Self-Service Portals for End-User Empowerment

Design and deployment of a self-service portal that empowers end users to submit requests, track status, access knowledge articles, and resolve common issues independently, improving user satisfaction while reducing service desk workload.

PRACTICE

Service Management and Automation

CLIENT PROFILE

Enterprise IT organization seeking to reduce service desk ticket volume by providing end users with intuitive self-service capabilities for common requests and information access

Challenge

- End users calling or emailing the help desk for routine requests that could be self-served
- No centralized portal for service requests, status tracking, and knowledge access
- Service catalog is either nonexistent or too complex for end users to navigate

Approach

- Design intuitive service catalog with categorized request types and plain-language descriptions
- Implement automated fulfillment workflows for common requests (access, software, hardware)
- Build searchable knowledge base with guided troubleshooting for common issues
- Deploy request tracking with automated status notifications and SLA visibility

Typical Outcomes

- Reduced service desk ticket volume through self-service deflection
- Improved end-user satisfaction with instant access to services and information
- Faster request fulfillment through automated workflows and approvals

Procurement Paths

- GSA MAS for portal design and implementation services
- NASA SEWP V and SEWP VI for service management platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft
- Atlassian

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.