ANU Service Desk project communication overview
December 2012

Overview of project
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.

Where is the project up to?
The Functional and User Acceptance Testing concluded on 30 November 2012. This activity tested the features and operational behaviour of the new system. During the week of 3 Dec 2012, numerous University staff attended ‘Train the Trainer’ and ‘System Administration’ courses. These attendees will now be able to educate and train end users and other IT service desk staff throughout the University.

What’s happening next?
The ANU Service Desk Project will be going live via a ‘soft pilot’ with a group of areas from across campus on 12 Dec 2012.

Communication channels
(at varying times throughout project):
> Project webpages (see below)
> 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/Library newsletter — August, September, October, November, and December editions
> 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

For further information:
The most up-to-date details on the ANU Service Desk project are on the project webpages: itservices.anu.edu.au/project-updates/

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