Lakeside®

Reducing MTTR for IT Support

How continuous data, intelligent analysis, and automation can help streamline support

For every IT help desk, mean time to resolution (MTTR) is a crucial KPI that affects cost, efficiency, and the end-user experience. By leveraging digital employee experience (DEX) data and automation, however, IT support teams can reduce MTTR without having to expand the already-strained help desk, whether it's in-house or outsourced.

Here are five tips to follow to reduce MTTR — even if your IT help desk is in charge of supporting a remote or hybrid workforce.

1. Fill Gaps in Visibility with Data

You can't fix what you can't see. IT support staff can make educated guesses and check for known issues, but running through a checklist can be time consuming and frustrating — for both the support person and the end user who opened the service ticket.

DEX data, collected by a lightweight agent running on the end user's device, can provide a continuous feed of system performance and usage. This complete visibility can save IT support agents the trouble of having to contact the end user to understand and work through the ticket, enabling them to identify root cause faster.

2. Put DEX Data Insights to Use

Collecting device performance and usage data is only the first step. IT support teams need a way of making that data consumable and actionable, eliminating the need to dig through extraneous information.

A data-focused DEX platform can constantly analyze collected data and identify new issues or deviations from previous behaviors. When anomalies occur, a sensor can be activated to highlight exactly what and where an issue has been spotted, helping to distinguish correlation and causation, as well as prioritize issues.

3. Find the Right Person for the Job

In environments with multiple levels of IT support, there is always time wasted routing a new issue to the appropriate Level 1, Level 2, or Level 3 technician. The front-line service desk team needs to work through their checklist before deciding whether an issue should be escalated to L2 support. From there, L2 needs to start its own investigation, often repeating steps, before deciding to escalate again or push it back to L1.

When issues can be identified quickly by leveraging DEX data, the appropriate level of support can quickly be assigned. Integrating sensors with service desk tools, such as ServiceNow, can automatically raise tickets with the appropriate categorization to make sure the right team is dealing with them from the start.

4. Treat the Cause, Not the Symptom

Once the right eyes are on the ticket, the next step is making the data actionable in a way that fixes the problem permanently, so users aren't clogging up the support desk with repeat tickets.

This step links back to the first step (the need for a lot of supporting data). Using DEX data, the support desk can address the cause, not just the symptoms, and identify issues that affect more than a single user. Armed with such actionable insights, they can adopt a proactive approach to IT support, often eliminating the need for end users to open a ticket at all.

5. Automate When Possible

Ask any support desk pro and they'll tell you, with varying levels of frustration, how much of their time is taken up by simple repeated issues. Ideally, these recurring issues would be dealt with automatically at endpoints, without the support team needing to intervene at all.

Automations can reduce the need for a manual IT response to common problems through mass-healing fixes and even self-help engagements (e.g., a desktop pop-up that guides users through a remediation) when sensors are triggered. These automations can be simple or highly customized scripts that are automatically kicked off when certain thresholds are met.

SUCCESS STORY

An enterprise was able to reduce mean time to resolution thanks to a Lakeside Assist automation. By saving five minutes per ticket with remote control — over the course of 1,214 incidents — the service desk team was able to save about 101 hours in a month.

If you have any further questions please contact a Lakeside sales representative at **salesinfo@lakesidesoftware.com**

About Lakeside

Lakeside Software is how organizations with large, complex IT environments can finally get visibility across their entire digital estate and see how to do more with less. For far too long, IT teams have struggled to see what's going on in their dark estate – where costly inefficiencies, poor employee experiences, and unresolved problems hide. Only Lakeside lets you give everyone a better view, so they can see the hidden issues, see the smartest fixes, and see the biggest savings. That's why so many of the world's leading global brands rely on Lakeside. And it's how our customers see an average ROI of more than 250%. Lakeside. Give everyone a better view.™