

---

**Service Desk [1]**  
Establish a service desk function, which is the user interface with IT, to register, communicate, dispatch and analyze all calls, reported incidents, service requests and information demands. There should be monitoring and escalation procedures based on agreed-upon service levels relative to the appropriate SLA that allow classification and prioritization of any reported issue as an incident, service request or information request. Measure end users' satisfaction with the quality of the service desk and IT services.

**There are no PSGs published for this topic; however, the topic is under review for future PSGs**

---

Source URL: <http://gta.georgia.gov/psg/book-page/service-desk>