



## NEWS RELEASE

### **ServiceSphere® to Host Free Educational IT Webinar Series**

***'Summer Fridays Webinar Series' to be Hosted by ITSM Guru Chris Dancy, Will Cover Help Desk Best Practices, Web 2.0 Trends and Practical ITSM Tips***

**Denver, Colorado – June 10, 2009** – ServiceSphere®, a leading global provider of IT Service Management Solutions, has announced that it is accepting registrations for the free ServiceSphere Summer Fridays Webinar Series, launching on Friday, June 12 at 4pm ET.

For many office workers, summertime means long weekends that begin after lunch on Friday. However, IT managers know their department never really shuts down – early or late.

The ServiceSphere Summer Fridays Webinar Series gives IT teams some much-needed light entertainment to pass away the long Friday afternoons when it feels like the rest of the company is drinking margaritas on the beach:

**Friday, June 12, 2009 4pm ET**

#### **[Does Your Support Desk Need A 12 Step Program?](#)**

A 12 Step program for your staff when supporting your users becomes a codependent nightmare. ServiceSphere will lead us through the process to see how quickly organizations can go from taking calls to obeying demands, and how this disturbing trend can be set straight! A "codependent" is one side of a relationship between mutually needy people. To help "fix" the support function in organizations, band aids like, ITIL, Six Sigma, new staff or even new software are often deployed. This usually leads to more confusion and frustration on the part of the support staff and customers. During this topic we will look at the 12 signs of trouble. For instance, "Do as we say, Not as we do", "Death By Metrics" and "Category Other"! Finally we will reveal the 12 signs of enlightenment. Of course the first step is to admit that we might have a problem.

**Friday, June 26, 2009, 4pm ET**

**[Survey Say! 10 simple rules to transform your surveys!](#)**

Surveys never lie, but they certainly stretch the truth. Let's examine why sometimes surveys are just useless data, and what we can do to turn that trend around to an actionable item. Find out how we can use survey data as a true measuring stick to our department, by first looking at why we bother to even survey.

**Friday, July 10, 2009 4pm ET**

**[How to Select a ITSM Service Desk Software Vendor, and Not Regret it Later!](#)**

Planning committees, budgets, demos, and hyperbole, OH MY! Learn from our years of selling software, the questions to ask, and when to walk away. A bridge from the Saints to the Sinners, let us help you make key decisions and vet your vendors before you sign your service desk life away! Your guide starts with this presentation!

**Friday, July 24, 2009 4pm ET**

**[Support Goes Home: How organizations deal with the number of users accessing technology from home.](#)**

The 1990 United States census showed over 2 million home based workers. Studies by IDC estimate in 2007 this number increased to over 8 million teleworkers. The facts are in, knowledge workers are staying home. The Service Desk has to rise to these new challenges, and the pain is real. Find out how your service centers can adapt as support goes home!

**Friday, August 7, 2009 4pm ET**

**[ITIL in Small Companies!](#)**

ITIL, the savior of the IT community. Well for all of its great features and suggestions, there is a place in this world for ITIL in the small business. Small scale ITIL is a great place to get your feet wet before you have to pay consulting fees to align your business and your IT. See what small companies or large companies can borrow from ITIL to get quick value and get the new religion!

**Friday, August 21, 2009 4pm ET**

**[What happens when you get a Ferrari and you have no Drivers License: Getting the ITSM Tool of your Dreams?](#)**

Getting the 1 Million Dollar or 50 Thousand Dollar Service Desk really is just the start of a journey of transformation, that can be filled with FUD, anxiety and despair. The good news is, there is a way to use your new tools immediately while keeping your eye on the promises of tomorrow on your Service Desk.

**Friday, September 4, 2009 4pm ET**

**[The real cost of First Call Resolution \(FCR\)](#)**

First Call Resolution (FCR) has been found to be the single most important key challenge to improving Customer Satisfaction. The absence of First Call Resolution has been found to account for a minimum of 30% of a call centers operational cost. Unfortunately there is a terrible cost that comes with FCR, THE REOPENED CALL! Find out how to balance FCR with metrics and performance to get to FCR v2, First Call RESULTS!

All webinars are free to attend and open for registration. [To register, visit the events page on the ServiceSphere website.](#)

Everyone who attends an event will be eligible to win a book from the [world renowned IT Skeptic!](#)

The Summer Fridays Webinar Series will be moderated by ServiceSphere's own [Chris Dancy](#), a 20-year veteran of IT consulting and product management.

*"I know what it's like to feel chained to your desk while the rest of the office empties out," Dancy explained. "My goal in hosting the ServiceSphere Summer Fridays Webinar Series is to provide some light, tactical advice to IT support staff to help them get through those long Friday afternoons."*

-ends-

**About ServiceSphere**

With over 20 years of experience, ServiceSphere is one of the most established and respected international providers of IT Service Management solutions, encompassing IT Service Management, Customer Service Solutions and Thought Leadership. ServiceSphere now has over 100 customers around the world. Its headquarters are located in the United States, with offices in the Europe and Asia Pacific.

For further information, please visit our website at <http://www.ServiceSphere.com> or email [media@servicesphere.com](mailto:media@servicesphere.com)

For press inquiries, please contact:

Lourdes Hanson  
ServiceSphere  
2613 Cherry St  
Denver, CO 80207  
Phone: 888 428 3306  
[lourdes.hanson@servicesphere.com](mailto:lourdes.hanson@servicesphere.com)

\* ServiceSphere is a registered trademark of ServiceSphere Software LLC. All other trademarks, registered trademarks or service names are the property of their respective owners.