

The Deloitte logo is positioned in the top left corner. It features the word "Deloitte" in a white, sans-serif font, followed by a small green dot. The background of the entire slide is a dark, abstract digital graphic with concentric circles, glowing green and blue lines, and a central pixelated sphere, suggesting a high-tech or data-driven theme.

Deloitte.

Next Generation Service Desk





The challenges facing today's service desk

The service desk is more than a support function—it is the front door to the user experience and a critical driver of mission performance. Each interaction shapes confidence in IT, workforce productivity, and an agency's ability to keep operations running smoothly. In government, where continuity, responsiveness, and resilience matter every day, the service desk cannot be measured only by ticket closure. It needs to deliver speed, trust, and mission impact.

Some agencies today still rely on legacy support models that are manual, fragmented, and heavily dependent on siloed institutional knowledge. As technology environments become more complex

and user expectations continue to rise, those models may become harder to sustain and more expensive to scale. The results may be familiar: slower restoration of critical services, inconsistent support experiences, unnecessary escalations, and avoidable operational cost.

For government organizations looking to deliver a next-generation service desk, AI is now essential to improving service quality, increasing operational efficiency, and lowering long-term cost. Pairing intelligent automation with human experience can help agencies resolve issues faster, support users better, and continuously improve over time.



The Next Generation Service Desk

Deloitte's Next Generation Service Desk helps agencies move beyond keeping the lights on to enable a smarter, faster, and more mission-aligned support experience. We help clients transform the service desk into a strategic business enabler—one that improves resilience, strengthens workforce productivity, enhances user satisfaction, and enables measurable operational value.

Our approach is anchored in three pillars: **customer first, AI-powered efficiency, and mission value**. AI is the force multiplier across all three. It helps agencies deliver more intuitive user experiences, resolve issues with greater speed and consistency, and scale support without scaling cost at the same rate.





Customer first

A modern service desk should not make users work harder to get help. It should make support easier, faster, and more intuitive from the first interaction. Deloitte's customer-first approach focuses on the moments that matter most in the user journey and applies AI to reduce friction, minimize delays, and improve confidence in support channels.

AI-powered, customer-first outcomes include:

- **Always-on support** that enables users with immediate help through virtual agents and guided self-service;
- **Faster path to resolution** through intelligent triage, intent recognition, and smarter routing;
- **Lower user effort** by reducing transfers, repeat explanations, and confusion about next steps;
- **More accurate answers** through natural-language access to curated knowledge and prior resolutions;
- **More consistent experiences** across chat, portal, email, and voice;
- **More proactive communication** that keeps users informed; and
- **Increased trust in IT** through support that feels responsive, personalized, and reliable.

By combining journey insight with AI-enabled service design, Deloitte helps agencies create a support experience that is easier for users and more effective for the organization. Better routing, faster resolution, and more consistent answers can improve customer satisfaction by helping users reach the right support faster and receive clear guidance throughout the process. Mature AI self-service and chatbot capabilities can also resolve a significant share of routine inquiries before they reach an agent, reducing demand on support teams while delivering a smooth user experience.



AI-powered efficiency

AI-powered efficiency allows the service desk to shift from reactive support to intelligent operations. By embedding predictive analytics, anomaly detection, automation, and AI-curated knowledge into daily service management, agencies can detect issues earlier, reduce manual effort, and resolve more tickets before they become larger disruptions.

AI-powered efficiency helps government service desks to:





Mission value

Mission value remains foundational—but AI now plays a central role in how it is achieved. Standardized processes, transparent governance, and disciplined service management still matter. What changes is the ability to execute them with greater consistency, precision, and scale.

AI-enabled mission value enables:

- **Lower cost per ticket** by automating high-volume, repeatable work;
- **Higher first-contact resolution** through guided triage and better knowledge access;
- **Fewer escalations and handoffs** by resolving more issues earlier;
- **Stronger workforce productivity** by shifting effort from routine tasks to mission-critical support;
- **More consistent service delivery** through AI-assisted workflows and decision support;

- **Sharper performance visibility** across service, experience, and operational data; and
- **Greater long-term scalability** that the workforce can meet sustainably and effectively.

For government, the advantage is not just efficiency—it is endurance. AI-enabled mission value helps agencies improve continuity, empower workers to focus on high-value tasks, and redirect resources toward mission priorities. Agentic AI, AI-assisted triage, knowledge retrieval, and recommended resolutions can help resolve more routine issues through a human-in-the-loop model, reduce operational effort, and improve first-contact resolution over time by helping teams address more issues during the first interaction. Over time, that creates a service desk that is more resilient, more cost-effective, and better equipped to evolve with demand.

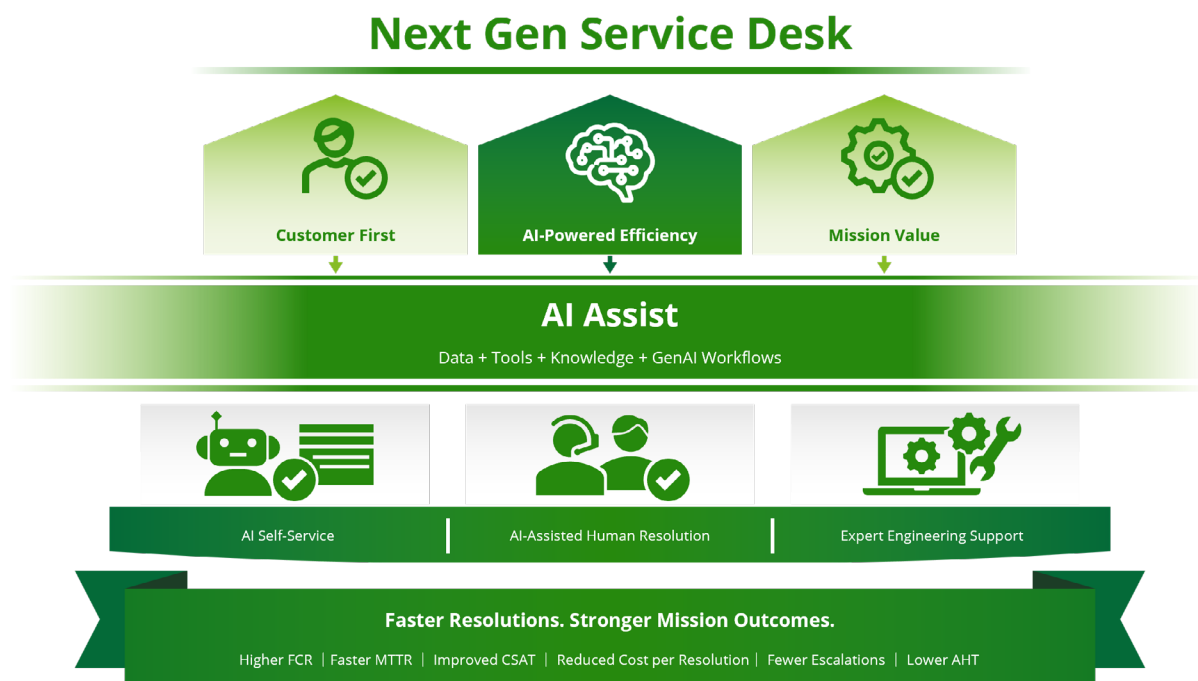




A new AI-enabled operating model

Traditional support models were built for a more manual era, with work organized around rigid tiers, static knowledge, queue-based handoffs, and repeated escalation to resolve issues of moderate complexity. In an AI-enabled service desk, the operating model should be designed around outcomes rather than historical classifications. If first-contact resolution, mean time to resolution, customer satisfaction, and cost per ticket all improve, the label assigned to the agent who closed the ticket matters far less than the result delivered to the user. Deloitte's next-generation model combines automation, curated knowledge, predictive insight, and human judgment to resolve more issues earlier, reduce unnecessary handoffs, and focus the service desk on the goal that matters most: resolved tickets and better mission support.

Figure 1. Next Generation Service Desk Model: The AI-enabled support model connects self-service, AI-assisted human resolution, and specialized engineering to resolve more issues earlier, reduce unnecessary escalations, and improve mission continuity through faster, more consistent support.



The Next Gen Service Desk Model:

- **AI self-service:** virtual agents, chatbots, guided workflows, knowledge search, status updates, and automated request fulfillment
- **AI-assisted human resolution:** human agents supported by AI for triage, summarization, knowledge retrieval, suggested responses, recommended remediations, and faster closure of higher-volume issues
- **Specialized engineering and subject matter experts:** escalation for true exceptions, systemic issues, privileged actions, and highly specialized technical needs

This model changes the economics and experience of service delivery by reducing the emphasis on where work sits in a tiered structure and increasing the focus on how quickly, consistently, and effectively issues are resolved. Instead of bouncing tickets between traditional support layers, agencies can equip agents with the insight, context, and guidance needed to resolve more issues at the earliest practical point. That means faster resolution, lower user effort, reduced after-call work, stronger first-contact resolution, improved customer satisfaction, and better use of institutional knowledge. It also creates a more effective workforce model in which AI frees human agents to focus on complex issues, judgment-based decisions, and mission-critical support. These results vary by current-state maturity, ticket mix, knowledge quality, automation scope, and adoption discipline, but they illustrate the measurable outcomes agencies can reasonably expect when AI is embedded into the operating model rather than treated as a stand-alone tool. The result is an improved experience for users, stronger performance for agents, and a more efficient operating model for the agency.



Deloitte's innovative Next Generation Service Desk capabilities

Deloitte brings demonstrated enablers and accelerators to help agencies modernize service delivery and embed AI into day-to-day operations. These capabilities are designed to improve current-state performance while creating the foundation for continuous improvement and long-term value.

- **Operate to Innovate (O2I):** Deloitte embeds innovation into every phase of service desk delivery through a disciplined lifecycle framework that supports transition, operations, and continuous enhancement. O2I helps agencies deliver ongoing business value while keeping pace with change and disruption.
- **Ascend:** Deloitte uses Ascend to embed AI into service management and IT operations. Ascend helps automate routine work, identify patterns earlier, improve predictability, recommend remediation paths, and enhance case handling through data-driven insight and AI-enabled workflows. Powered by Generative AI, it combines data, tools, and knowledge to augment delivery teams and accelerate impact.
- **Certified to Serve:** Deloitte's onboarding and training approach helps enable teams to understand each client's mission, users, business processes, systems, and culture. The result is a workforce aligned to the agency's environment and ready to deliver with quality, repeatability, and agility.

These capabilities are strengthened by data-driven connections across back-office functions such as knowledge management, performance management, and quality management. That integration gives leaders greater visibility into service performance and enables faster, smarter decisions about where to improve. By resolving issues earlier in the support life cycle, agencies can improve satisfaction, increase speed, and free resources for higher-value mission needs.



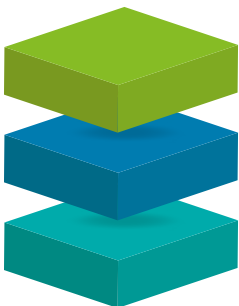
The Deloitte Government & Public Services

Deloitte's Government & Public Services practice brings experience serving federal, state, local, and higher education clients, supported by large-scale infrastructure and operations capabilities. We help clients across the full life cycle of the service desk—from assessment and operating model design to implementation, optimization, and ongoing operations. Our experience spans customer experience, cybersecurity, analytics, AI-enabled operations, and large-scale service transformation.

The result is a Next Generation Service Desk that is AI-supercharged, human-led, and mission-prioritized—designed to enable faster decision-making, stronger operational support, lower avoidable cost, and a better user experience at scale.



Service Offerings



Advise

Deloitte helps clients assess current service desk operations, identify customer experience and efficiency gaps, define the future-state operating model, and prioritize AI-enabled improvement opportunities.



Implement

Deloitte designs, builds, and deploys broad next-generation service desk solutions, including AI-assisted workflows, automation, analytics, knowledge modernization, and platform enablement.



Operate

Deloitte delivers ongoing operational support with capabilities spanning staffing, service management, platform operations, performance improvement, and continuous innovation. Operate helps make that delivery model more intelligent, efficient, and scalable from day one.

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