ANU SERVICE DESK PROJECT UPDATE

May 2013

Project update
More groups will transition to the new IT Service Desk tool during May. These include the College of Business and Economics (CBE); College of Arts and Social Sciences (CASS); Research School of Physics and Engineering (RSPE), and the Teaching & Learning Commons Support Services (TLCSS).

A number of IT Groups not yet using the new IT Service Desk tool participated in familiarisation sessions with the tool in preparation for their migration. A series of workshops with participants representing College/School IT groups and key ITS staff will also be conducted with the aim of finalising the IT Service Management (ITSM) process documents. These documents define uniform workflows and procedures in support of the new IT Service Desk.

Phase one of the project is on track for completion by June 28.

Project overview
The ANU Service Desk Project will deliver a single coordinated IT Service Desk using a common Information Technology Service Management (ITSM) tool to the ANU community. The goal for the Service Desk is that 75% of IT-related incidents/calls will be resolved at the first point of contact.

Currently, ANU has more than 16 separate client service and helpdesk functions providing a support service to over 28,000 users across many sites. The ANU Service Desk Project aims to develop a single Service Desk that will provide the staff and students of ANU with an enhanced level of service and foster a service-oriented culture through the use of standardised policies and procedures.

The ANU Service Desk will make use of best practice initiatives including a single telephone number; utilisation of a single service template; the development of a shared knowledge base, and a configuration management database.

Communication channels
(at varying times throughout project):
> Project webpages
> Face-to-face meetings, including CIO Quarterly updates
> IT Project Roadshows
> Information Technology Services website feature box
> Current student and/or staff website feature box
> The Link ITS newsletter
> ANU Billboard
> ANU Library Infoscreens
> ANU student residence Infoscreens
> ISIS login screen message
> Wattle login page
> A3 posters
> A5 flyers
> ANU and Library Facebook, Yammer and Twitter

itservices.anu.edu.au/projects/updates/anu-service-desk

Project liaison: Anne Kealley and Michelle Mousdale
Communication support and artwork: Cathie Gough, Hayley Calderwood and Byron Carr