ANU SERVICE DESK PROJECT UPDATE

June 2013

Project update

Areas are continuing to transition to the new Service Desk tool, ServiceNow, in June and into July, including Research School of Psychology (RSP), National Centre for Public Awareness of Science (CPAS), Research School of Astronomy and Astrophysics (RSAA), Wattle Business Support Group (BSG), Research School of Earth Sciences (RSES), Mathematical Sciences Institute (MSI), Fenner School of Environment & Society, Research School of Chemistry (RSC), College of Engineering & Computer Science (CECS) and National Security College (NSC).

One of the main objectives for the first phase of the Service Desk project was to deliver IT Service Management (ITSM) processes and documentation. This was achieved through extensive discussion and successful two-way engagement. Developed through UXC Consulting, in consultation with the ITS Executive Team and the Project Working Group, these documents include:

- change management process
- knowledge process
- problem process
- service requirement management process
- service asset and configuration management process (SACM)

The development of these processes is a major milestone for the project and a positive example of cross unit collaboration.

A single phone number (x54321) for the ANU Service Desk is the goal in the short term future, as well as a single email address and new uniforms for the team. Scoping for phase two has already commenced while the areas complete transitioning to the new tool ServiceNow. The main target for phase two will be to retire the old DoI Helpdesk tool, RightNow.

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):

- IT Project Roadshow
- Face-to-face meetings, including CIO Quarterly updates
- 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

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