

Service Desk Workflow and functionality.

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Outline

- Introduction
- Mission of Service Desk
- Features and Functions of Service Desk
- Components of Service Desk
- Service Desk Activity Chart



Introduction

- Service desk is a component of GGOA
- Service desk takes care of Monitoring network, Troubleshooting network problem, Request Tracking, escalation and Reporting.



Mission of Service desk

- Monitoring of Network Status and Usage.
- Providing a single point of operations for problem reporting.



Features and Functions of SD

- Provides partners interaction and services.
- Single point of contact for problem reporting.
- Operates 24X7X365.
- Fail safe operation.
- Staffs are network knowledgeable, they understand network topology, cause and effect and management processes.



Features and Functions of SD

- Responding to email and phones.
- Active monitoring of grid resources and services.
- Ticketing of new problems.
- Tracking and escalating of trouble tickets.
- Interfacing with Operation desk.



Components of Service Desk

- GOC Engineer.
 - Contact Information will be given from each location
- Request Tracker
 - Trouble Ticketing System
 - Problem can be submitted through web interface and E-Mail



Components of Service Desk

- Network Status.
 - Availability status
 - Latency
 - Packet-loss
 - Bandwidth Utilization
- Nagios.
 - Checking Availability of cluster, nodes and services



Components of Service Desk

- Paryavekshanam.
 - Monitoring complete status of Garuda
- Contact Us.
 - Email Ids
 - support@garudaindia.in
 - rt@cdacb.ernet.in
 - Phone No.
 - 080-25246829



Components of Service Desk

- Reports.
 - Weekly, monthly and yearly Report are available for
 - Network Stability
 - Bandwidth utilization
 - Status of trouble tickets
- Documents.
 - Trouble shooting FAQ.
 - Generic trouble-shooting guide.

Components of Service Desk

- Meeting
 - Weekly meeting are conducted to review network stability, Analysis of tickets, review of pending tickets, network bandwidth utilization, and cluster monitoring
 - Teleconference will be conducted every month especially before handing over to next Operation center.

Components of Service Desk

- Training
 - Training will be purely on Grid Operation Center and Service Desk Activities.
 - Training pattern will be Lectures and Hands On training

Thank You

