

A man and a woman are looking at a tablet together in an office setting. The man is wearing a purple sweater and the woman is wearing a green shirt. They are both smiling and appear to be engaged in a collaborative work activity. The background shows a bookshelf with various books and papers.

Improving the operational servicing of Belnet (2024 update)

Belnet PoP community forum 28/11

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About me

- Name: Yves Baert
- Belnet history: 15 years @ Belnet
- 5 years in the IT Service Management team (5 people)
- ITSM team has 3 main tasks
 1. Make sure that all processes run smoothly
 2. Managing the Externalised SD NOC
 3. Managing our ticketing system (Service Now)
- Other things to know about me...
 - Like padel, tennis, being on my bike, love travelling (preferably by bike) and am an occasional beer brewer
 - Do not like: all inclusive holidays, walking, ferries & boating holidays.

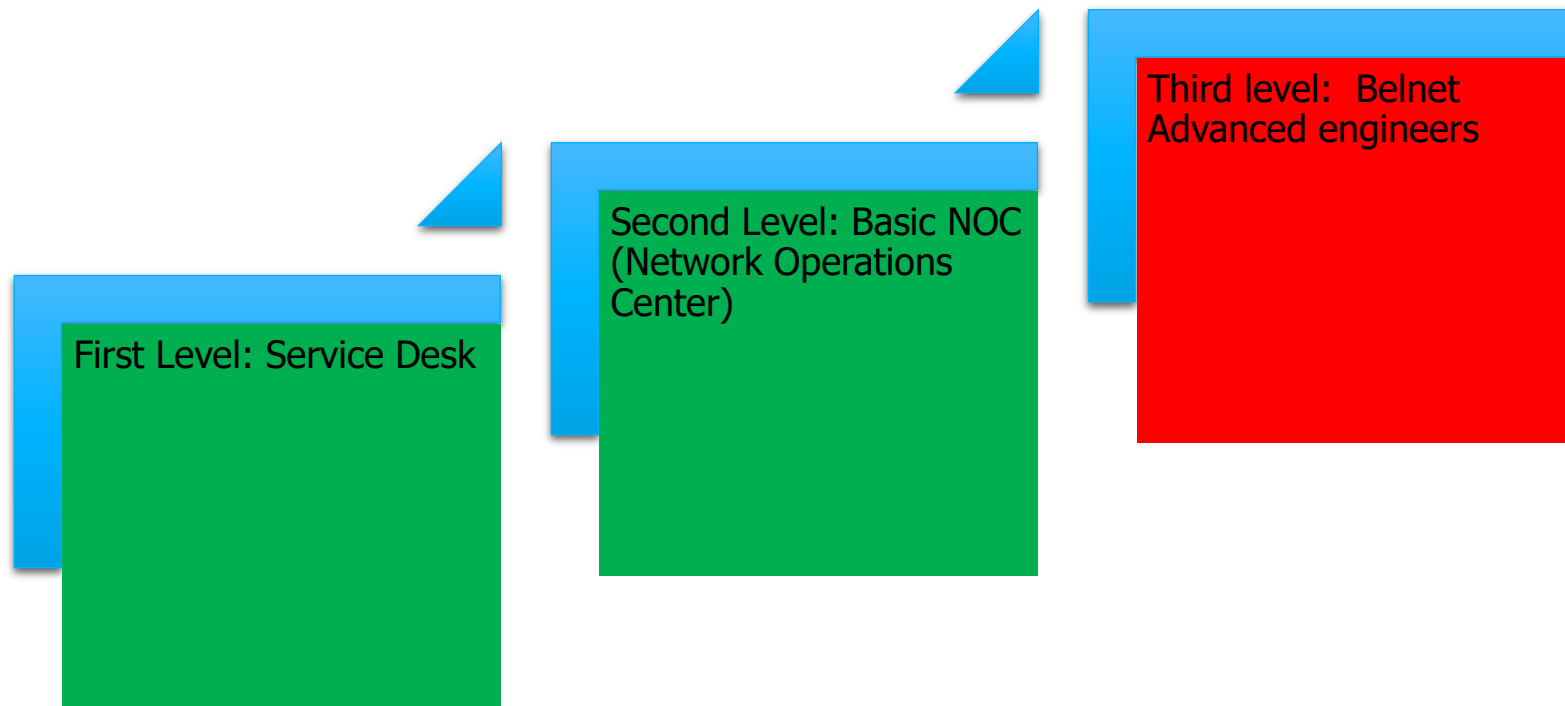
**Are you also sometimes
lost when contacting the
Belnet Service Desk?**



We are working on it and here is an update on the latest status



Current way of working 3 tier system (recap 2023 presentation)



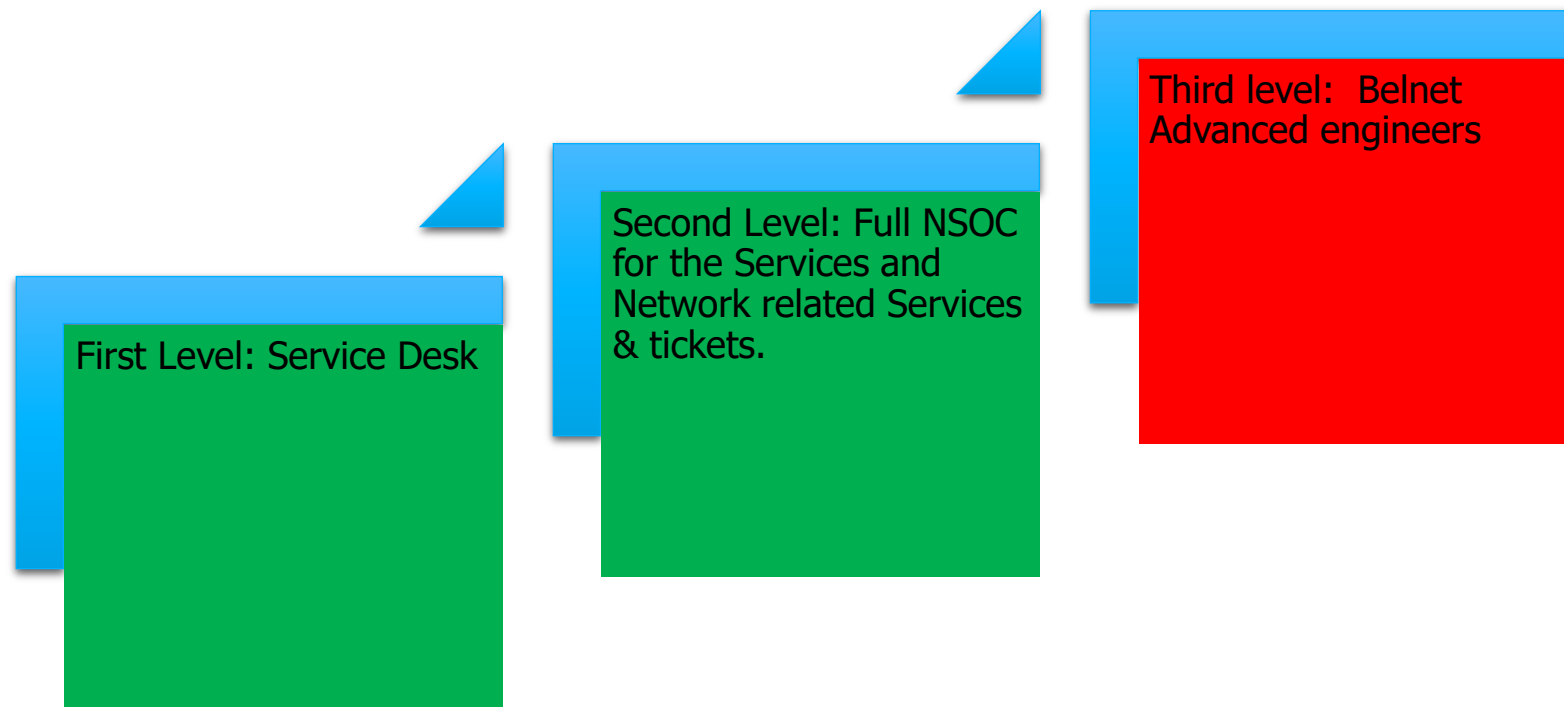
Green = outsourced / Red = insourced

Current situation: SD NOC Challenges: out of balance

- **Overhead:** 3 layers too much for a small organization like Belnet
- **Unbalanced:** Networks team has a second line which the Managed Services team has not
- **Expensive:** all tickets are routed via the Service Desk, including commercial, administrative and invoicing questions
- **Dissatisfaction:** Customers complain about the long road before they get someone on the line to fix their problem



Some history about what we tried (and failed) in 2021: OD BOC



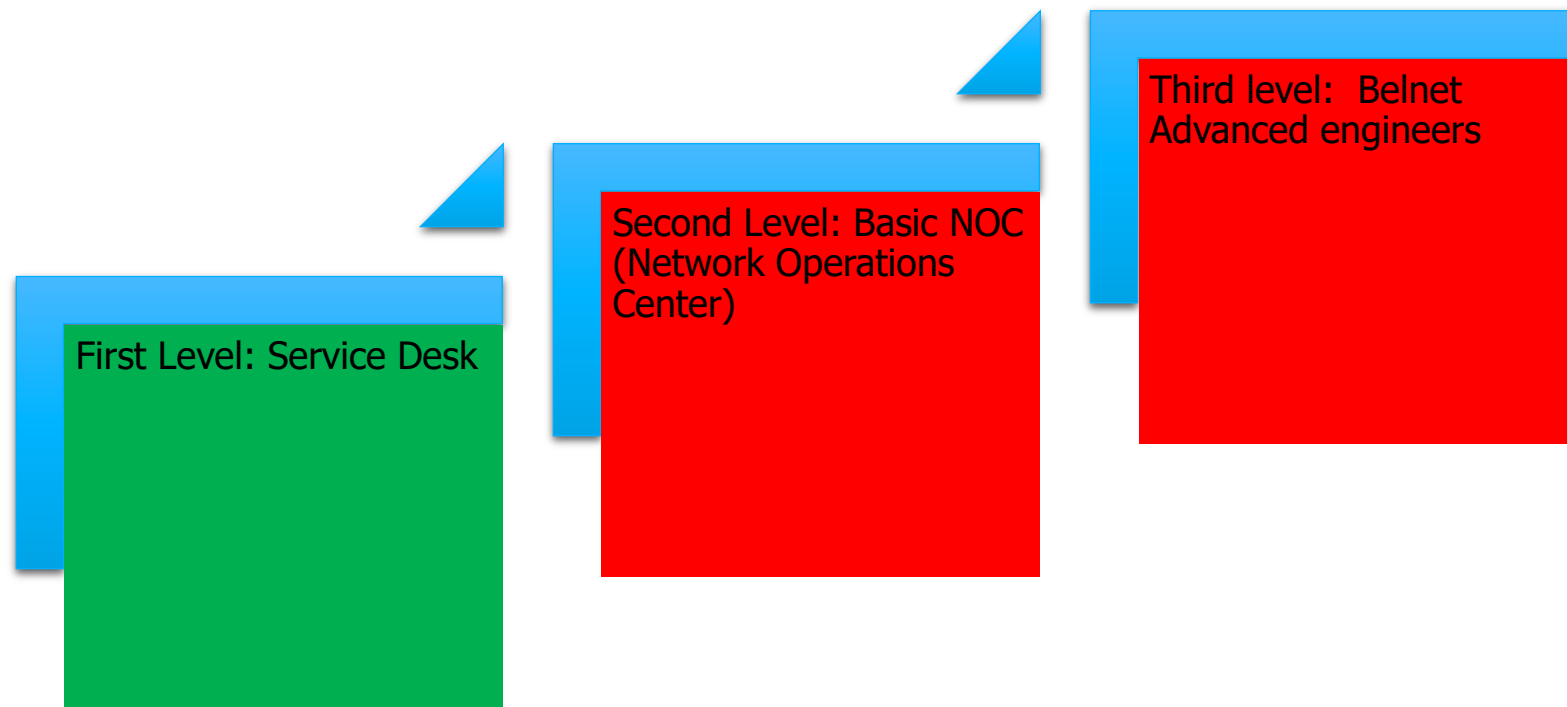
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First Idea OD - BOC Challenges: tried to find balance

- **Overhead:** OK but we have to give up a lot of control
- **Unbalanced:** OK each team gets the same level of externalized service
- **Expensive:** Rolls Royce solution but expensive: Remains an issue (we tried to buy something that was not available on the market)
- **Dissatisfaction:** OK: Customers can have a faster route to expertise in all domains



Enter new vision OD (Operations Desk)



Green = outsourced / Red = insourced

Enter the Operations Desk: balance found

- **Overhead:** OK only 1 externalized layer
- **Unbalanced:** OK each team gets the same level of externalized service
- **Expensive:** OK RFI demonstrated we could purchase this within budget & available on the market
- **Dissatisfaction:** OK Customer run through times shortened (quicker Belneteer involvement)
 - → Internalisation of NOC activities in ITSM & Network team
 - → Essentially going from a 3 to a 2 tier system
 - → Internalisation of Business desk related activities (admin & commercial questions) straight to the Business Units



Why does it take so long?

- Not 100% straight vision what was available on the market
- Needed to get everyone aligned on where we wanted to go (internal change!)
- Long RFP procedures



Targets, actions & dependencies

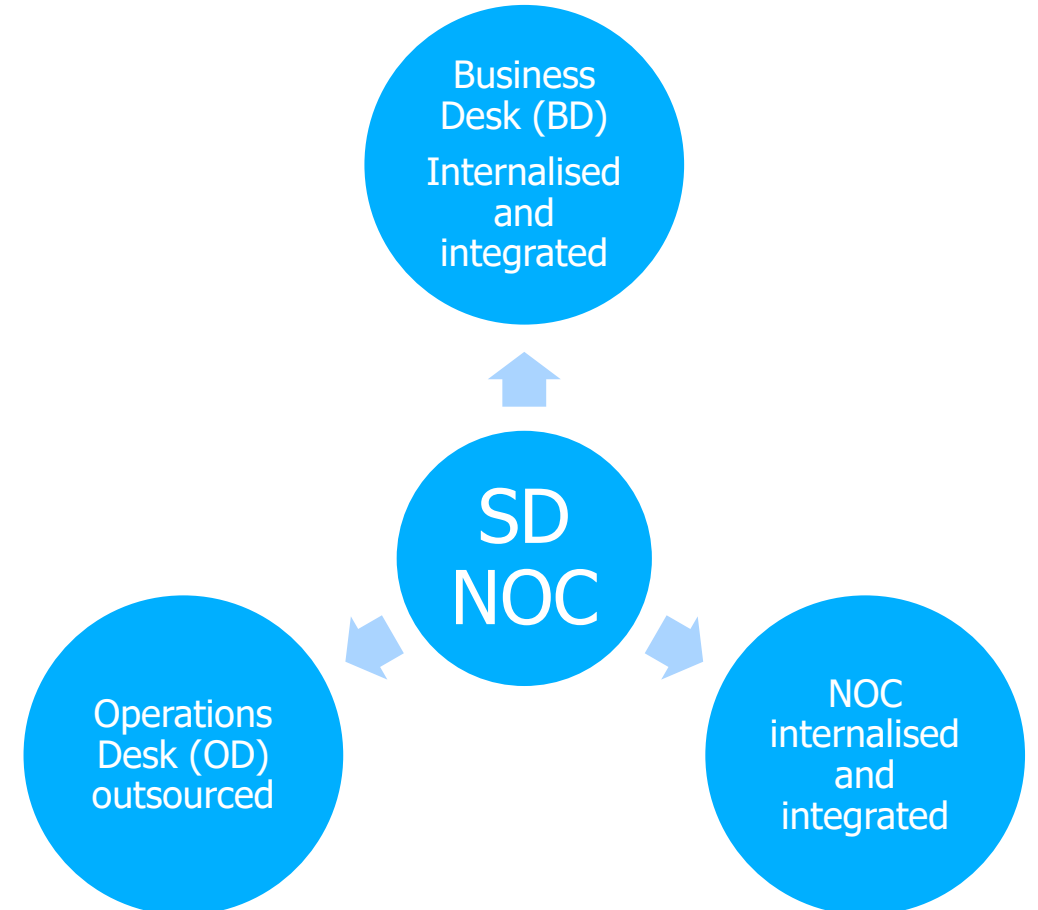
- Service Desk becomes Operations Desk & Business Desk
- Formal NOC (tier 2) disappears and is absorbed internally
- Launching shortened ticket survey on internal and external tickets
- Implement a new way of working
- Looking to an improved portal capabilities

➔ The water is still deep and targets seem far away but we have a track to get there



Project targets

- Aim to take off around 03/2025 with new Belnet support format



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**Are you now on top
of things?**

