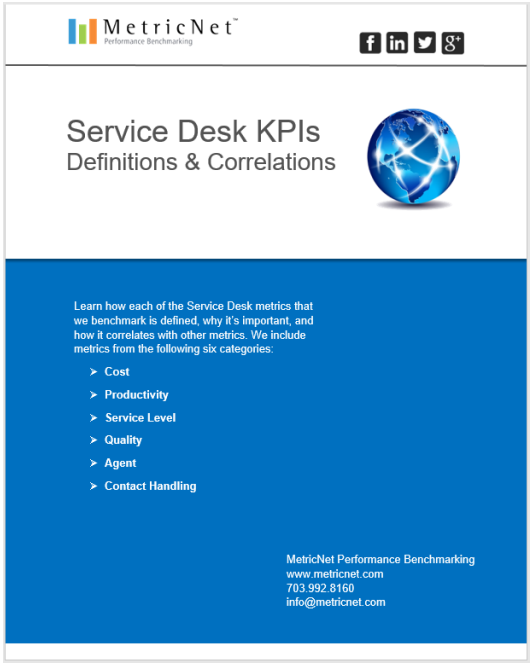
SUPPORT WORLD LIVE

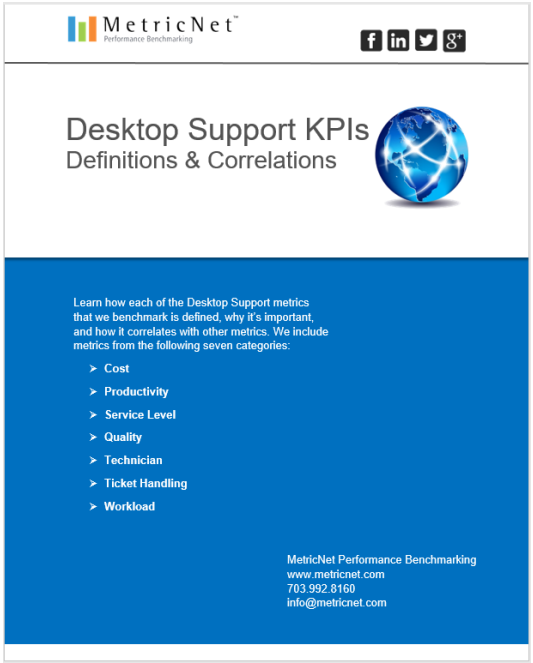
# Session 303: Tech Support Engineers in an AI World

## Fast-Changing Requirements

*Your Speaker: Jeff Rumburg, Managing Partner at MetricNet*

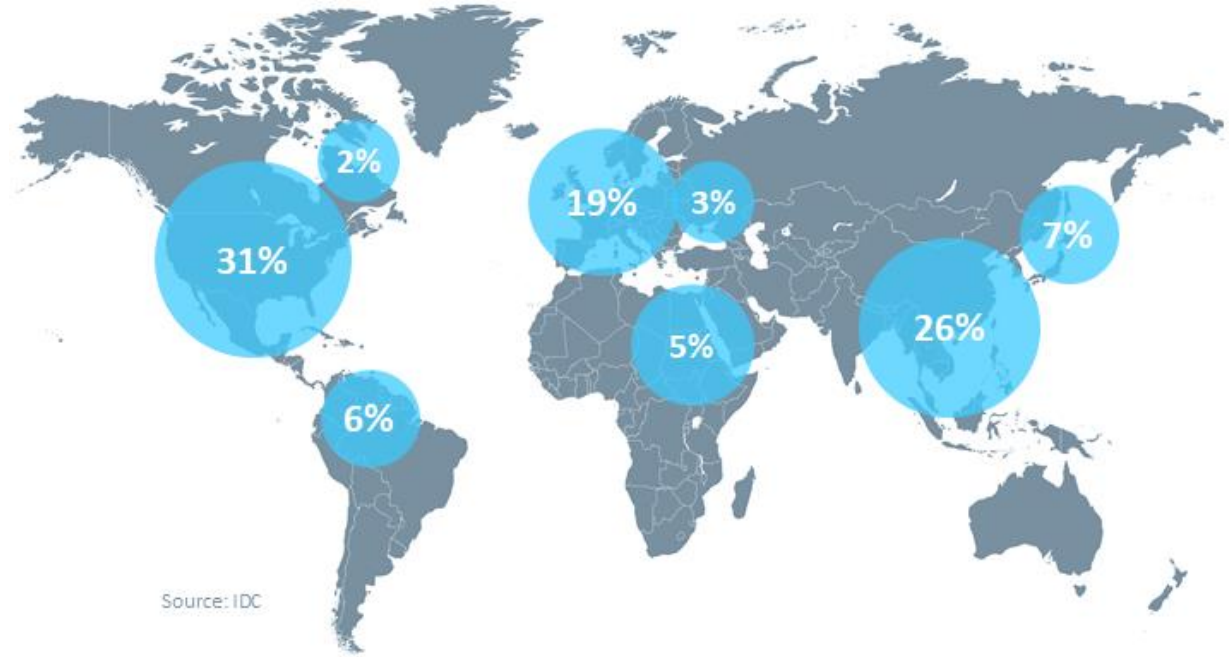
# DOWNLOAD TODAYS SLIDES AND OTHER RESOURCES!




## METRICNET.COM/SWL23

# THE $85 TRILLION GLOBAL ECONOMY




**Global IT Industry**
$5 Trillion

**Global ITSM Industry**
$1.5 Trillion

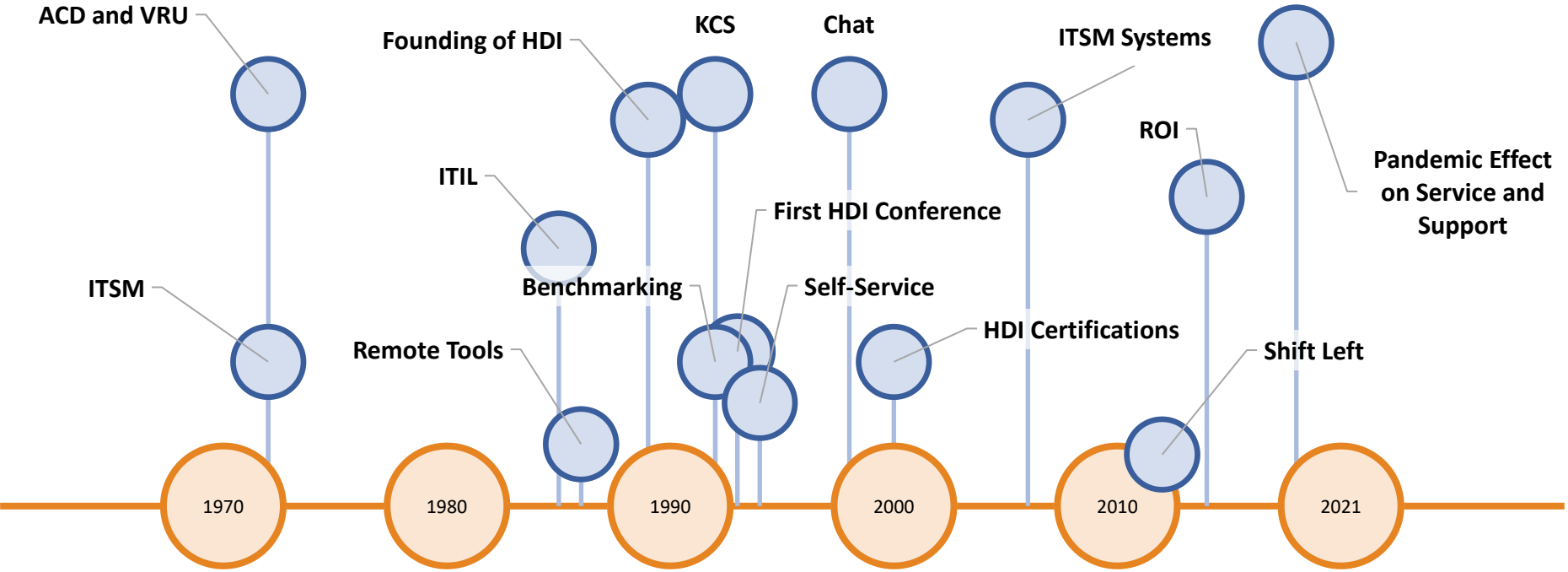
**Global IT Support**
$250 Billion

**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

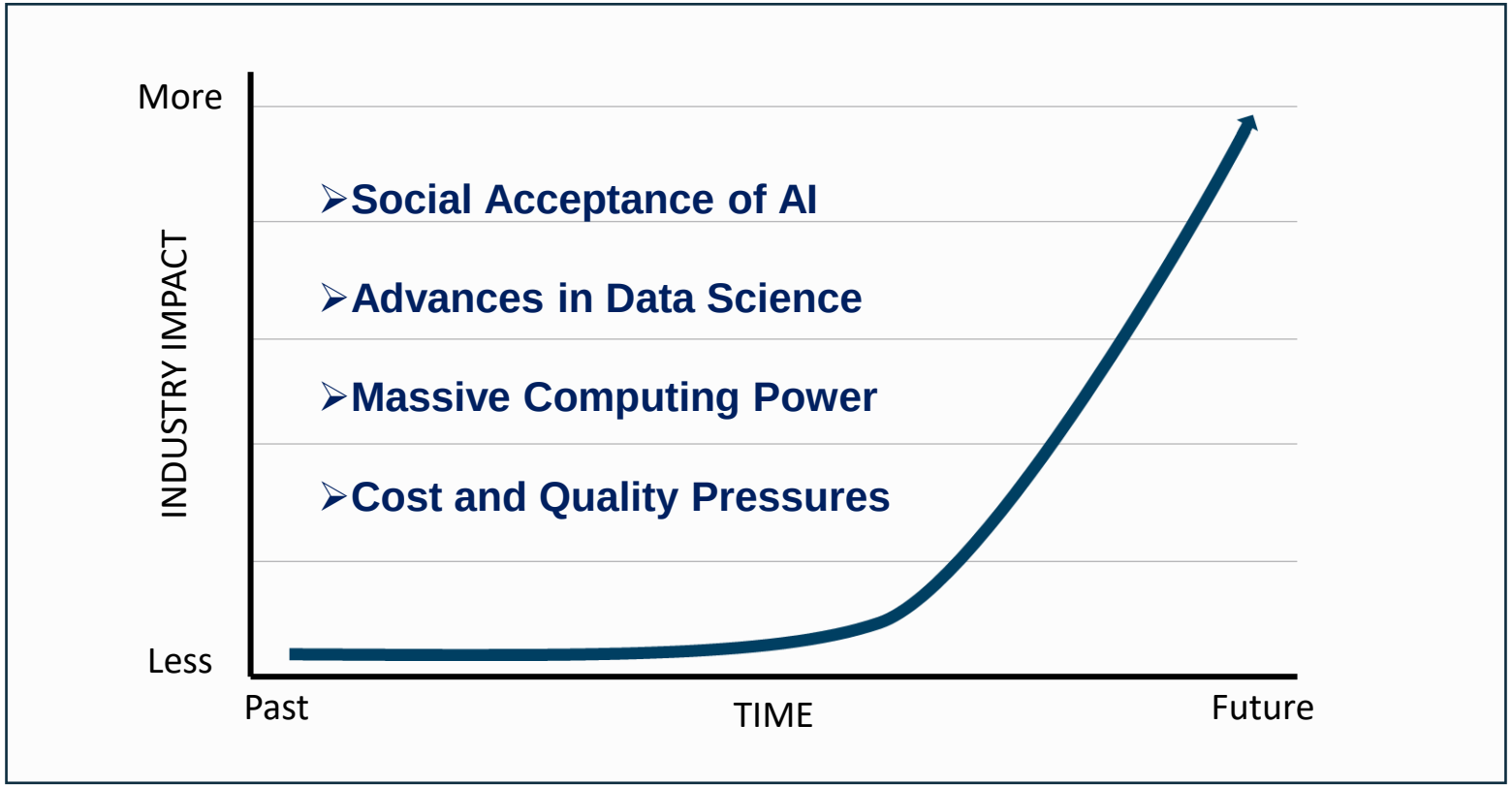
TECH

PROCESS

ITIL® 4

PEOPLE

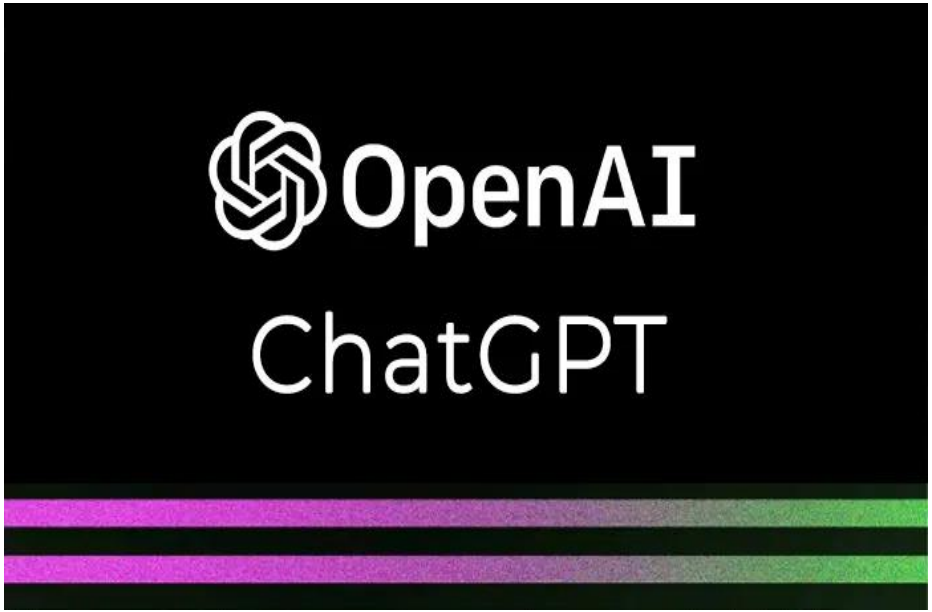
# WE ARE AT AN INFLECTION POINT



# The Bots Are HERE!

# AND THEY ARE RAPIDLY MATURING

Deep Blue vs. Gary Kasparov



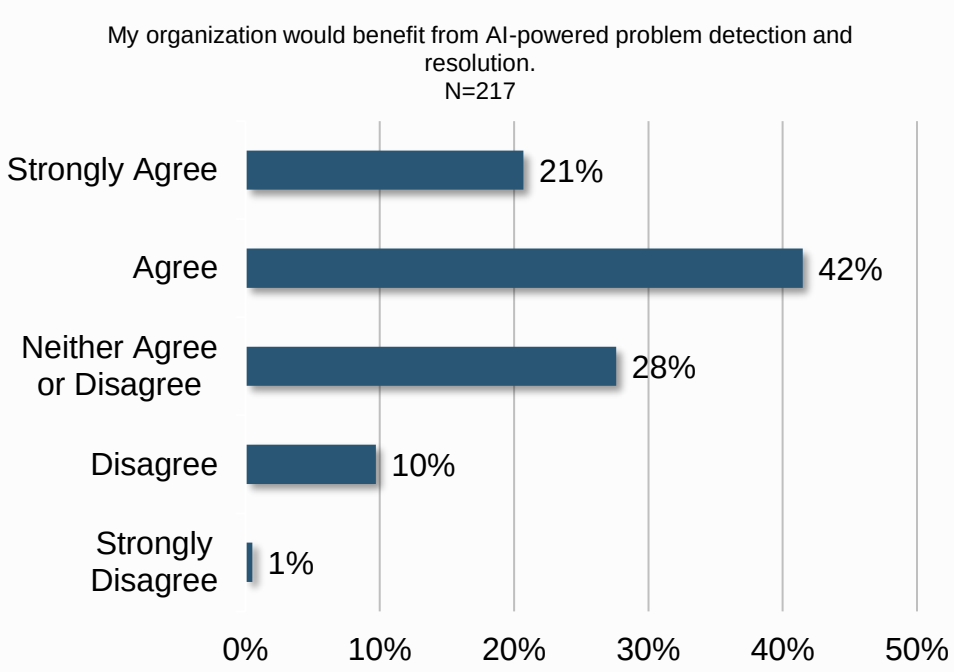
# ECONOMICS AND TECHNOLOGY DRIVE AI ADOPTION

## SUPPORT LEVEL

| -2 | -1 | 0 | 1 | 2 | 3 | Field | Vendor |
|---|---|---|---|---|---|---|---|
| $0 | $2 | $22 | $69 | $104 | $221 | $599 | |
| Search and Destroy | Problem Management | Self-Help | Service Desk | Desktop Support | IT Support | Field Support | Vendor Support |

## SHIFT LEFT

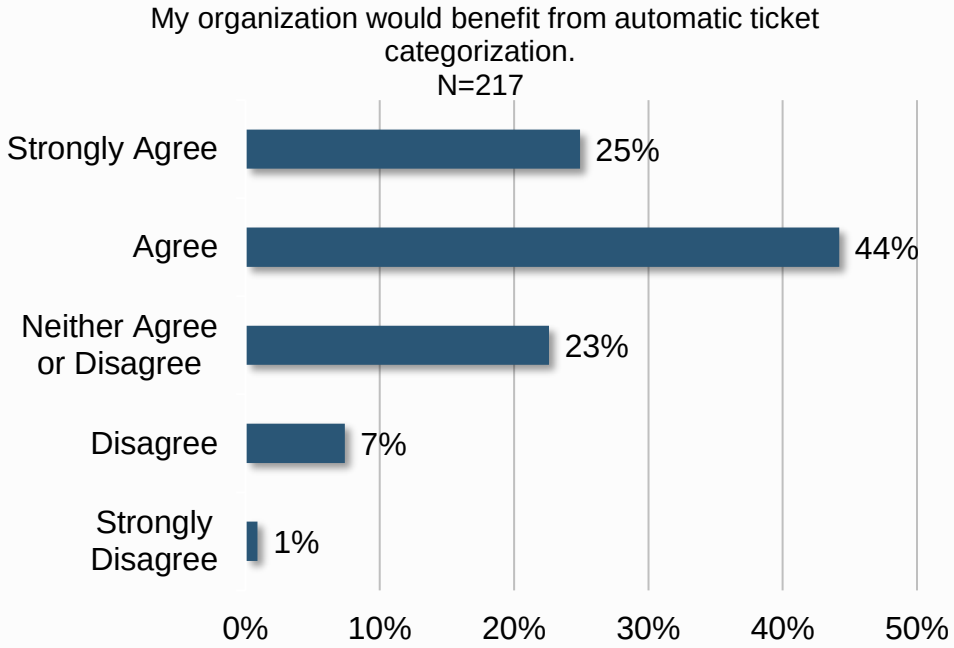
# THE FRONT-LINE NO LONGER FEARS AI




My organization would benefit from AI-powered problem detection and resolution.

| Response | Count | Percentage |
|---|---|---|
| Strongly Agree | 45 | 20.7% |
| Agree | 90 | 41.5% |
| Neither Agree or Disagree | 60 | 27.6% |
| Disagree | 21 | 9.7% |
| Strongly Disagree | 1 | 0.5% |

# OR AUTOMATION…

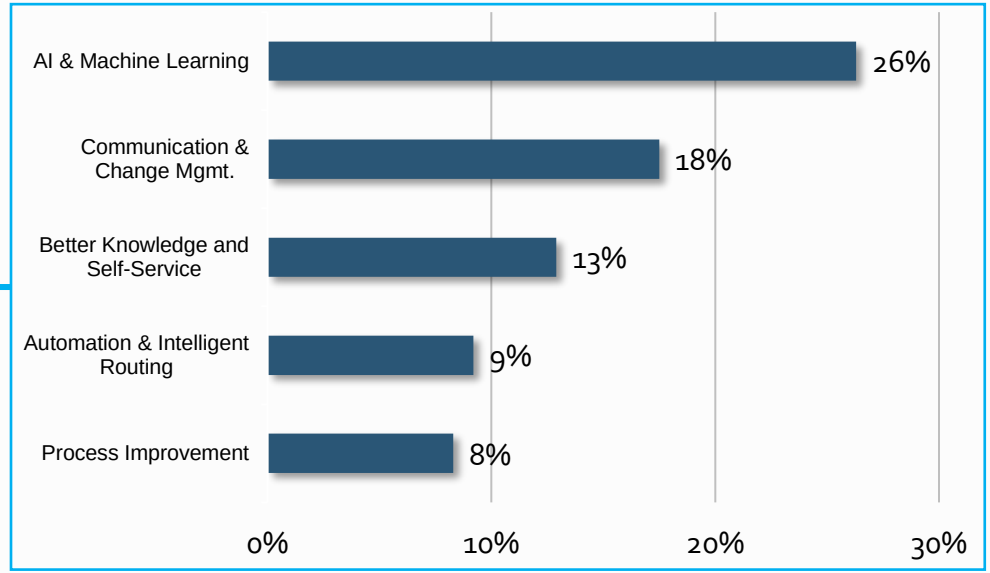



My organization would benefit from automatic ticket categorization.

| Response | Count | Percentage |
|---|---|---|
| Strongly Agree | 54 | 24.9% |
| Agree | 96 | 44.2% |
| Neither Agree or Disagree | 49 | 22.6% |
| Disagree | 16 | 7.4% |
| Strongly Disagree | 2 | 0.9% |

# 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?

| 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…

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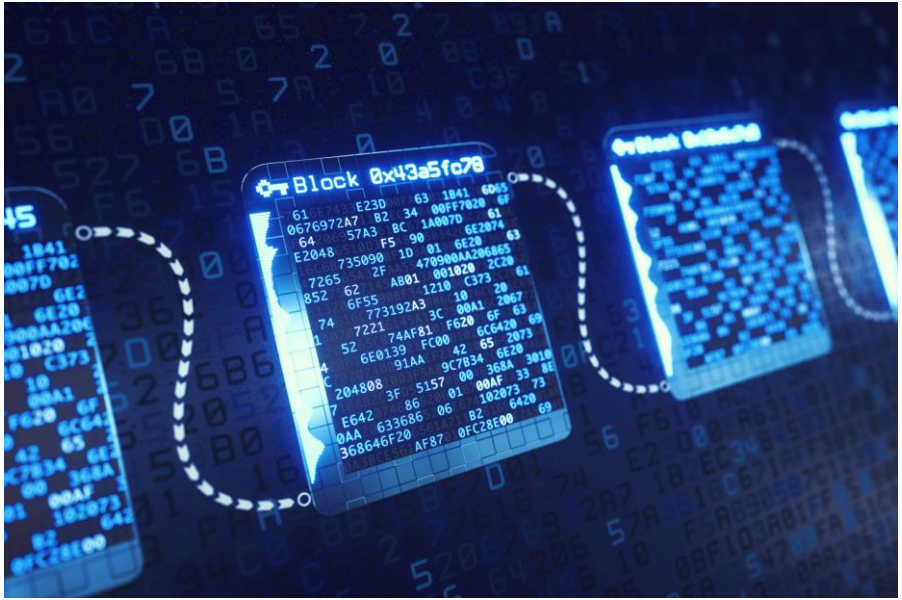

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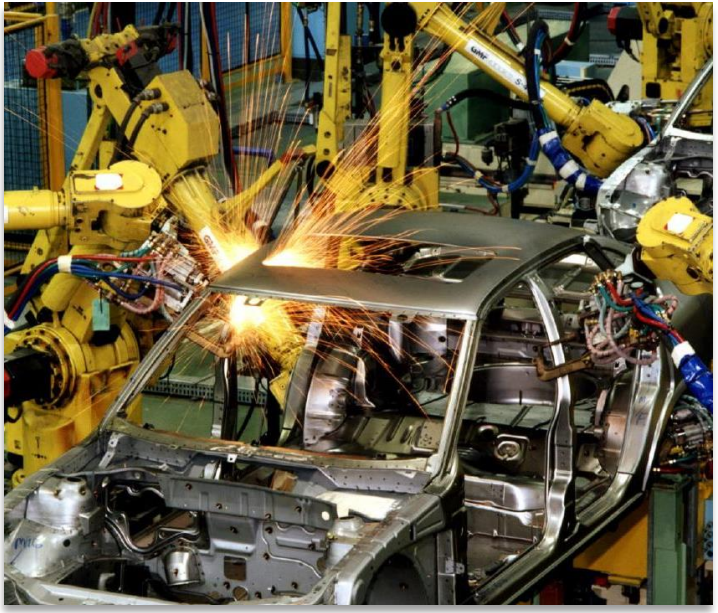

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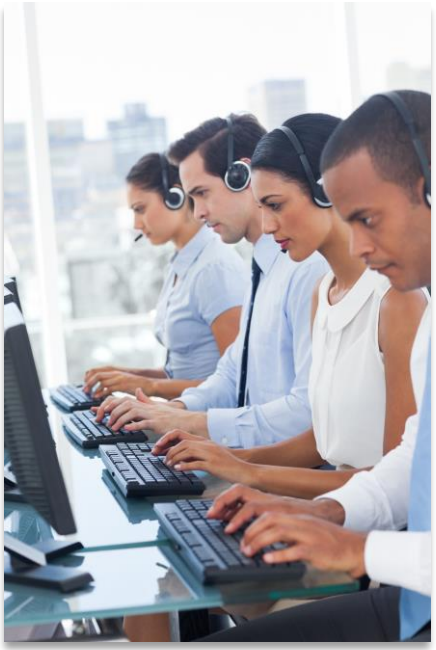


# SUPPORT ANALYST / AGENT / TECHNICIAN VS ENGINEER

| Support Agent/Analyst | Support Engineer |
| --- | --- |
| Reactive | Proactive / Strategic |
| Quick Fix, Return to Service | Root Cause Fix |
| ASA and MTTR | Ticket Elimination |
| Schedule Adherence | Engineering Projects |
| $45k per year | $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

# 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

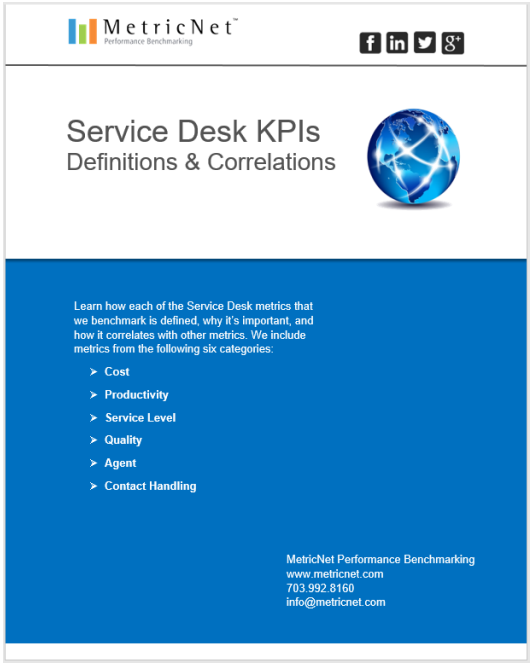
## Service Level

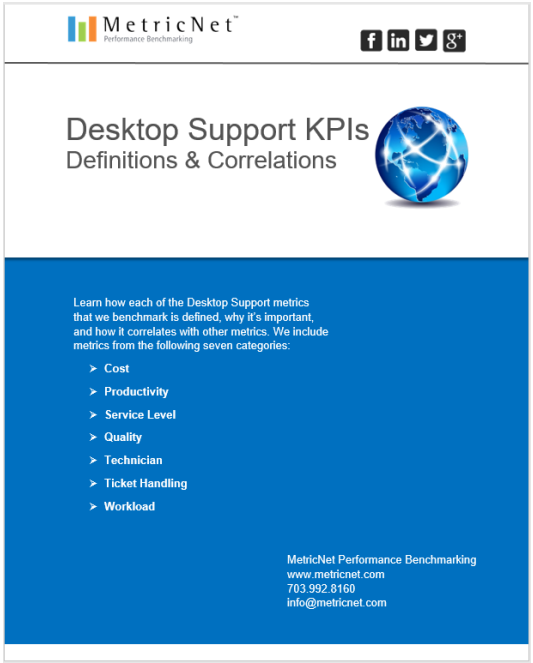
- Average Speed of Answer (ASA)
- X% of Calls Answered in Y seconds
- Call Abandonment Rate

## Call Handling

- Ticket Handle Time
- User Self-Service Completion Rate

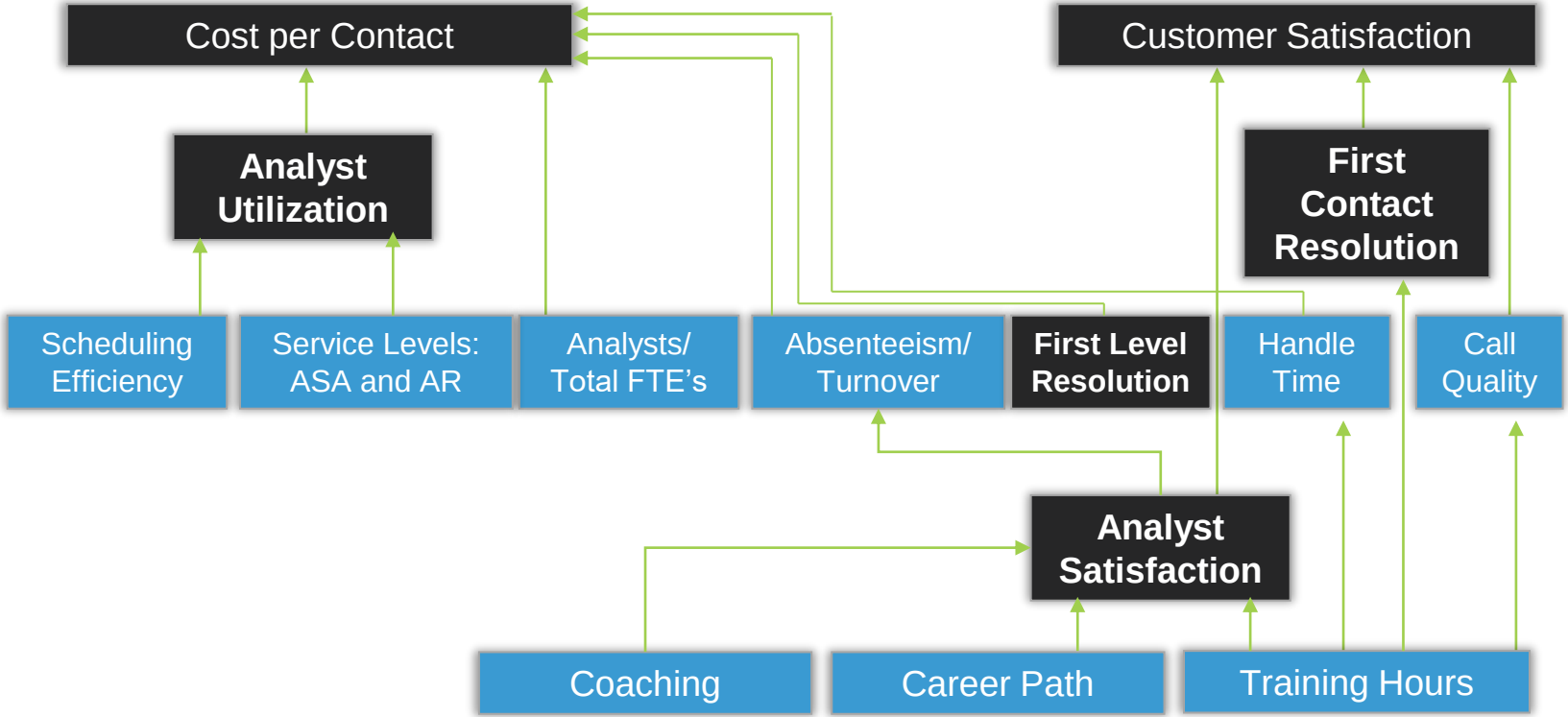
# DOWNLOAD TODAYS SLIDES AND OTHER RESOURCES!




## METRICNET.COM/SWL23

# BECOME PROFICIENT WITH METRICS



# VALUE CREATION THROUGH SHIFT LEFT

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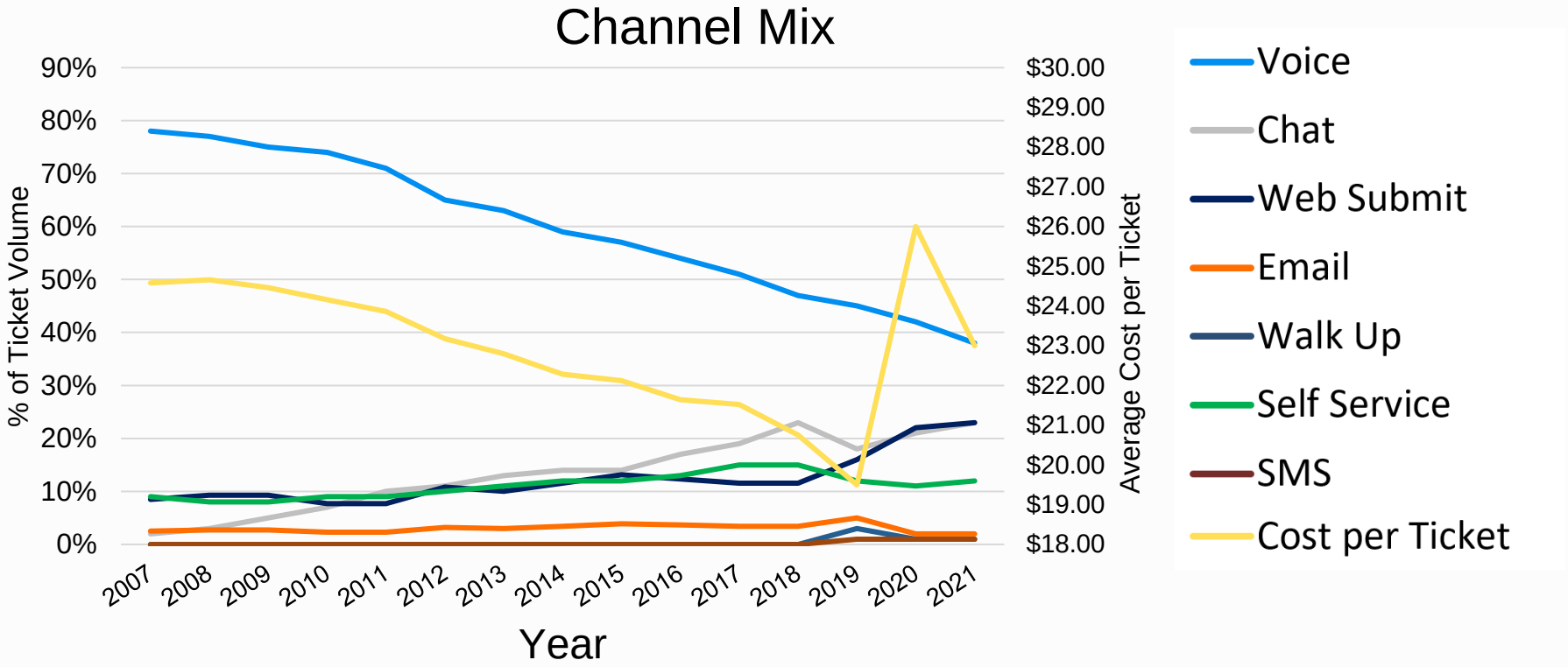
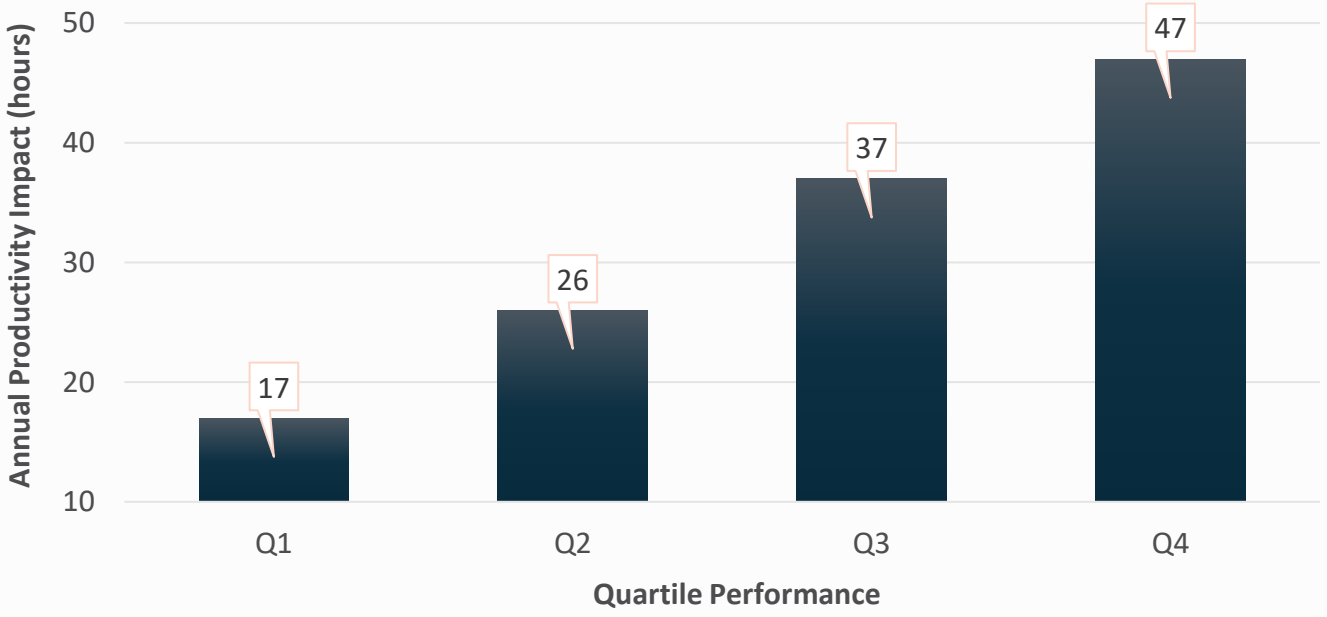
## SHIFT LEFT

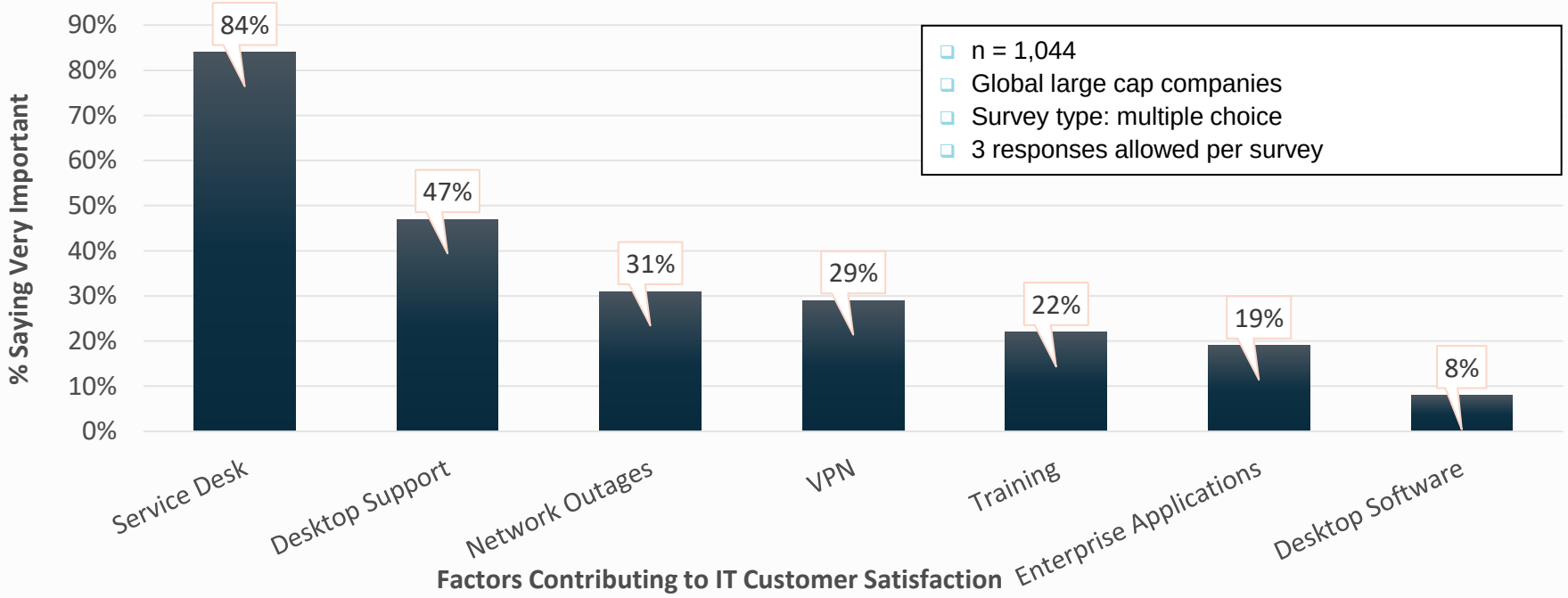
# VALUE CREATION THROUGH CHANNEL MIX



# 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

Company XYZ Service Desk Performance

COMPARE

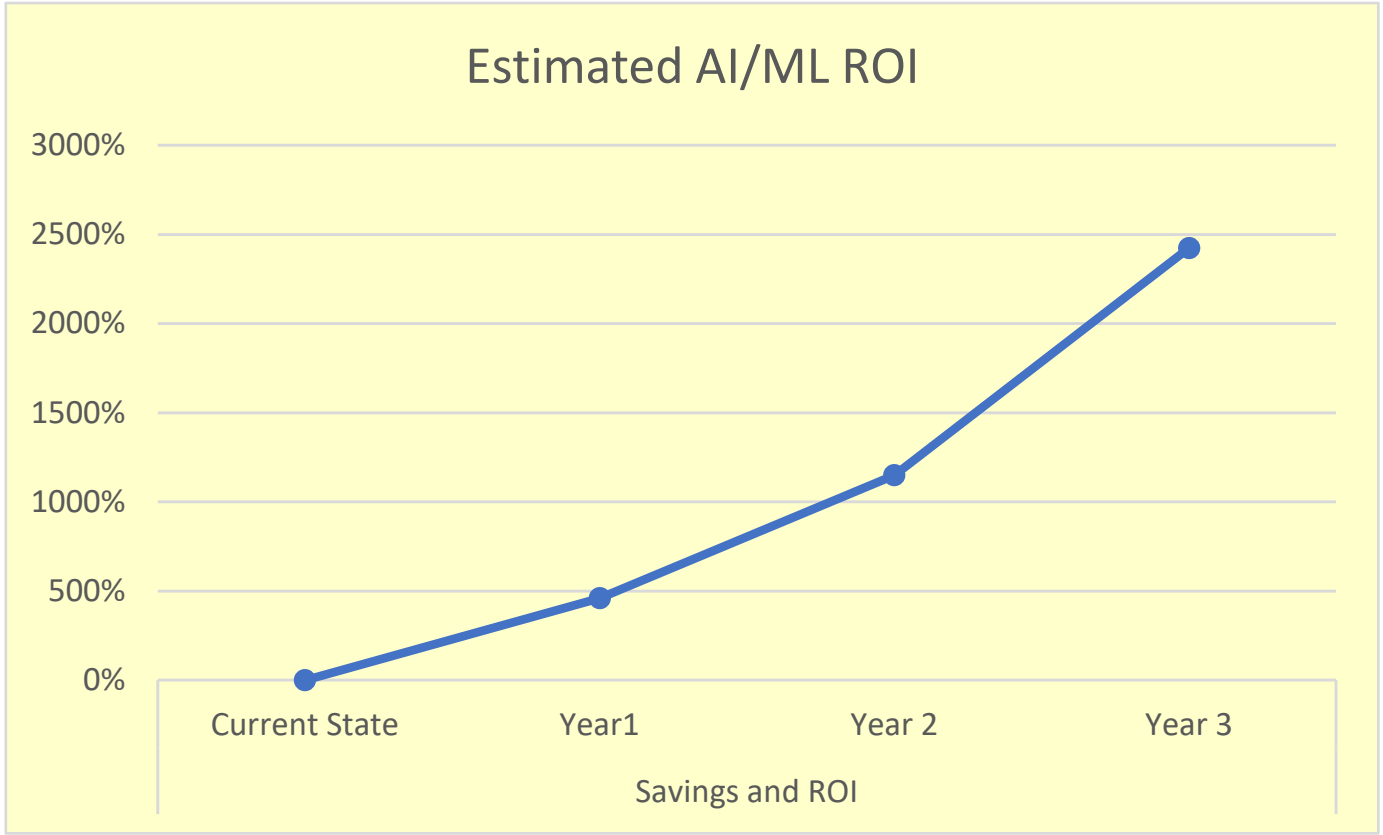
Performance of Benchmarking Peer Group

Determine How Best in Class Achieve Superiority

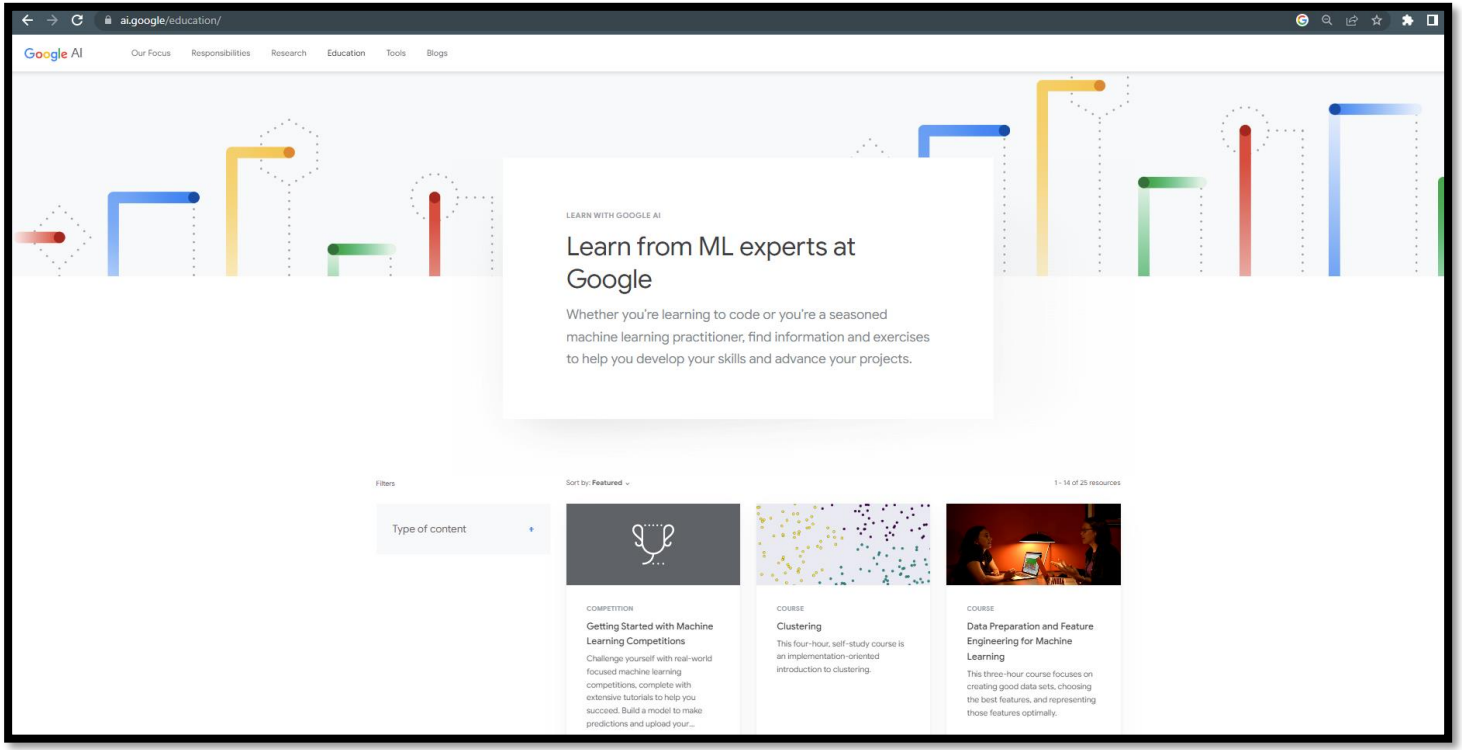
Adopt Selected Practices of Best in Class

**Achieve World-Class Performance**

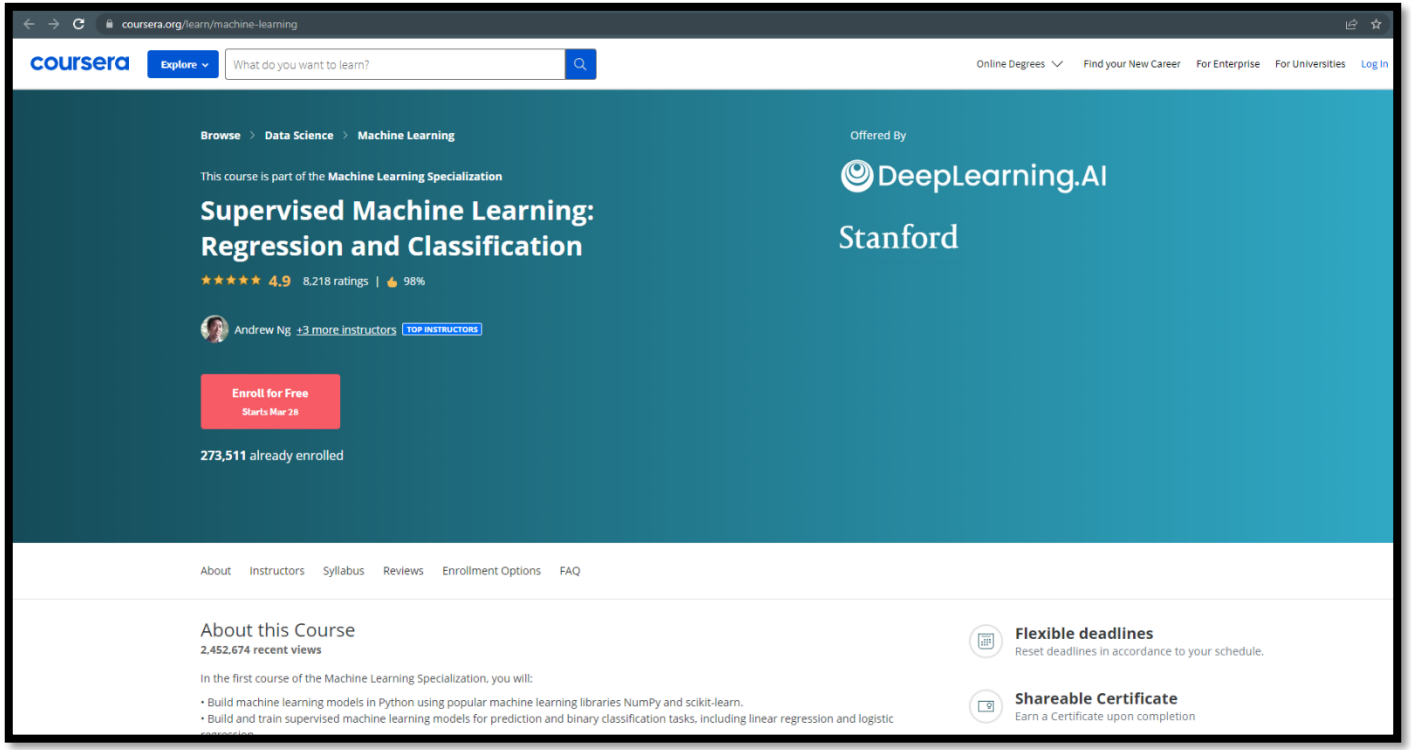
# MAKE THE BUSINESS CASE FOR AI/ML



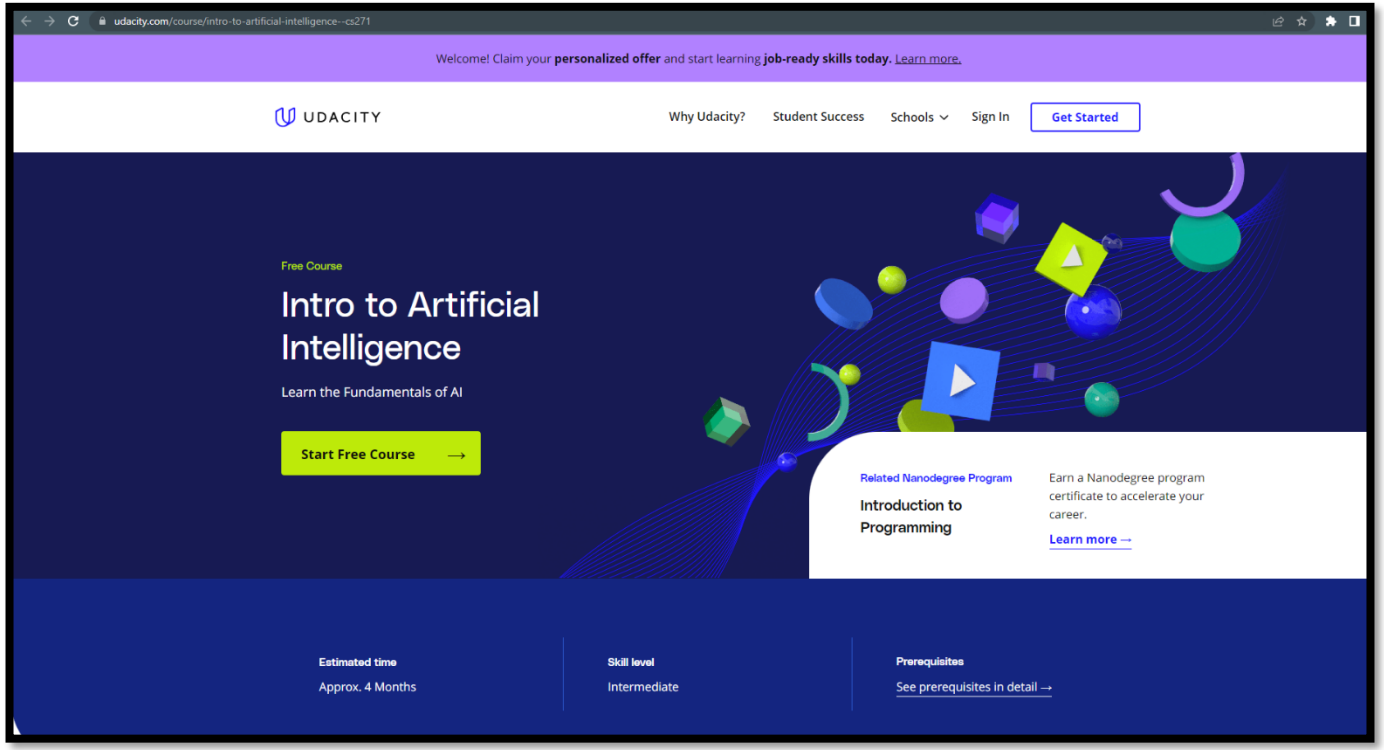
# FREE TRAINING THROUGH GOOGLE AI



# FREE TRAINING THROUGH COURSERA



# FREE TRAINING THROUGH UDACITY



# QUESTIONS?

# SUPPORT WORLD LIVE

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HDIConference.com/Eval or on the App.

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# Thank you for attending this session!

# QUESTIONS?

SUPPORT WORLD LIVE

# Session 303: Tech Support Engineers in an AI World

## Fast-Changing Requirements

*Your Speaker: Jeff Rumburg, Managing Partner at MetricNet*

# CONNECT WITH US

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# CONTACT US

BY PHONE
775.298.7772

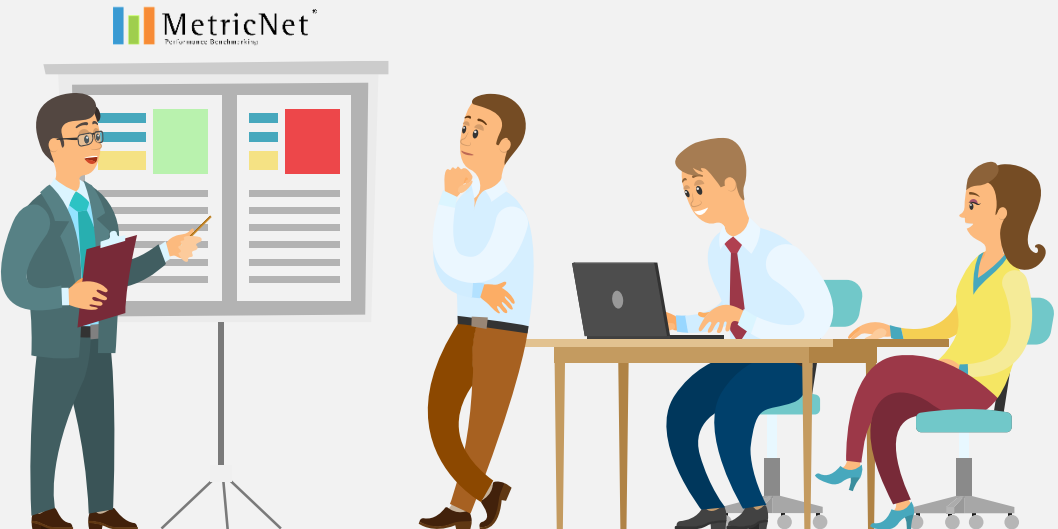
VIA EMAIL
info@metricnet.com

ON THE WEB
MetricNet.com

# 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.

# EXECUTIVE TEAM

## JEFF RUMBURG

Managing Partner and CEO

### ANGELA IRIZARRY

President and COO

### TIMOTHY COVER

Executive Project Director

MetricNet

# MEET SOME OF OUR CLIENTS