ANU SERVICE DESK PROJECT UPDATE

July 2013

Project update

On Monday 1 July, the new single phone number for IT support at ANU was launched—54321. This activity was one of the final key deliverables of the project. The previous number—59666—will be decommissioned after the end of semester 2, 2013.

Training is also continuing for staff who have transitioned to the Service Desk tool, ServiceNow.

One of the remaining activities for Phase 1 is defining the arrangements for a virtual level 1 Service Desk function. This will enable IT service desks across the University to share service provision and provide backup to cover staff absences. This will also enable the sharing of knowledge, as jobs will be accessible in all support areas across the University. A discussion paper on the formation of a virtual level 1 Service Desk is currently out for comment.

Discussions regarding the potential scope of Phase 2 of the Service Desk project are also underway. If you are interested in contributing to the virtual Service Desk paper or the scope of Phase 2, please contact either the Project Director—Anne Kealley, or the Project Manager—Michelle Mousdale as soon as possible.

One of the expected goals of Phase 2 will be to finalise the consolidation of other helpdesk systems. Other factors to be considered are the requirements of the Colleges and the need to retire legacy systems such as RightNow (the old DoI Helpdesk System). A project proposal for Phase 2 will be developed in the near future and put forward to the University Information Communications and Technology (UICT) Governance Committee for approval.

Communication channels

(at varying times throughout project):

- IT Project Roadshow
- Project webpages
- 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

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