ANU Service Desk project communication overview

April 2013

Where is the project up to?

Following the successful transition of Information Technology Services (ITS) to the new Service Desk tool (ServiceNow) in March, statistics have shown that between 7 March and 1 April, the new ITS Service Desk processed 1,670 jobs! This number represents 49% of all jobs logged since the tool went live on 12 December 2012 in the ANU College of Law, with Medicine and Health Sciences IT team joining on 7 January.

The old DoI Helpdesk tool (RightNow) is still in operation for online assistance with enterprise systems such as ES financials, HR, Student administration, ANU Research Information Enterprise System (ARIES) and the Researchers database. If you require help with an enterprise system please visit itservices.anu.edu.au/online-services/enterprise-systems for information on where to direct your IT support request.

Whats happening next?

More groups will be transitioned to the new Service Desk tool during April, including the Research School of Biology (RSB); Wattle Business Support Group (BSG); IT service desk in Finance & Business Services (F&B); other groups such as the group supporting Alliance in the Information Literacy Program (ILP), Teaching and Learning Commons Support Service (TLCSS), and ITS Security.

Following feedback from users, additional functionality is being established in the new Service Desk tool (ServiceNow). For example, where a job was previously logged from a functional account, it is now logged by an individual who can share the job and editing privileges with multiple users in order to maintain visibility. Job history is also being added to display closed/processed jobs. The project team want to thank those who have sent feedback and encourage all users to continue doing so in order to improve the new Service Desk.

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.

Communication channels

(at varying times throughout project):

- 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/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

Further information

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

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