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 development of the ANU Service Desk software, ServiceNow, has commenced with final approval being given to the vendor Statement of Work and Master Licence Agreements on Friday 28 September. In parallel to the software build, the project team is currently in the process of engaging a specialist vendor to develop a number of key strategic documents for the ANU Service Desk Project. It is envisioned that this engagement will be completed by December 2012.

Two new tabs has been added to the ANU Service Desk web page. These include the latest updates and Project Timeline. For information regarding the overall project objectives or schedule, please do not hesitate to contact the ITS Project Team. Their contact details are available via the contacts tab on the ANU Service Desk Project web page.

What’s happening next?

A number of workshops will be commencing across the University with identified Project Stakeholders. The purpose of these workshops will be to ensure that the service needs of each functional area across the University are captured and incorporated into the ANU Service Desk documentation. Invitations for these workshops will be distributed in the coming weeks.

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/

Project liaison:
Anne Kealley, Michelle Mousdale, Samatha Gilbert

Communication support and artwork:
Cathie Gough and Nic Welbourn