Service Desk Requirements for Cloud Service Providers

With an increasing use of cloud services, cloud service providers are forced to professionalize their service delivery. A service desk supports cloud service providers in this challenge. It can support a professional handling of an increasing number of service requests and it addresses the need for a stronger customer orientation as single and reliable point of contact for customers. Despite the growing importance of a service desk for cloud service providers, research and best practices in this area are still limited. The objective of this paper is to propose a set of requirements for a modern service desk for cloud service providers. Through a systematic literature review success factors for cloud service providers are defined. In a further step, a set of functional and non-functional requirements that contribute to the previously mentioned success factors are derived.

Intellectual Contribution: Discipline-based Research

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