ANU SERVICE DESK PROJECT UPDATE

September 2013

Project update

Continuous improvement and scoping for phase two remains an ongoing activity for the ANU Service Desk project during September.

The project team continue to examine parameters for a Client Satisfaction survey to collect feedback from clients following the closure of a job in ServiceNow (the service desk tool). Focus groups will be called in October, consisting of staff and students, to gain an understanding of requirements and receive comments.

Did you know?

During August, the breakdown of how people request service desk jobs was via:

<table>
<thead>
<tr>
<th>Method</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-in requests</td>
<td>66</td>
</tr>
<tr>
<td>Email</td>
<td>786</td>
</tr>
<tr>
<td>Web portal (Self Service)</td>
<td>1,179</td>
</tr>
<tr>
<td>Phone (x54321)</td>
<td>1,219</td>
</tr>
<tr>
<td>Total</td>
<td>3,250</td>
</tr>
</tbody>
</table>

54321—the new phone number for the IT Service Desk—is now featured on all signage in teaching rooms, lecture theatres and computer labs across campus, with the help of the team in Teaching & Learning Commons Support Service (TLCSS).

HR and Finance service desk jobs are currently still logged through the old Helpdesk tool RightNow. In order to keep reporting figures separate to IT requests, another two instances of ServiceNow will be created to house the separate data for the two teams. Michelle Mousdale, Project Manager, will begin determining requirements with these areas as to how their jobs are currently logged and if any additional features will be required from the ServiceNow system.

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