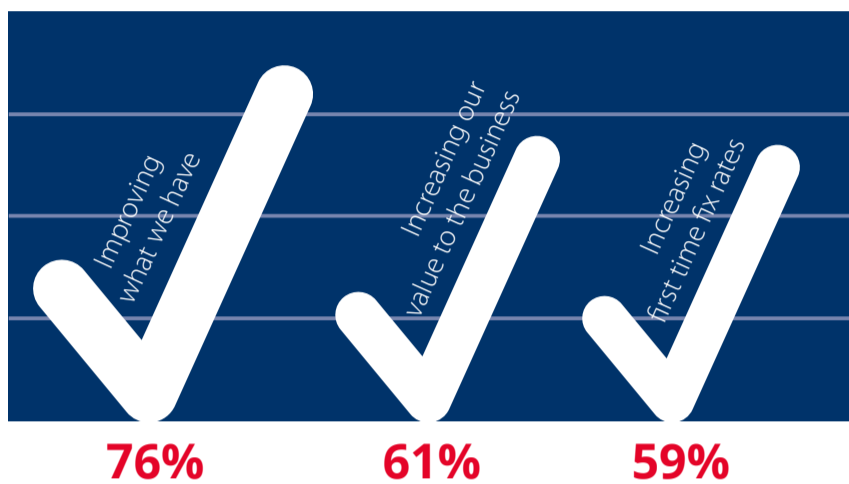


# The UK Higher Education Service Desk Benchmarking Report 2014

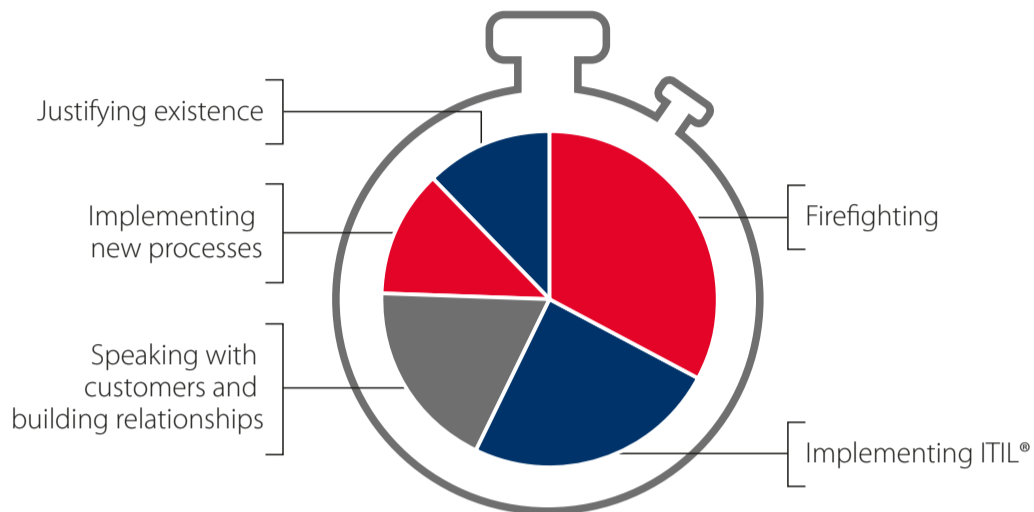


The UK Higher Education Service Desk Benchmarking Report 2014 asked service desk professionals for their views from the frontline. Here are the results.

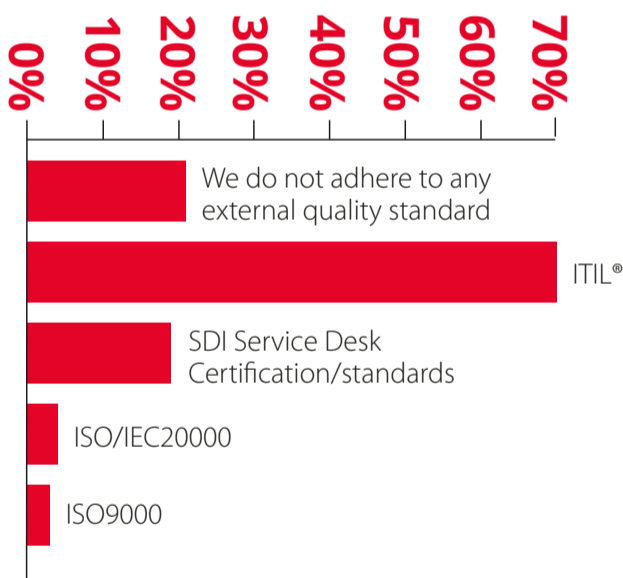
## What are your top 3 priorities for the 2013-2014 academic year?



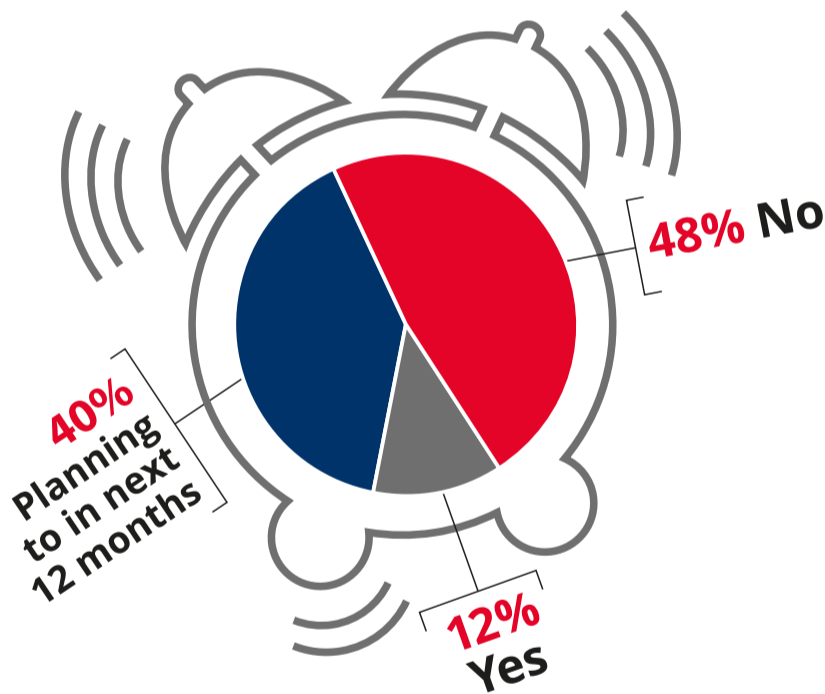
## During the past 12 months, our Service Desk spent most of its time...



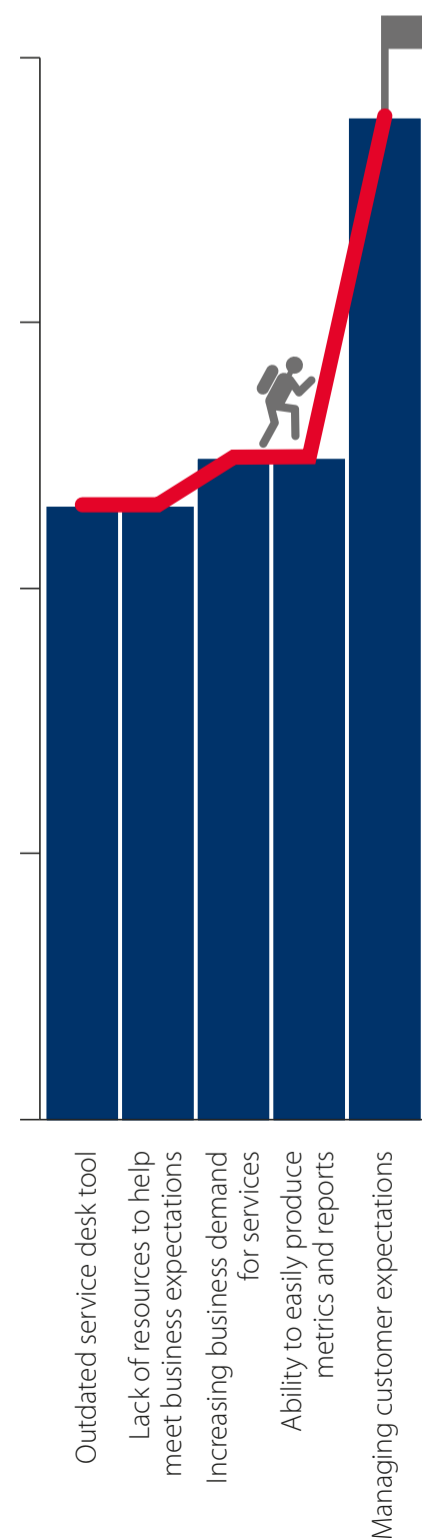
## Which of the following frameworks/standards have you adopted?



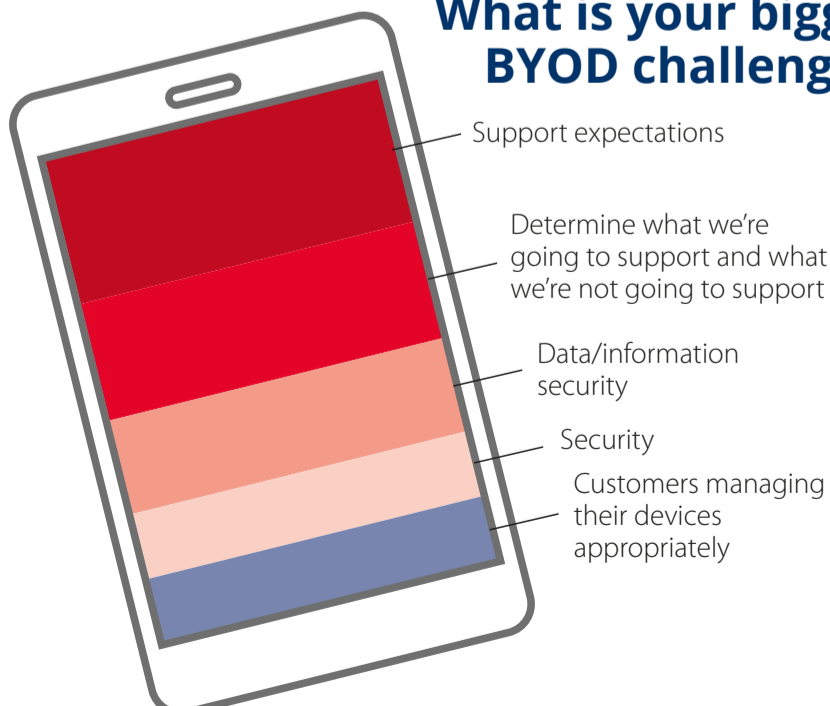
## Do you publish a Service Catalogue?



## Service Desk Managers: What is your biggest challenge?



## What is your biggest BYOD challenge?



## Do you have formal, written SLAs with your customers?