ANU Service Desk project communication overview
March 2013

Where is the project up to?

In January 2013, the University engaged a specialist vendor to assist in the development and implementation of IT service processes underpinning the new ANU IT Service Desk.

The first activity was the development of an IT Service Management (ITSM) Future State Blueprint document; a document which describes our target ITSM processes, functions and roles in managing IT services over their lifecycle. This document has been created after review and analysis of current ANU IT strategy documents and interviews with key stakeholders including ITS Associate Directors, ITS Managers, College IT Managers, School IT Managers and College General Managers. The Future State Blueprint is based on global best practice models and aligned with ANU requirements and objectives.

Subsequent work will be the development of a road map that will describe the steps required to transition from the current state to the target ITSM processes described in the Blueprint. Moving to a single coordinated service desk will also require the alignment of common practices in handling IT service requests and IT faults. In February 2013, the vendor conducted a series of workshops with participants representing College/School IT service desk operators, managers and key ITS staff with the aim of defining uniform workflows, procedures and templates as they relate to these ITSM processes. Once finalised the Blueprint will be circulated to key stakeholders.

Whats happening next?

During March 2013, more IT service groups from the Colleges will migrate to the ANU Service Desk tool, ServiceNow. The next round of Information Technology Service Management (ITSM) process workshops will also be conducted during 13-15 March, 2013. These will cover knowledge management, IT change management and service assets / configuration management. This round of workshops is part of a series aimed at defining uniform workflows, procedures and templates as the University moves to a single coordinated IT 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/project-updates/

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