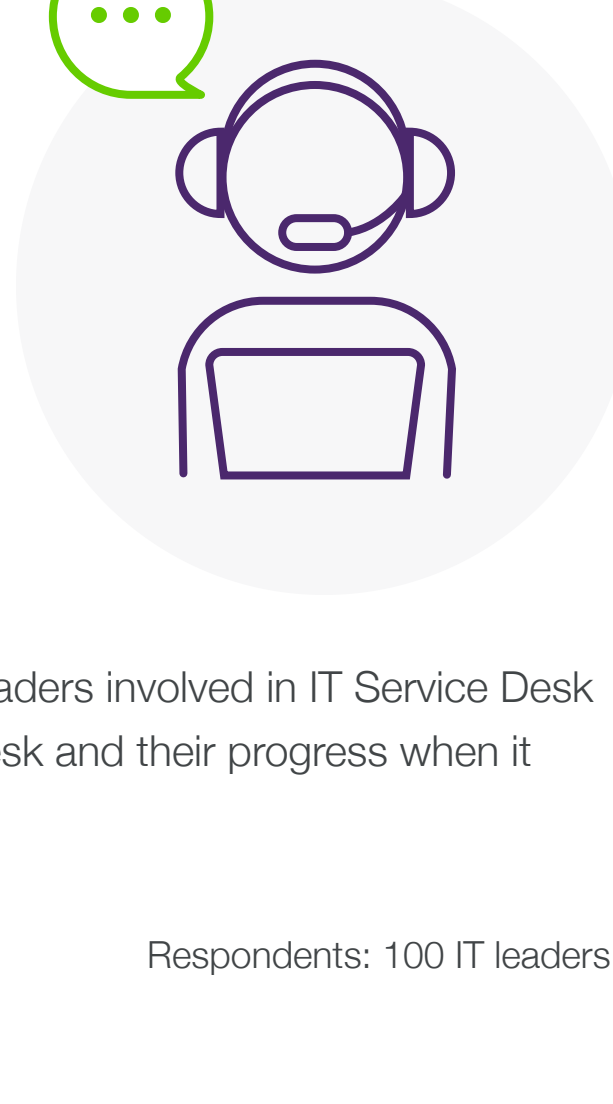


# IT Service Desk Optimization



A company's IT Service Desk has a significant impact on the overall health of a business. Given its centralized role in the employee experience, it's critical to understand what's working and what requires modernizing.

TELUS International and Gartner Peer Insights surveyed 100 leaders involved in IT Service Desk decision making about their satisfaction with their IT Service Desk and their progress when it comes to AI capabilities.

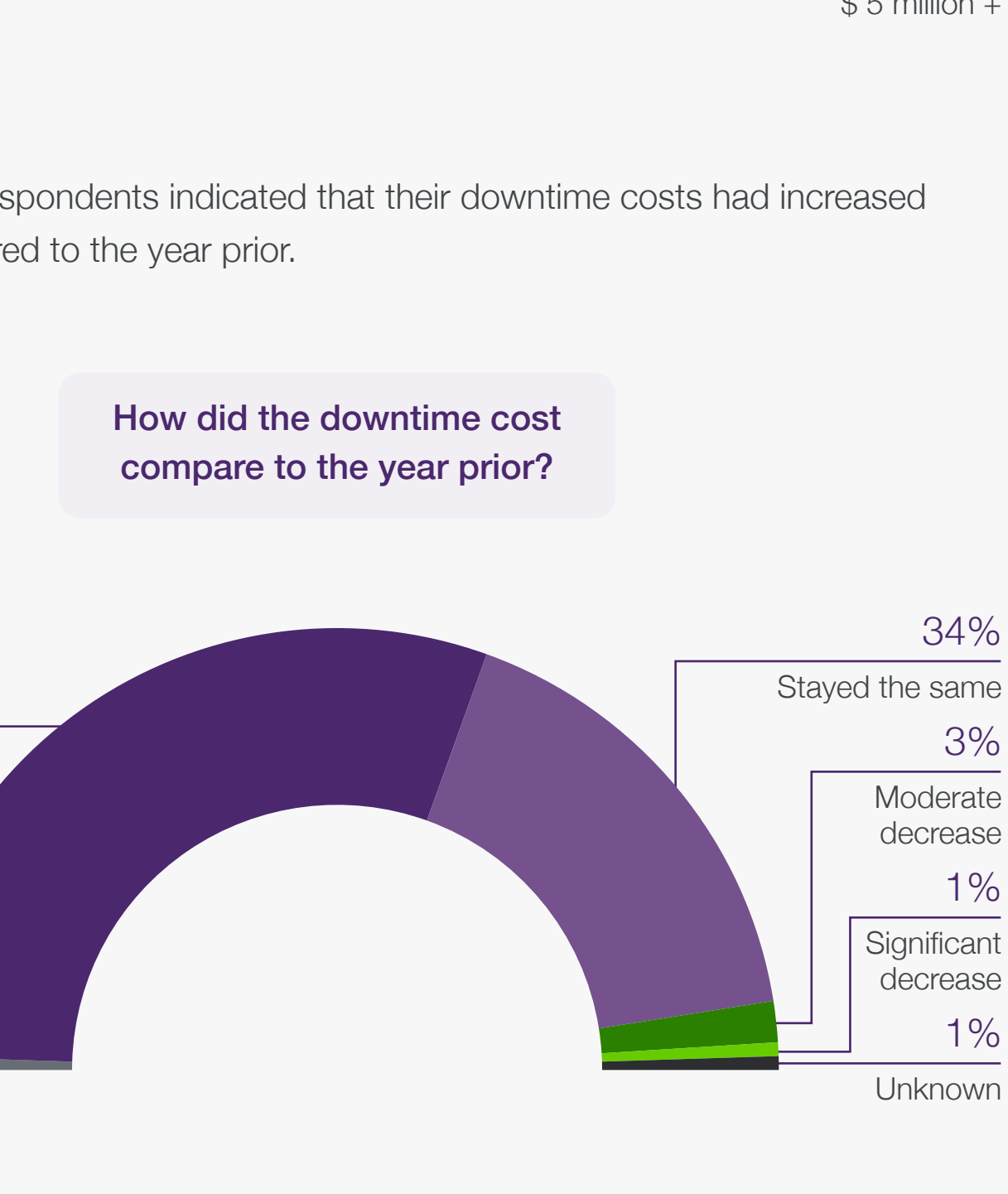
Data collection: March 21 - April 22, 2022

Respondents: 100 IT leaders

## The cost of IT downtime is increasing

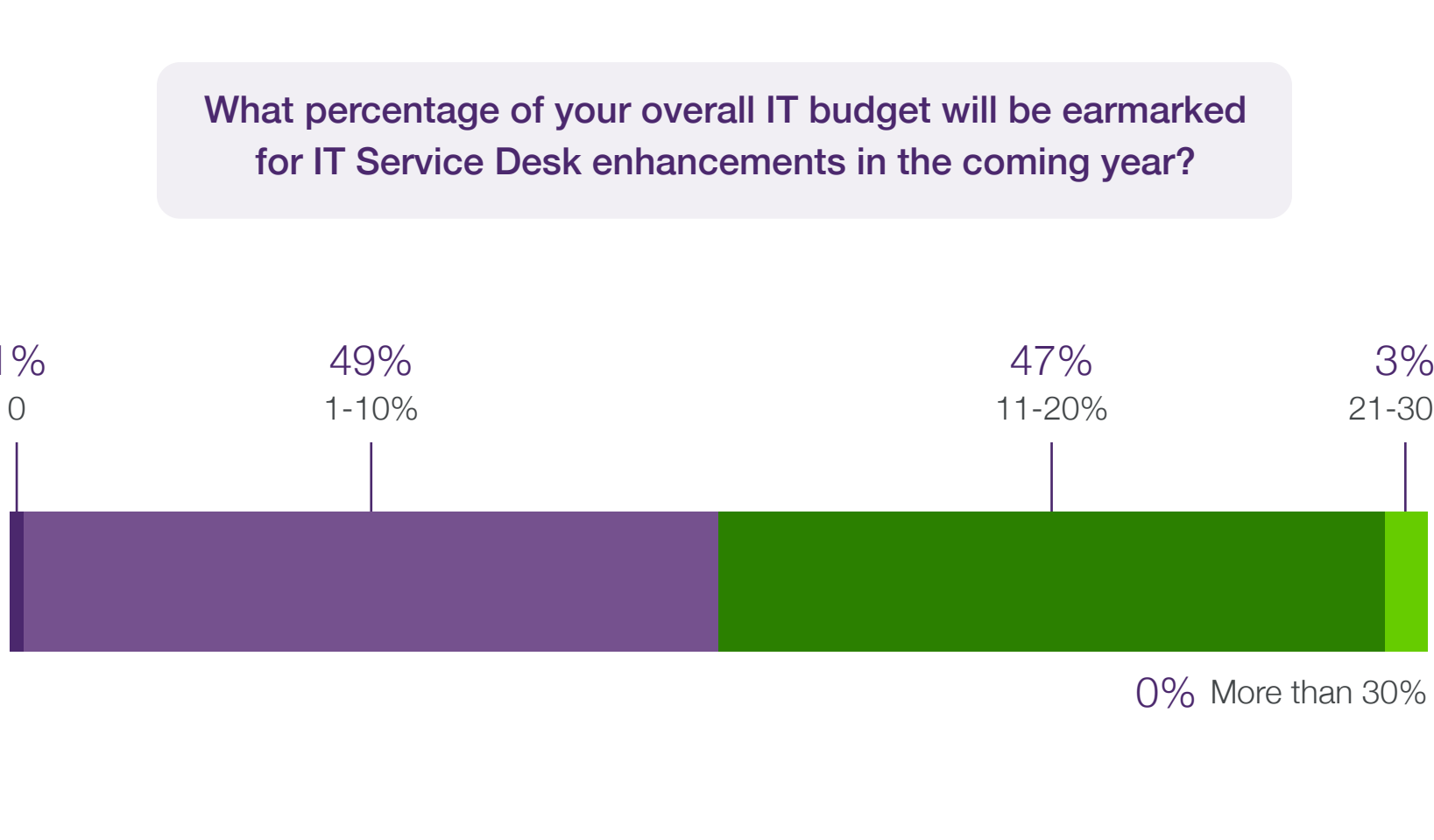
60% of respondents estimated that IT downtime cost their business between \$500,000 and \$3 million in 2021.

**How much would you estimate IT downtime cost your business in 2021 (USD)?**



Additionally, 60% of respondents indicated that their downtime costs had increased moderately as compared to the year prior.

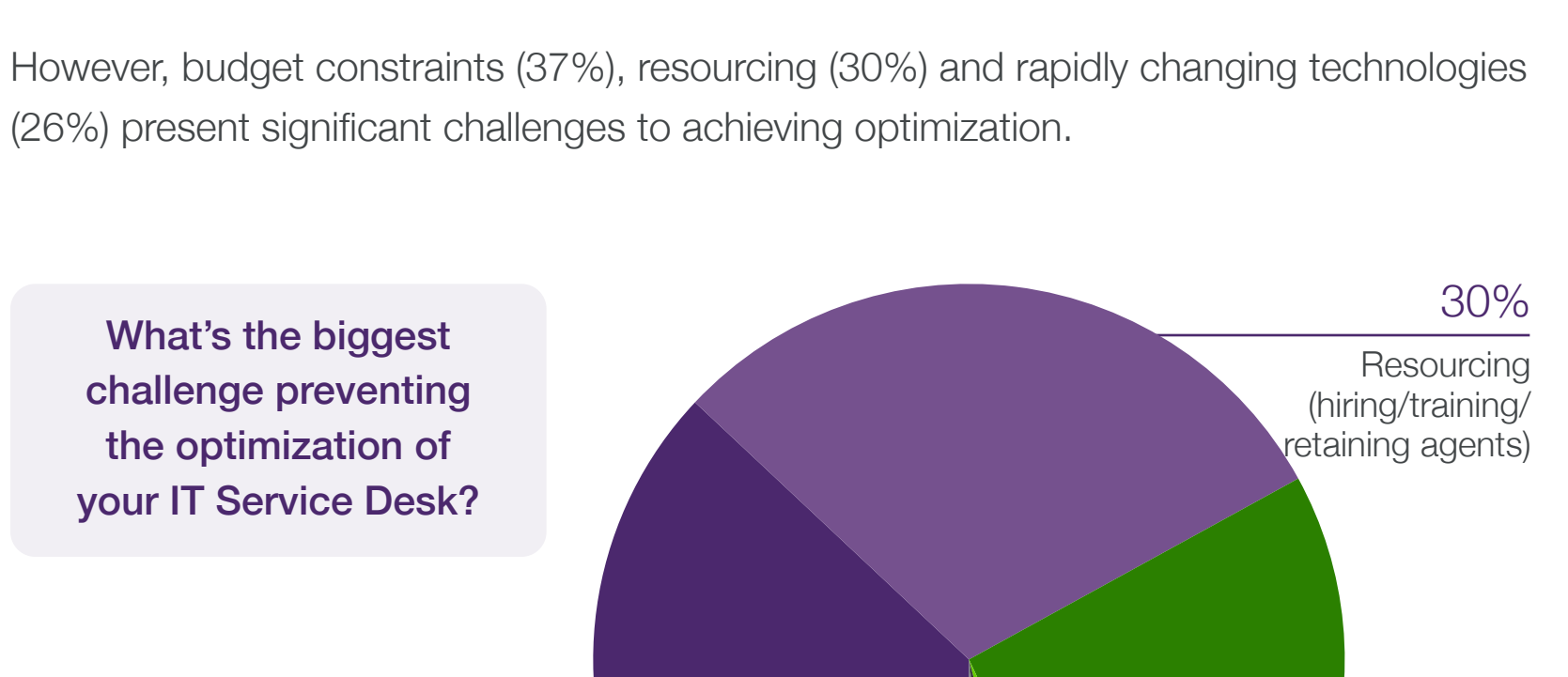
**How did the downtime cost compare to the year prior?**



## IT leaders plan to spend more on IT Service Desk enhancements in 2022, but myriad challenges impede innovation

Nearly half (47%) of respondents say they have 11-20% of their annual IT budget earmarked for IT Service Desk enhancements.

**What percentage of your overall IT budget will be earmarked for IT Service Desk enhancements in the coming year?**

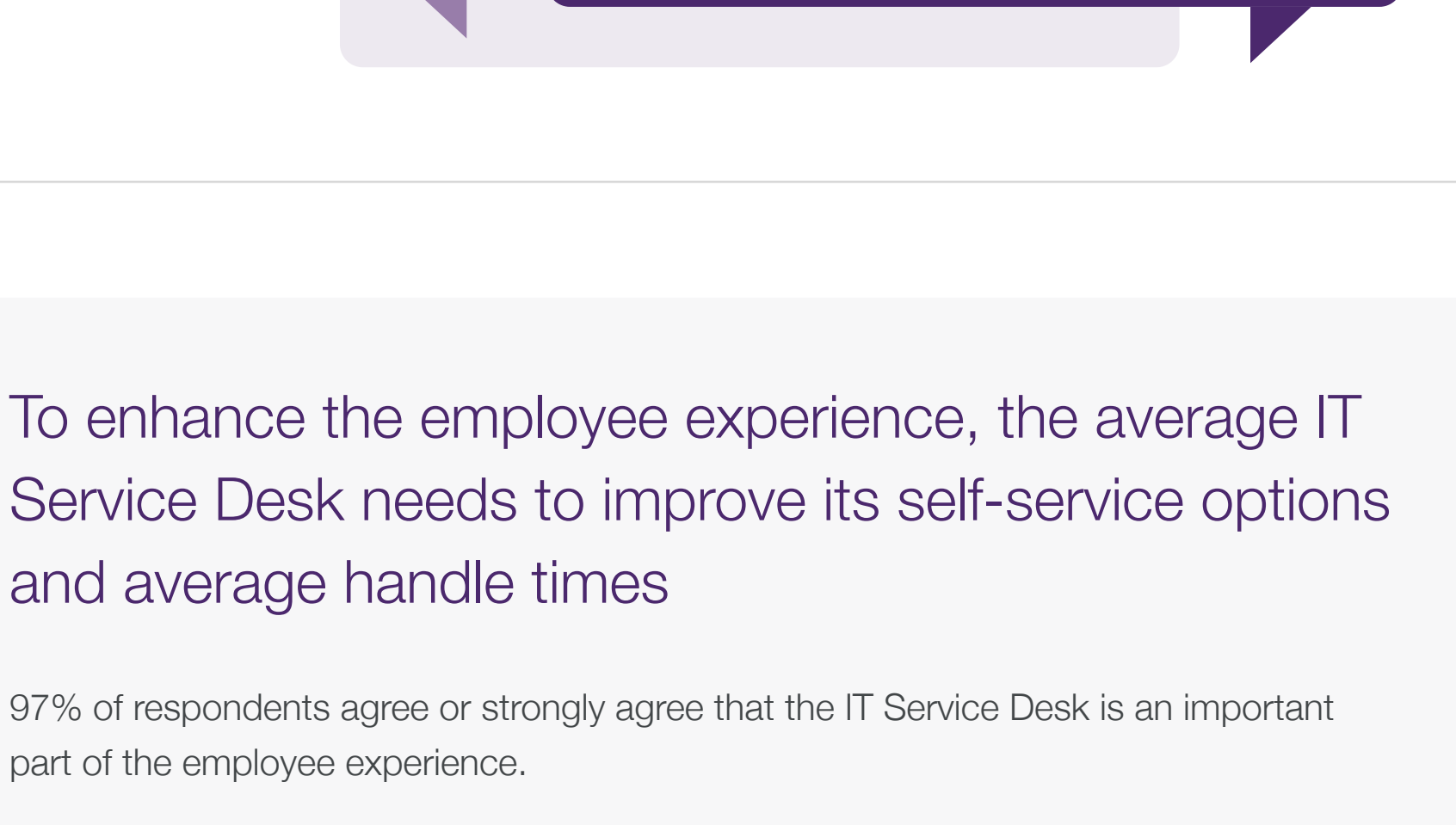


However, budget constraints (37%), resourcing (30%) and rapidly changing technologies (26%) present significant challenges to achieving optimization.

**What's the biggest challenge preventing the optimization of your IT Service Desk?**



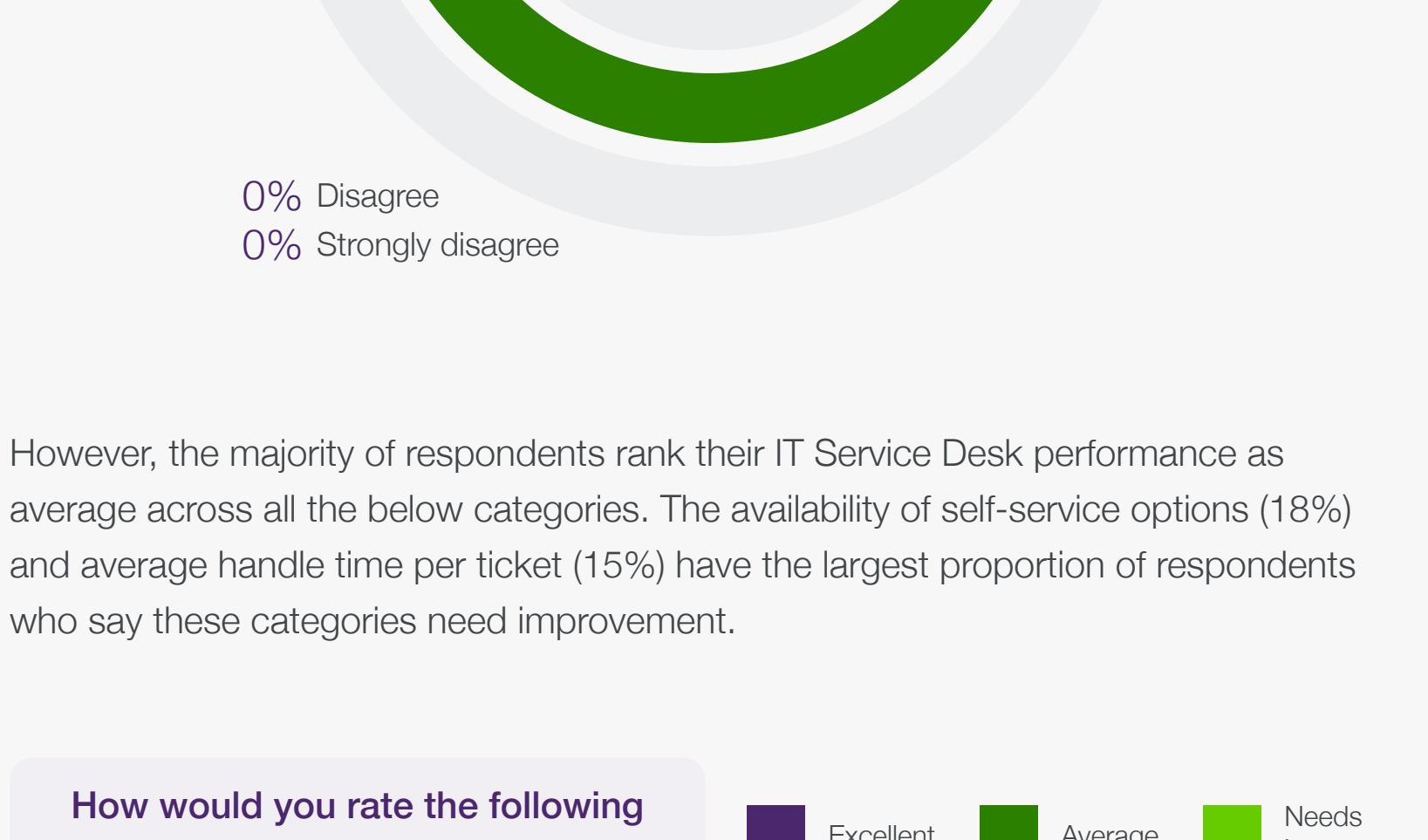
**How do you anticipate overcoming challenges in your 2022 digital CX strategy?**



## To enhance the employee experience, the average IT Service Desk needs to improve its self-service options and average handle times

97% of respondents agree or strongly agree that the IT Service Desk is an important part of the employee experience.

**To what extent do you agree or disagree with the following statement: "IT Service Desk is an important part of the employee experience."**



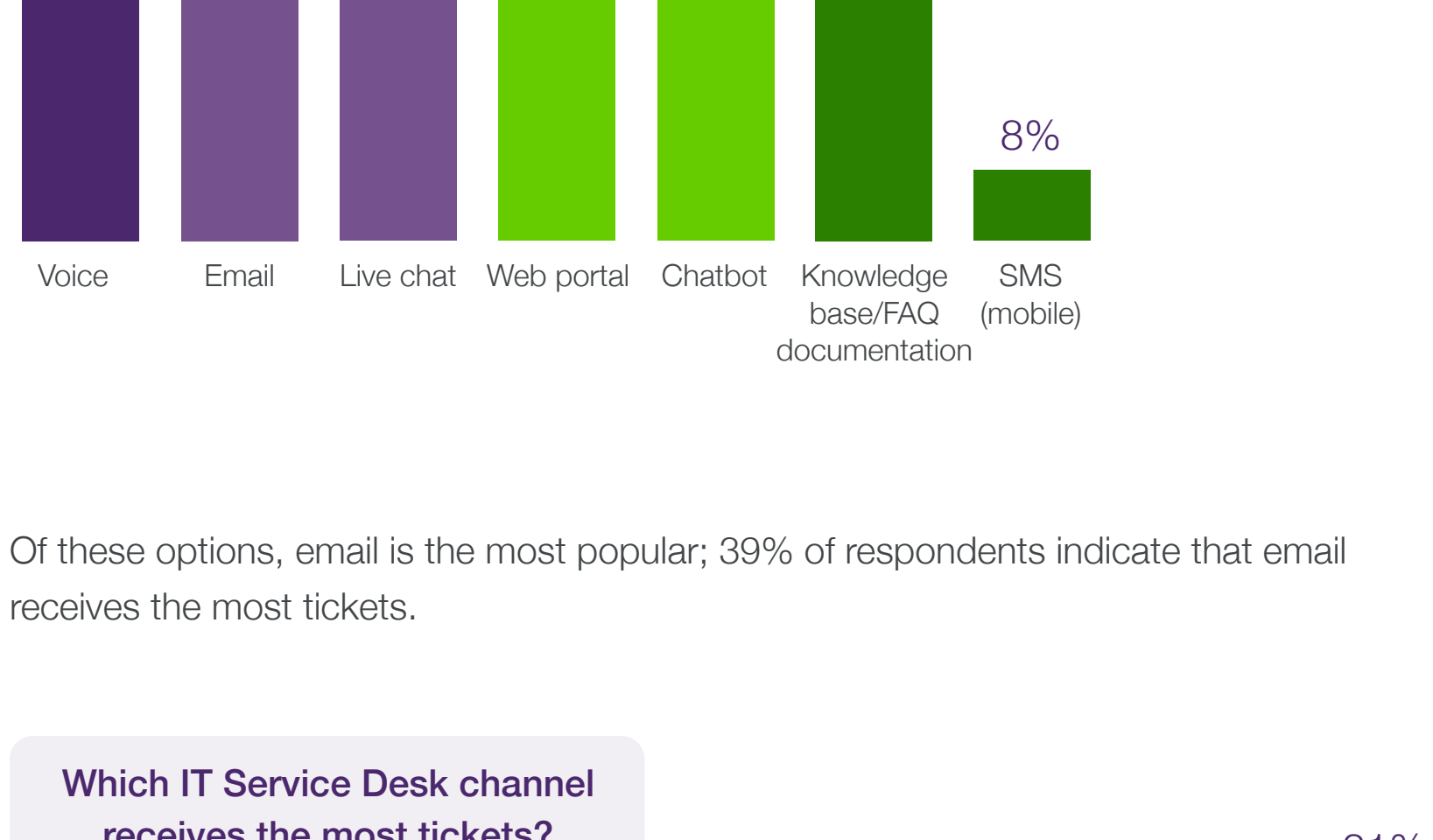
However, the majority of respondents rank their IT Service Desk performance as average across all the below categories. The availability of self-service options (18%) and average handle time per ticket (15%) have the largest proportion of respondents who say these categories need improvement.

**How would you rate the following related to your IT Service Desk?**

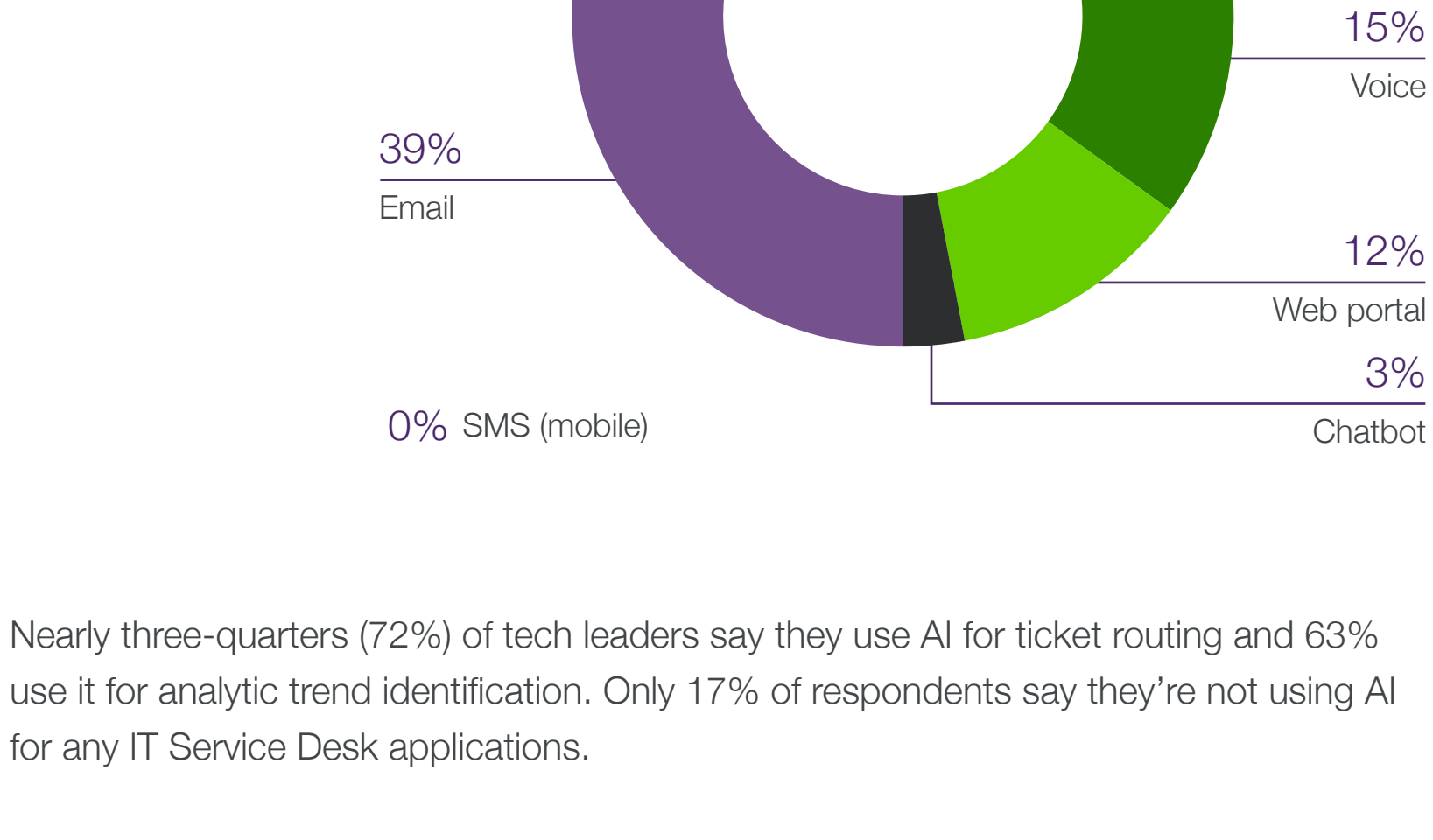


## With email still receiving the most tickets, there is an opportunity for businesses to modernize their IT Service Desk

Voice (87%), email (86%) and live chat (78%) remain the most common channels offered by IT Service Desks.

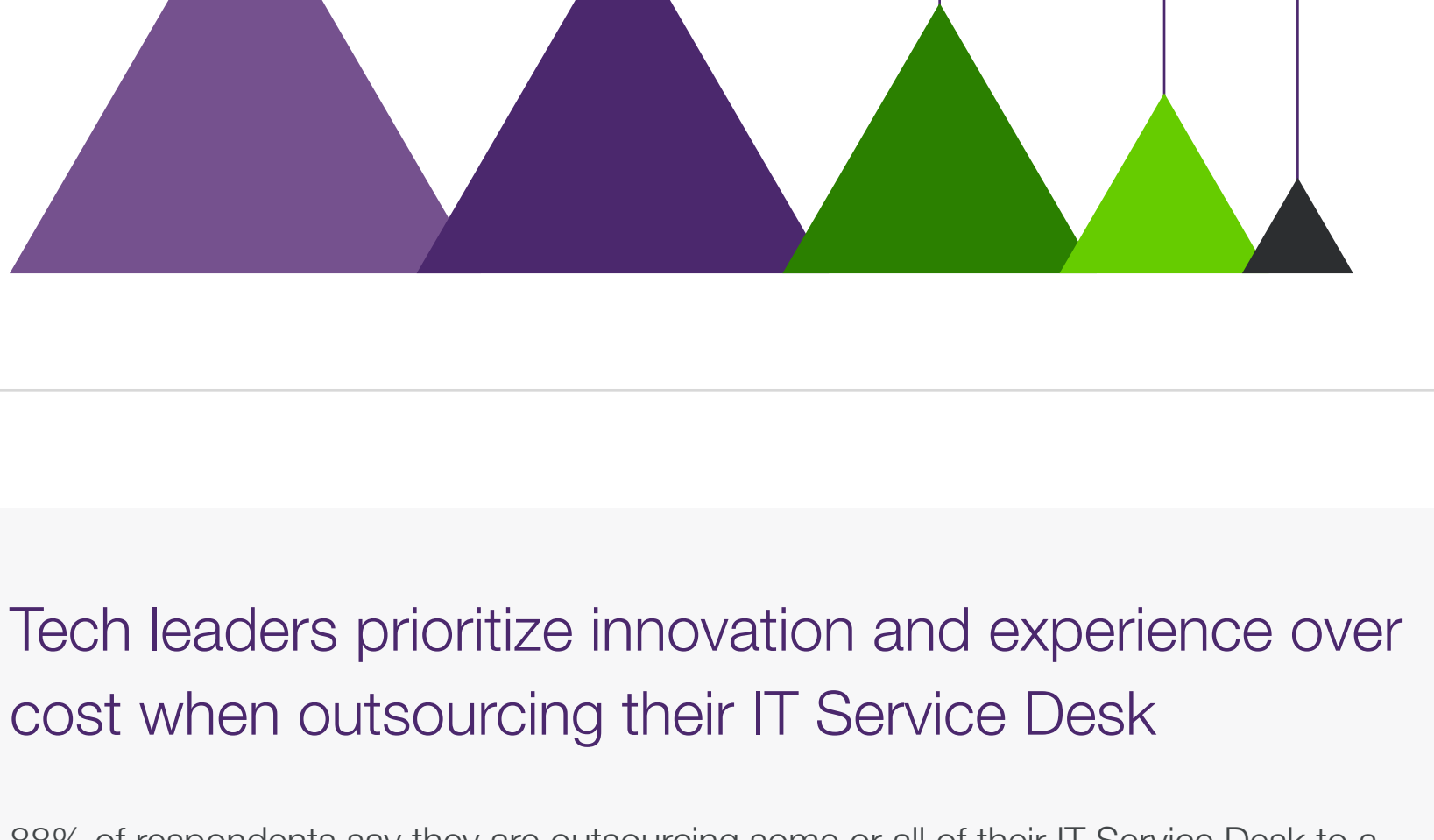


**Which IT Service Desk channel receives the most tickets?**



Nearly three-quarters (72%) of tech leaders say they use AI for ticket routing and 63% use it for analytic trend identification. Only 17% of respondents say they're not using AI for any IT Service Desk applications.

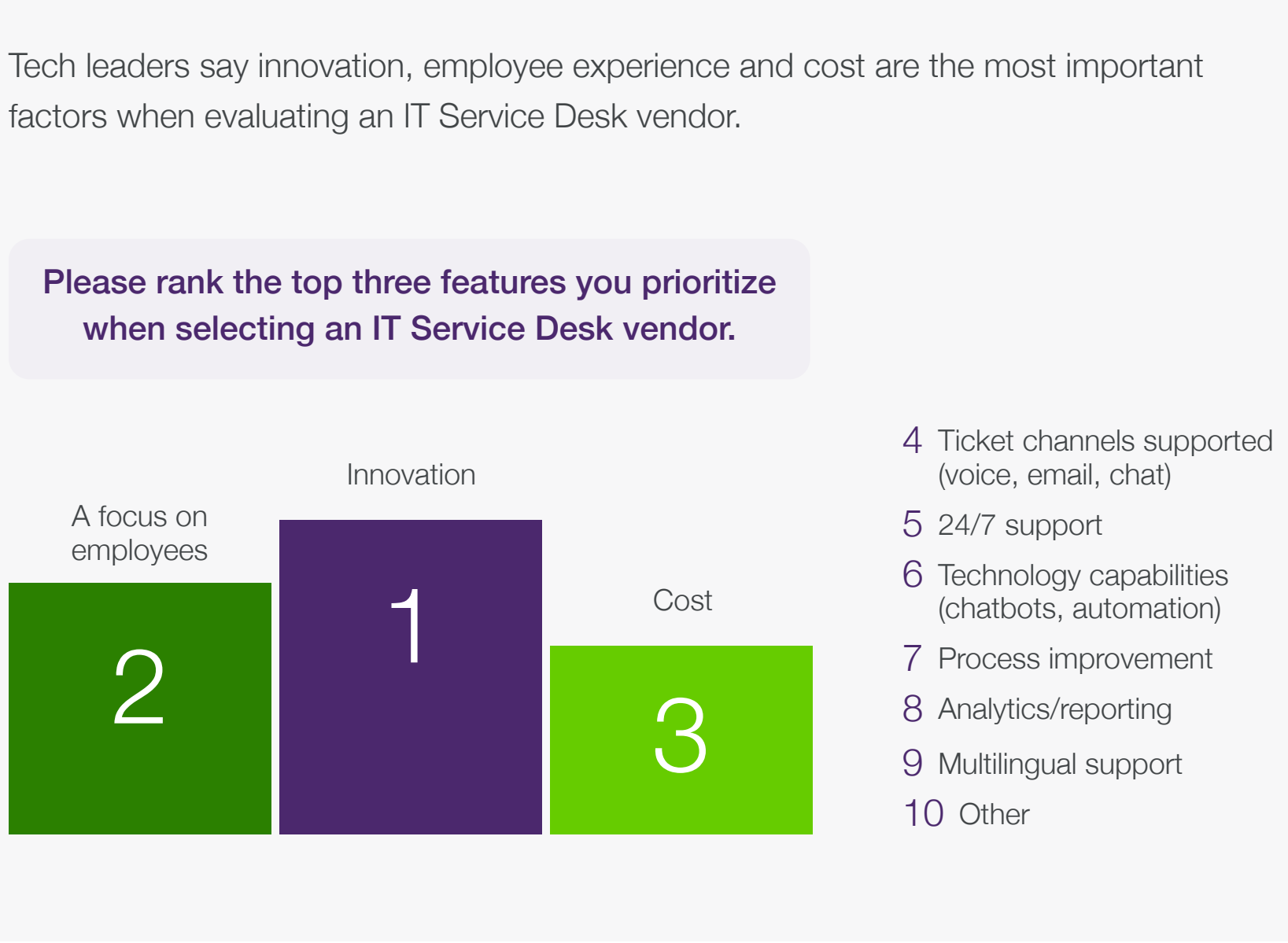
**How does your IT Service Desk leverage artificial intelligence?**



## Tech leaders prioritize innovation and experience over cost when outsourcing their IT Service Desk

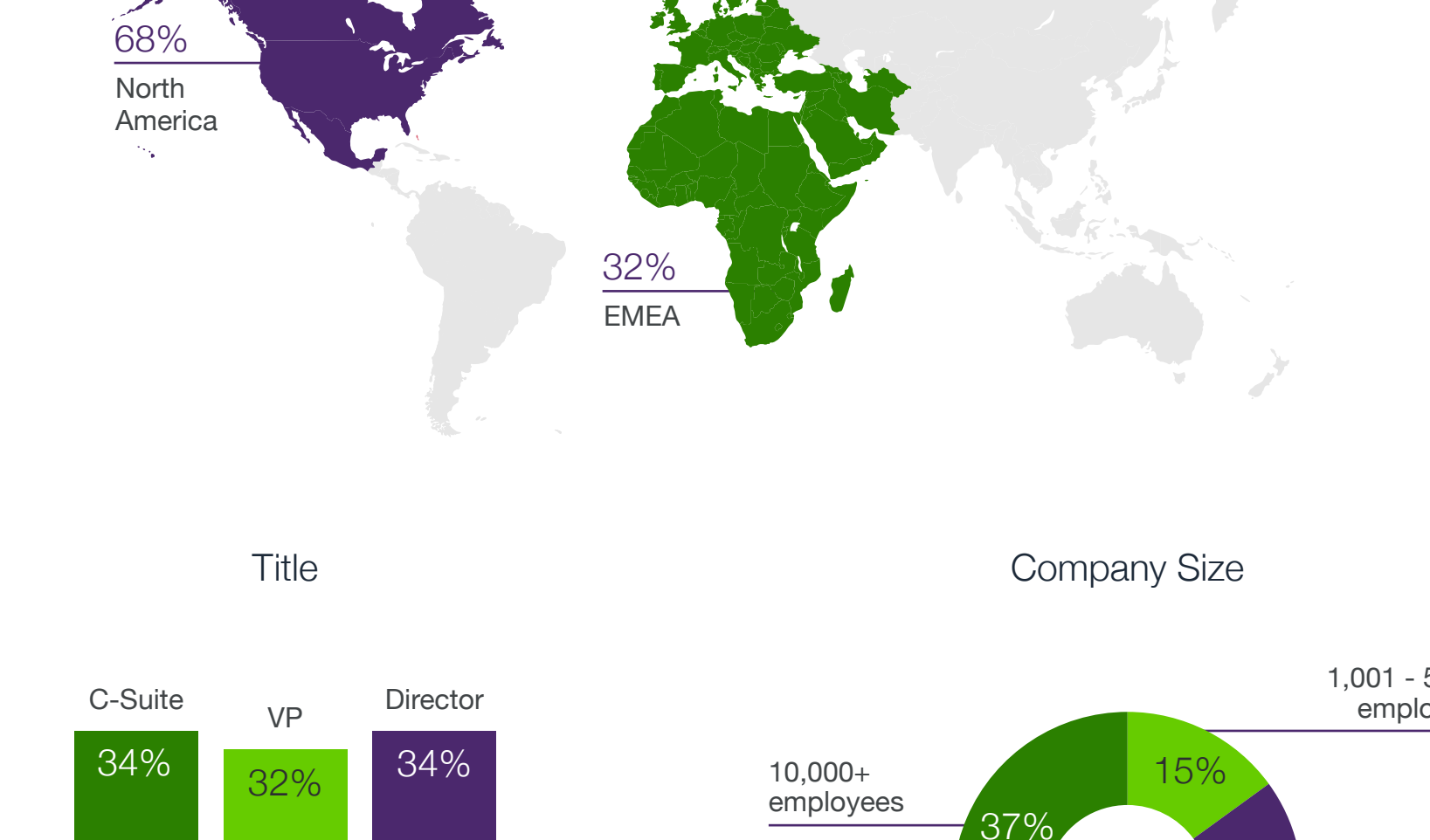
88% of respondents say they are outsourcing some or all of their IT Service Desk to a third party.

**What percentage of your IT Service Desk is outsourced?**



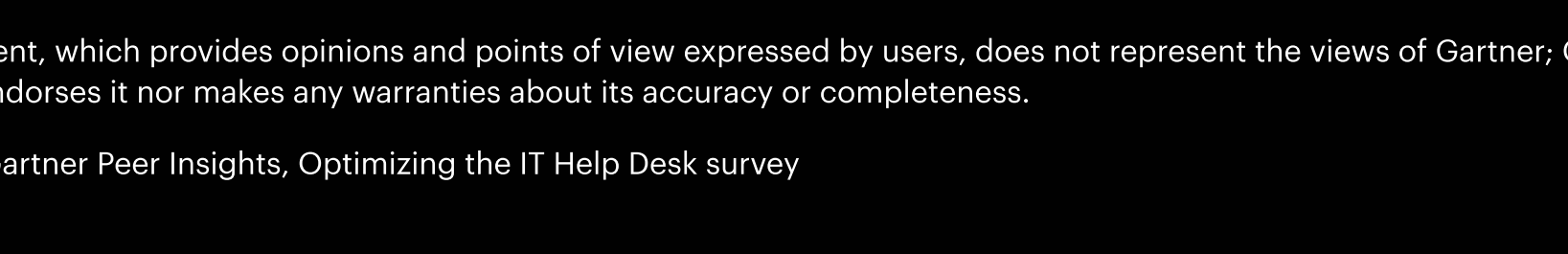
Tech leaders say innovation, employee experience and cost are the most important factors when evaluating an IT Service Desk vendor.

**Please rank the top three features you prioritize when selecting an IT Service Desk vendor.**

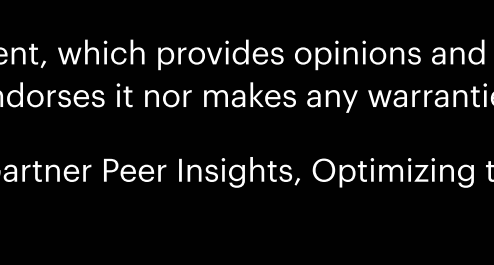


## Respondent Breakdown

### Location



### Title



### Company Size

