SPoC Checklist for IT Service Management

Companies use this checklist to verify whether the key organizational, procedural, and technical requirements for a functioning Single Point of Contact are met.

1. Analyze Request Types

☐ What types of incidents, service requests, inquiries, and change requests are received on a regular basis?

☐ Through which channels do these requests currently reach IT?

☐ Where do duplicate reports, delays, or unclear responsibilities arise?

2. Define Central Inbound Channels

☐ Which channels are officially part of the SPoC?

☐ Is there a self-service portal, a central email address, or a hotline?

☐ Are all inbound channels consolidated in the ITSM system?

☐ Are coverage and disaster recovery ensured?

3. Define roles and responsibilities

☐ Who receives new requests?

☐ Who performs the initial diagnosis and provides the initial solution?

☐ When is the request escalated to second- or third-level support?

☐ Who is responsible for escalations, service levels, and process quality?

4. Establish ticket categories

☐ Are incidents, service requests, problems, changes, and events clearly distinguished from one another?

☐ Are there understandable categories and subcategories?

☐ Can affected services, locations, systems, and users be clearly assigned?

☐ Are unnecessarily complex selection options avoided?

5. Define prioritization

☐ Are urgency and impact assessed separately?

☐ Is there a binding priority matrix?

☐ Are criteria defined for critical and business-critical incidents?

☐ Can users not set the priority themselves in an uncontrolled manner?

6. Define service levels and escalations

☐ Are response and resolution times defined?

☐ Are there different service levels based on priority or service?

☐ Are functional and hierarchical escalation paths documented?

☐ Are impending SLA violations automatically detected?

7. Enable First-Contact Resolution

☐ Does the service desk have sufficient information and permissions?

☐ Are there step-by-step guides, standard responses, and knowledge base articles?

☐ Can common inquiries be resolved directly during the initial contact?

☐ Are recurring solutions systematically documented?

8. Standardize communication

☐ Do users receive a confirmation of receipt?

☐ Are status changes, follow-up questions, and delays communicated clearly?

☐ Is it clear when and how often users are informed?

☐ Are technical terms avoided in communications with users?

9. Configure the ITSM system

☐ Are all requests documented centrally and in a traceable manner?

☐ Does the system support automatic assignments and workflows?

☐ Are SLAs, escalations, and notifications technically implemented?

☐ Are there dashboards for workload, quality, and open tickets?

10. Define Key Metrics

☐ Are first-time resolution rates and escalation rates measured?

☐ Are response time, resolution time, and SLA compliance visible?

☐ Are reopened tickets and recurring issues analyzed?

☐ Is user satisfaction regularly tracked?

11. Prepare Staff and Users

☐ Have service desk staff received technical and communication training?

☐ Do business departments understand their roles and responsibilities?

☐ Do users know which channels to use to contact the SPoC?

☐ Are parallel and informal contact channels consistently reduced?

12. Launch operations in a controlled manner

☐ Was the SPoC initially tested in a pilot area?

☐ Have typical error cases and exceptions been taken into account?

☐ Are there designated points of contact for the launch phase?

☐ Is feedback from users and support teams documented?

13. Continuous Improvement

☐ Are tickets regularly reviewed for recurring causes?

☐ Are insights incorporated into knowledge management and problem management?

☐ Are categories, workflows, and service levels regularly reviewed?

☐ Are there fixed review dates for key metrics and improvement measures?

Quick Check: Is the SPoC ready for deployment?

A SPoC is generally ready for use when requests are centrally captured via defined channels, clearly classified, prioritized according to fixed rules, and processed in a traceable manner. Roles, service levels, escalations, and communication channels must be documented and technically mapped within the ITSM system. Only through regular evaluation and continuous improvement can a central intake channel become a high-performing SPoC.