ANU Service Desk project communication overview

January 2013

Where is the project up to?
The new ANU Service Desk software tool went live via a ‘soft pilot’ with the College Of Law on 12 December 2012, and with the John Curtin School of Medical Research, Research School of Population Health and CMBE/CPMS Joint Programs on 7 January 2013. The University has also engaged a specialist vendor to assist in the implementation of key IT Service Management processes in support of the new IT Service Desk.

What's happening next?
During January 2013, more areas from across the campus will join the Pilot. Also during this Pilot phase, the underlying tools supporting the ANU Service Desk will be regularly reviewed and refined.

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/project-updates/

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