



# Service Support Environment/Global Service Desk

## Overview

- The Global Service Desk (GSD) provides warfighters, military components, mission partners, and other federal agencies with a single point of entry for service desk support. The Service Support Environment (SSE) is a centrally managed virtual platform that enables a unified process framework with a single ticketing system, a single service request management system, a single call management system, a single quality assurance plan, and a more robust knowledge-centered support structure.
- In accordance with a Secretary of Defense initiative and Department of Defense guidance, DISA is consolidating 20 geographically dispersed service sites managing more than 108 environments. Geographic site determination will be made by DISA's senior leaders.
- A unified SSE approach enhances the DOD mission partner and user experience by providing:
  - Single mission partner/user self-help portal.
  - Improved end-to-end situational awareness of DOD information technology (IT) capabilities.
  - Stronger defense-in-depth security posture.
  - Improved end-to-end service assurance.
  - Improved request resolution times, status updates, and expertise of the Service Desk Analysts.
  - Lower operational expenses.
- The unified SSE framework/environment makes it easier for Global Service Desk employees to manage call volume and improve the DISA mission partner/user experience by providing:
  - Consolidated and streamlined toolsets, processes, and resources.
  - Improved knowledge-centered support program.
  - Improved order capture tool.
  - Enhanced first call resolution to minimize ticket escalation.
  - Reduction of incidents and increased call avoidance.
  - Increased Service Desk Analyst skill set training.
  - Increased mission partner satisfaction.
- SSE has a predicted cost savings of \$67 million over the FYDP.
- The overall operation of the SSE is the responsibility of the Global Service Desk Management Office (GSDMO), which reached initial operating capability on July 10, 2014.

## Global Service Desk

To reach the Global Service Desk dial 1-844-DISA-HLP (1-844-347-2457) or DSN 850-0032.

DISANet users internal to Fort George G. Meade should dial extension 5-0000.

## On the Horizon

Full operational capability is scheduled for December 2016.