



## Case Study: Service Desk Availability at ABB

ABB is a global leader in power and automation technologies. Based in Zurich, Switzerland, the company employs 145,000 people and operates in approximately 100 countries. The firm's shares are traded on the stock exchanges of Zurich, Stockholm and New York. ABB's business is comprised of five divisions that are in turn organized in relation to the customers and industries served.

The CIO Office function is a part of ABB Corporate and have the functional responsible for IS at ABB Sweden. The department consists of the areas Application Competence Center, IS Infrastructure, Projects and Architecture, IS Procurement and IS Functions. Main areas are; integrating the business with IS resources, have active steering and control of IS, have specialist- and competence support and deliver and develop effective IS services.

The present study is focused on the service desk function at ABB. A service desk typically aims at providing end-user IS/IT support by activities such as incident, problem and configuration management. Currently, operations at different ABB divisions and regions employ different service desk systems. The introduction of a unified service desk in the Swedish ABB organization is now being planned. One important aspect of the future system is its availability to end-users; the global nature of the company demands of 24x7x365 availability. One major challenge in providing such service levels is the efficient assignment of staff to the service desk; the right employee needs to be available at the right time.

This study aims to investigate the availability of the future unified service desk at ABB, particularly considering the issue of staff allocation.

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