ANU SERVICE DESK PROJECT UPDATE

August 2013

Project update
Scoping for phase two of the ANU Service Desk project is continuing throughout August and September, while enhancements to ServiceNow are in the process of being implemented. These include text changes for job notification templates, improvements to the knowledge article in the system for Service Level Agreements (SLAs) relating to incident notifications, and lastly, how users can request future changes to ServiceNow.

A tip for people using the ANU Service Desk—When adding people to the watch list of a job, type their full name using the magnifying glass icon. Do not type the email address, unless the address is external to ANU or a functional address. The system does not match up the login details with the email address.

Did you know? The number of jobs logged in ServiceNow from January - July is 18, 560! Averaged over seven months, that equates to over 2500 jobs logged per month!

For more information, please visit itservices.anu.edu.au/projects/updates/anu-service-desk/

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

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