

IT Service Management Strategies in the New Normal

SUMMARY RESULTS

August 2020

Report Sponsors: Amazon Web Services and Espressive



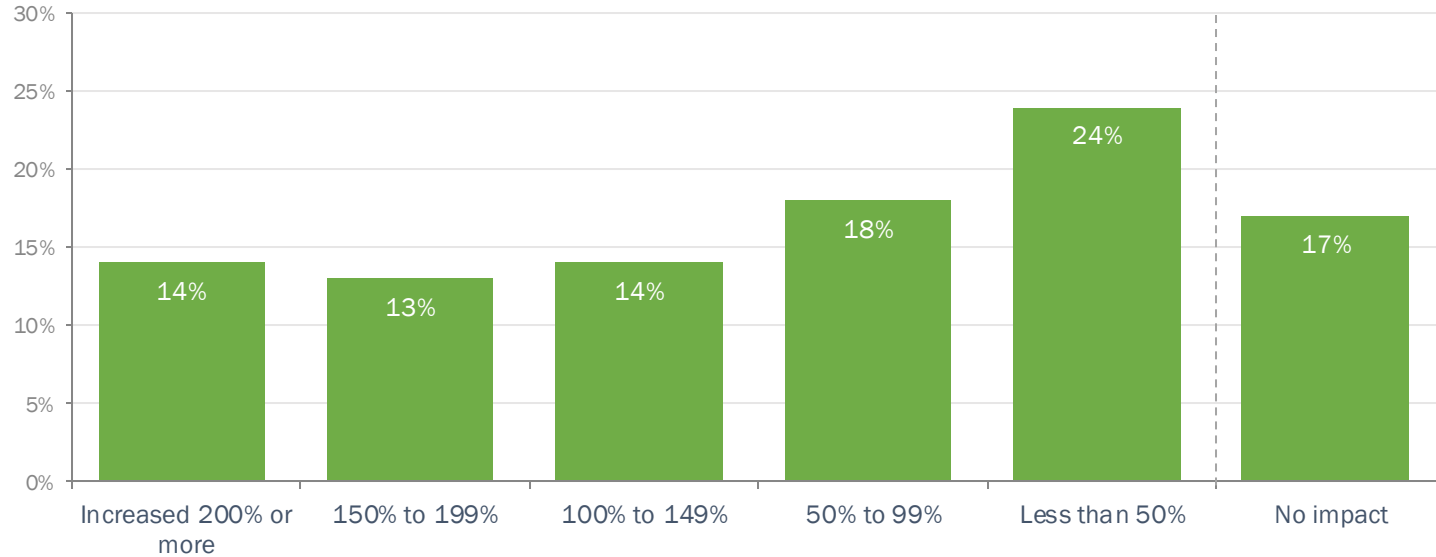
Executive Overview

Work from home mandates from COVID-19 created an immediate need for IT teams to enable employees to work remotely. For digital native enterprises where most employees were already equipped to work from home this was not a huge issue. But non-digital natives had to scramble to provision the services and hardware required to make this happen. This report looks at the impact that this had on IT help desks.

Specifically, the report addresses these key questions:

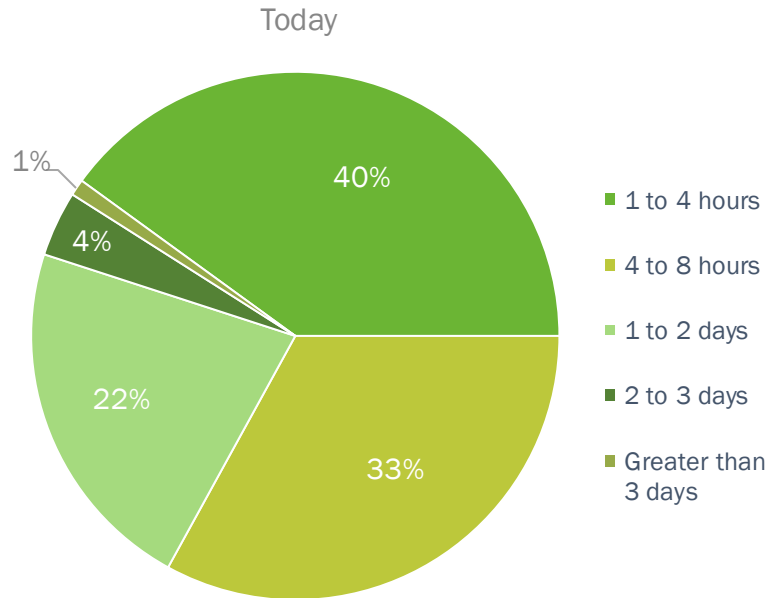
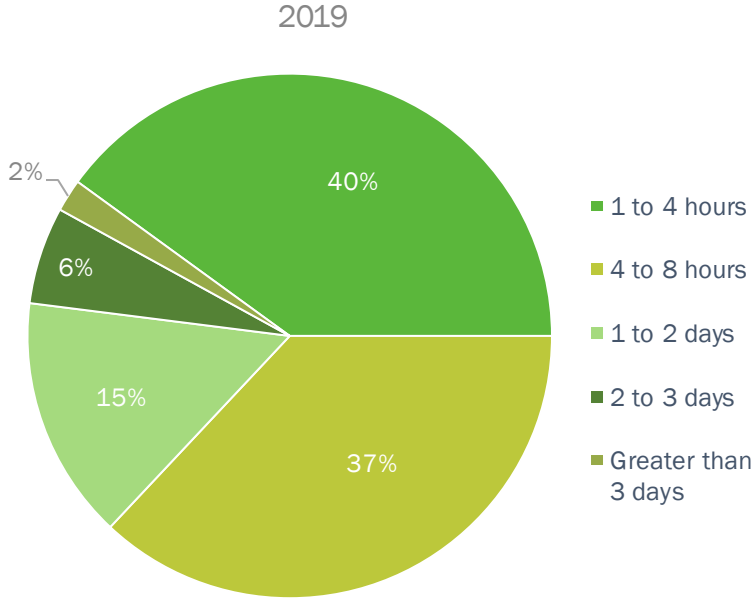
- ▶ Did IT help desk ticket volume rise as employees moved to work from home? Was time to resolve tickets impacted?
- ▶ Did the way in which employees contacted IT change? Did cost per ticket change?
- ▶ Are virtual agents in use for employee self-help? If not, are they being considered?
- ▶ How important is a virtual agent to business continuity?

By what percent did ticket volume to your IT help desk increase in the initial week of the work from home mandate?



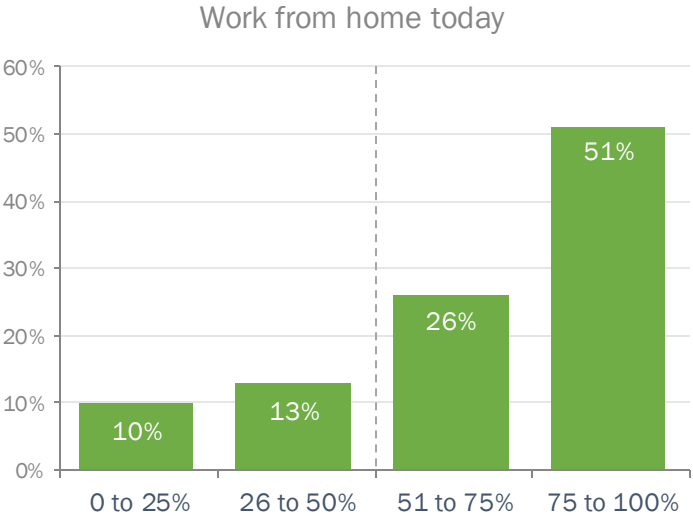
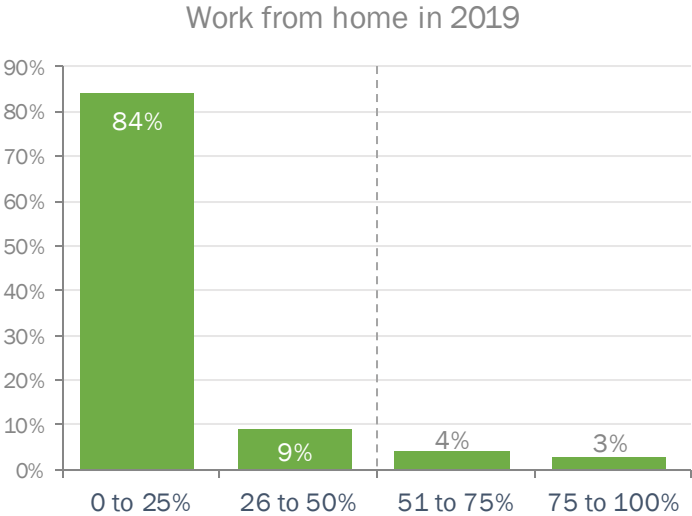
59% of respondents experienced a 50% or greater increase in IT help desk ticket volume in the first week of the work from home mandate. Just 17% experienced no initial impact.

In 2019, what was the average time to resolve a ticket? Today, what is the average time to resolve a ticket?



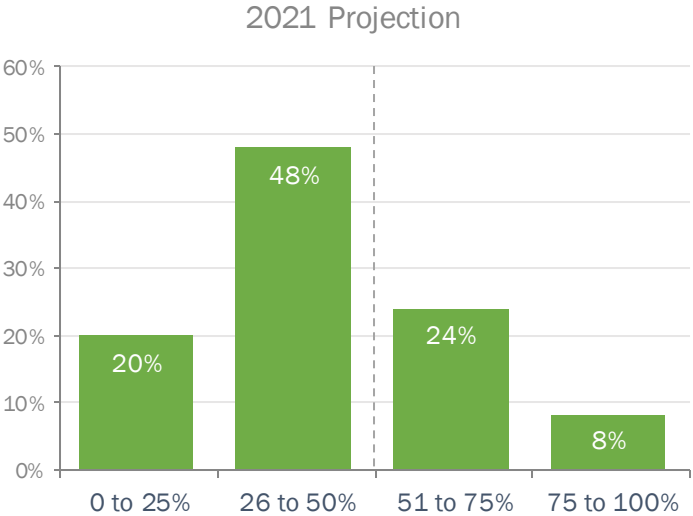
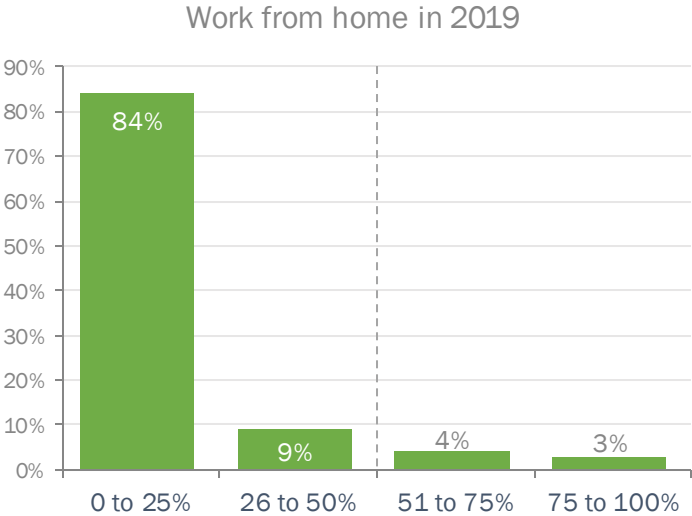
Time to resolve a ticket remained relatively consistent from 2019 to 2020, with a slight increase from 23% to 27% for those reporting an average time to resolve of one to three days or more.

What percentage of employees worked from home in 2019? What percentage of employees work from home today?



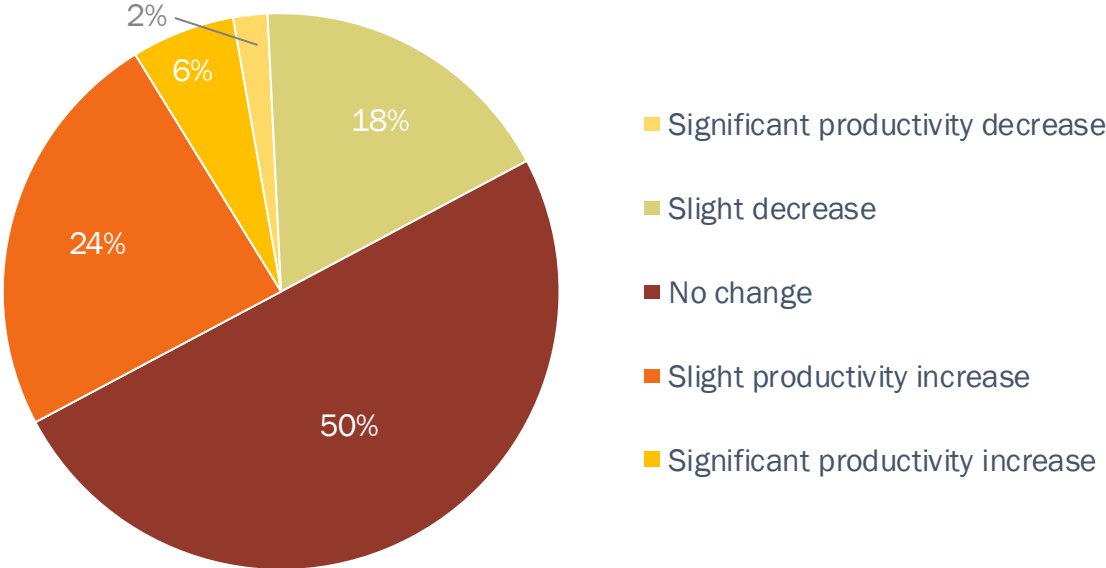
In a not-so-surprising shift, far fewer employees are working in the office today, compared to 2019. Last year, just 7% of respondents had more than half of their employees working from home. Today, 77% have more than half of their employees in home offices.

In 2021, what percentage of employees do you believe will be work from home?



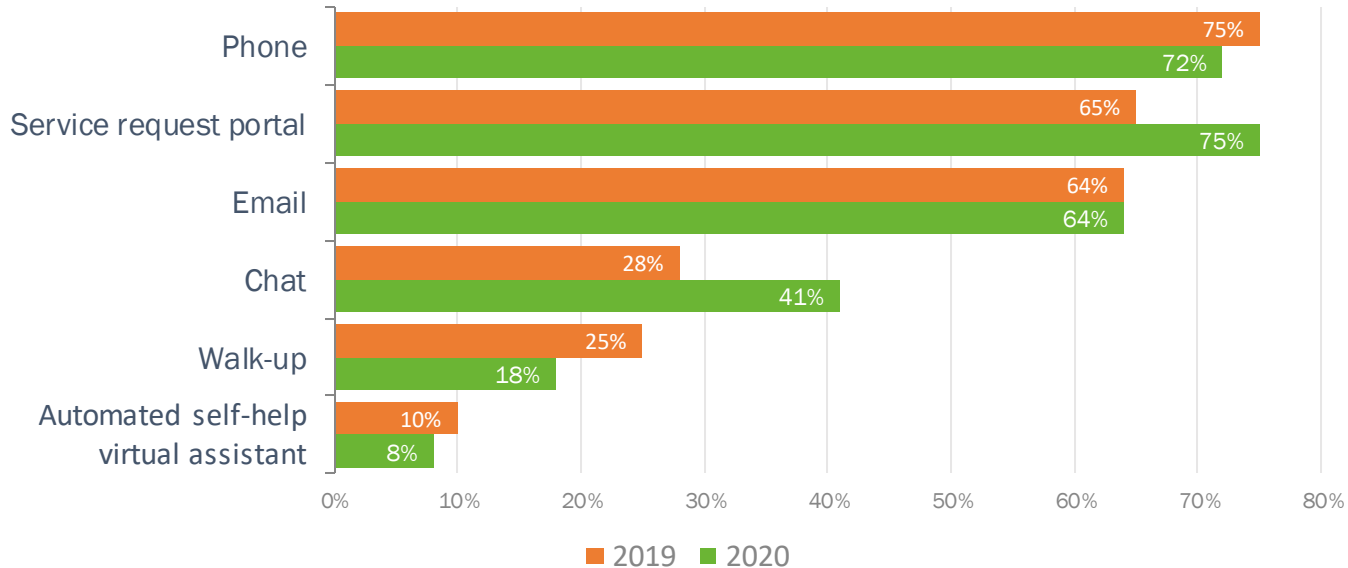
Respondents believe the ratio of office-based to home-based employees will bounce back, although not to 2019 levels. Compared to 2019 where just 7% of respondents had more than half of their employees working from home, in 2021 respondents believe that 32% of their employees will work in home offices.

Has the work from home mandate had an impact on your help desk agents' productivity?



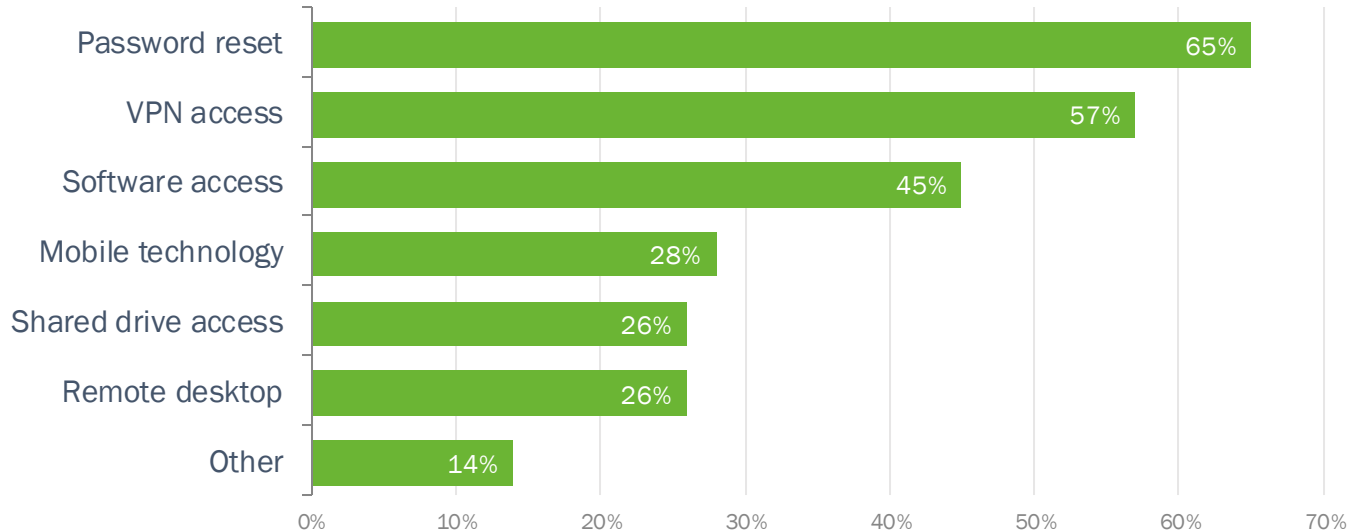
Just 20% of those surveyed report a negative impact on help desk agent productivity due to the work from home mandate. For half, no change.

In 2019, what were the top three ways employees contacted IT? What are the top three today?



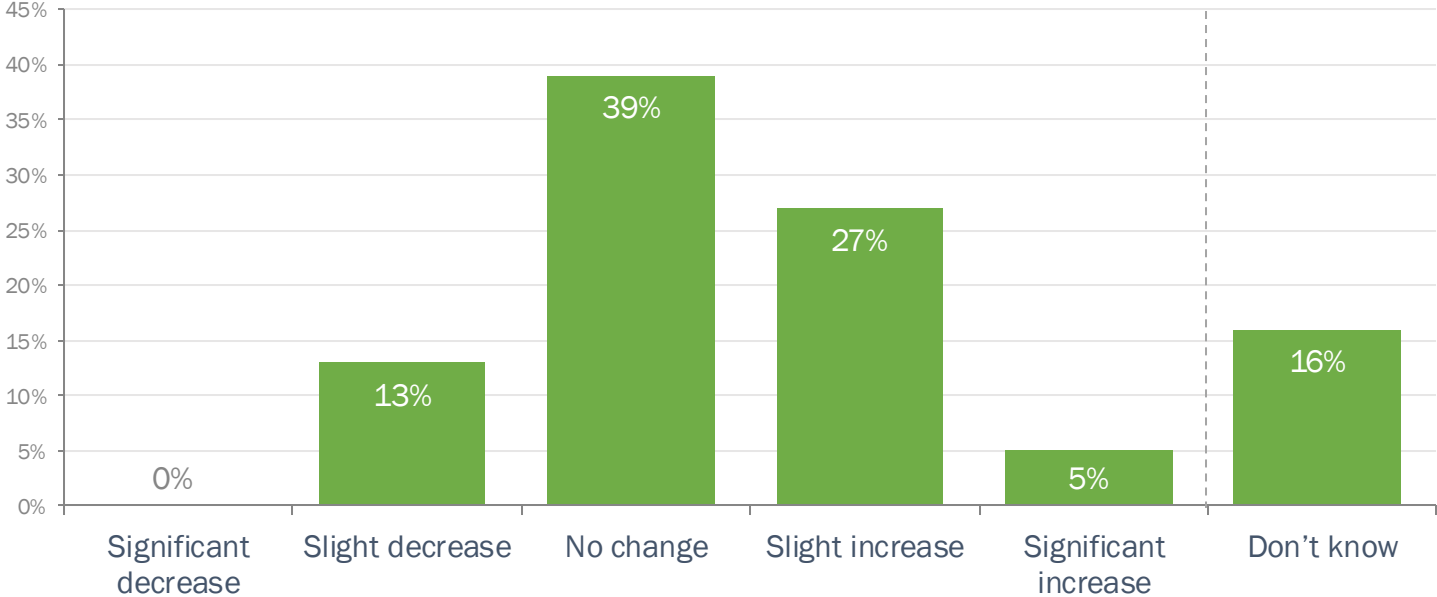
In 2019 the top three ways employees contacted IT was by phone (cited by 75% of responders), service request portal (65%), or by email (64%). Today, the top three methods for contacting IT are the same, but the service request portal nudged phone calls as the top method.

What are the top three questions your employees are asking IT today?



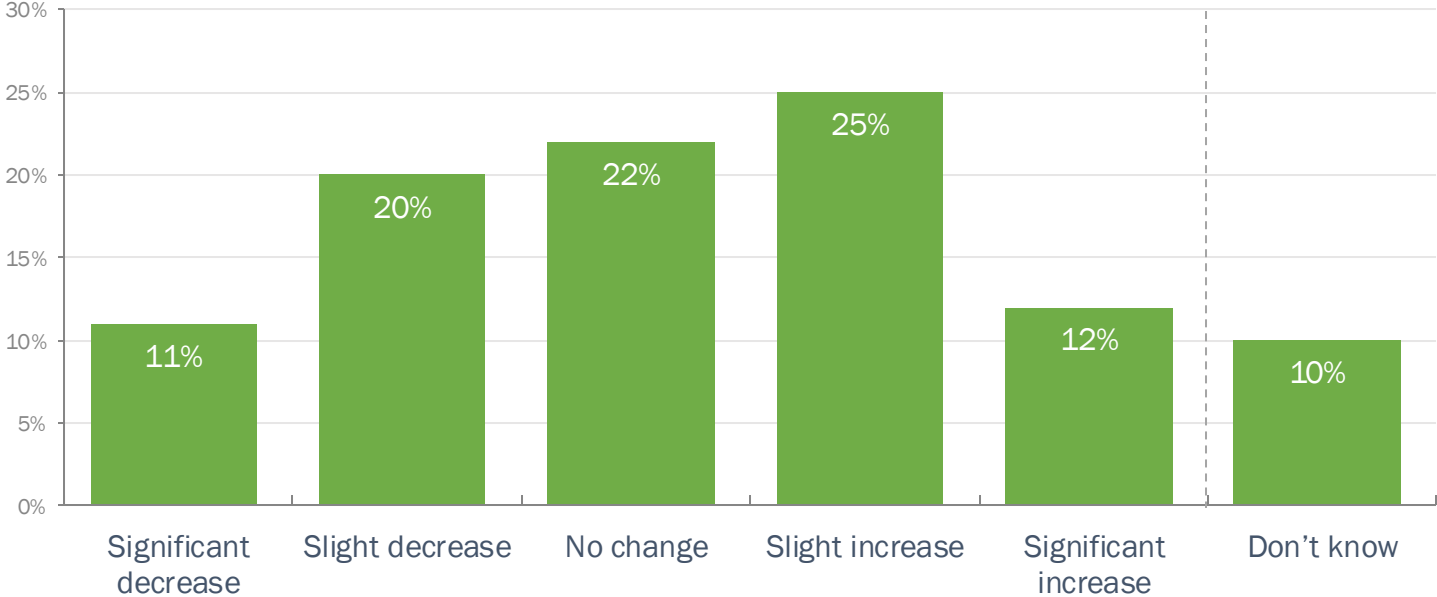
Getting one's password reset is the top help desk request according to 65% of respondents, followed by VPN access (57%), and software access (45%).

What kind of impact has COVID-19 had on the cost per ticket?



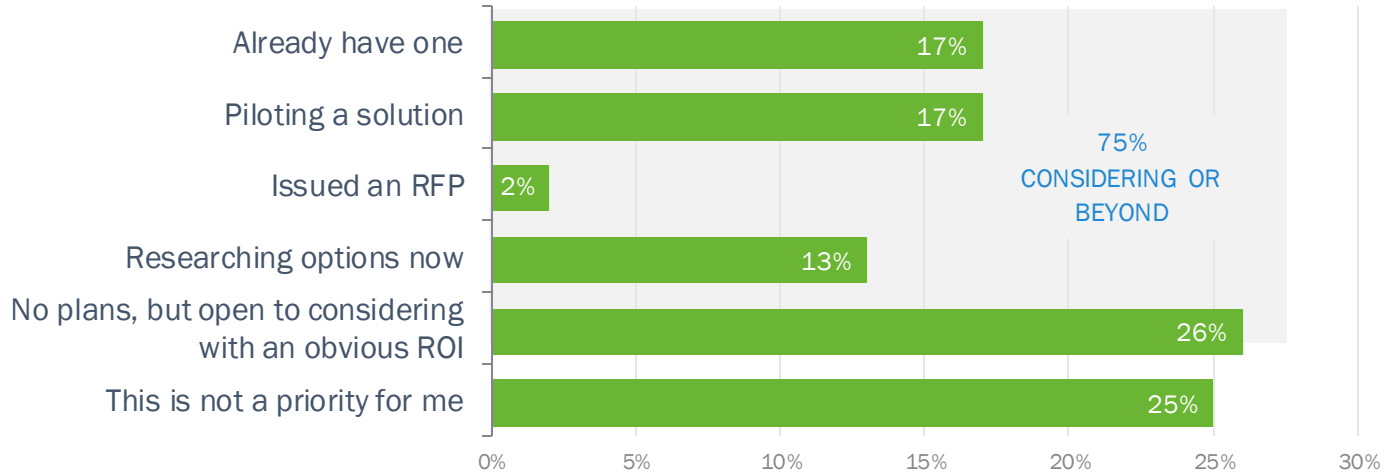
More respondents reported no change (39%) in cost per ticket in the COVID-19 period versus any amount of increase (32%) or decrease (13%). No one reported a significant decrease.

What kind of impact has COVID-19 had on your annual budget?



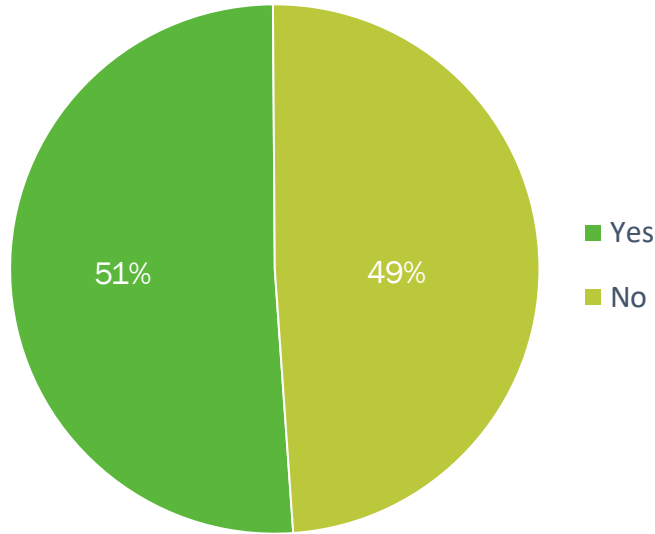
COVID-19 has caused a budget increase for more than a third (37%) of those surveyed, with 12% reporting a significant increase. Some (31%) have had budgets shaved, from slightly (20%) to significantly (11%).

Where are you at regarding a virtual assistant for employee self-help?



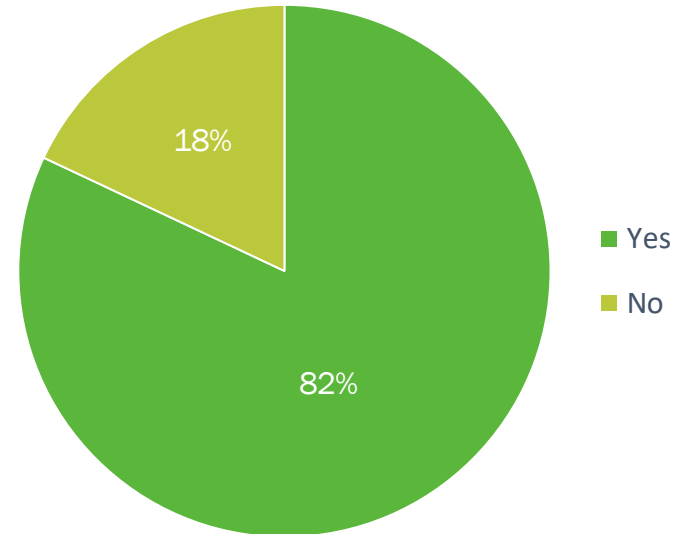
75% of respondents would consider a virtual agent if there was ROI or beyond. While 25% of those surveyed say it is not a priority. This is up from 62% compared to a similar survey released in January 2019.

Do you consider a virtual agent for employee self-help important to a business continuity plan?



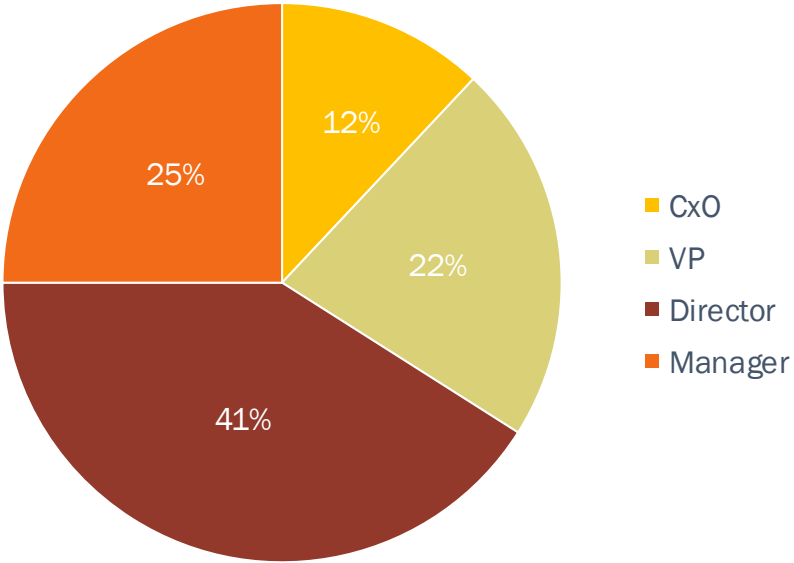
Respondents are split nearly evenly in their opinion about the importance of a virtual assistant to the business continuity plan.

Is IT taking a major role in your company's return to work efforts?



The vast majority (82%) of respondents say that IT is integral to the company's return to work.

74% of survey respondents hold director or executive level positions in their organization.





About Espressive

Espressive offers a virtual support agent that automates resolution of employee questions, issues, and requests with personalized experiences that result in employee adoption of 80% to 85% and reduced help desk call volume of 40% to 60%.

[Learn more at espressive.com](https://www.espressive.com)