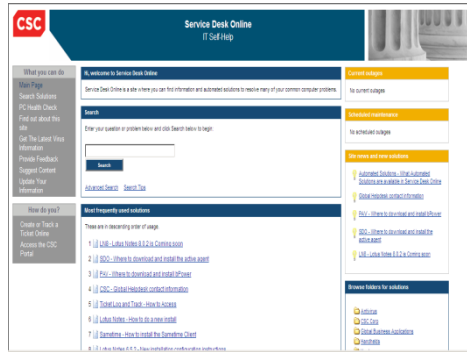




Self Service IT

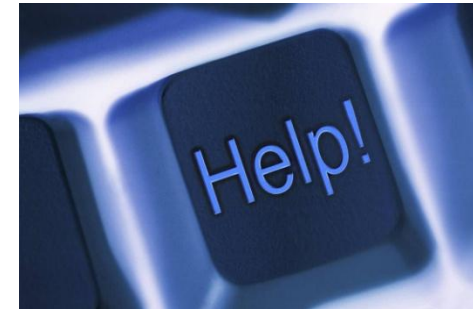
What and Why

Self service is the future channel of choice for IT support, enabling consumers to be self sufficient by using a web single point of entry. Our services include FAQs, automated solutions, computer health checking, ticket logging and tracking, news and outage notification, password management and chat



Process

We provide an holistic, single point of entry for self service IT through a web browser and we market this service through promotion of use at every opportunity. Corporate directive to use self service before service desk is essential to ensure culture change and service adoption



Business Value

- Self service deflects calls from the service desk, provides a service improvement and increases business productivity through less user downtime
- Security policies are adhered to using our password management solution
- Adoption of self service is a key driver for CSC to deliver cost effective, efficient, secure IT support

Deliverables

Self service provides a fully supported managed service with robust back office processes, measures and targets

Customers

CSC has a long experience of Self Service and works with a number of customers in this area



GENERAL DYNAMICS

