

CONCEPT PAPER

TITLE Proposal for a single ANU IT Service Desk

DATE Friday 8 June 2012

Background

Currently, there are more than 16 disparate client services and helpdesk functions offered both within the Division of Information and within the Colleges, whose role is to support ANU IT. These include DoI Helpdesk; AskANU (59666); DoI Space Services Helpdesk (55909); all Colleges other than the two Colleges of Science have at least one helpdesk service; and within the two Colleges of Science, there are myriad IT support arrangements which are a legacy resulting from a combination of geographical location and subject matter expertise. More than 20 areas of the University have Service Level Agreements with DoI to provide their IT support.

The different service entities have been instigated to meet needs as they were identified; often with a local area perspective rather than a University-wide perspective. Some of these services are partially linked, through the Ask ANU switchboard, but the overall service is not consolidated. This has led to overlapping support structures.

In the interests of de-duplicating business processes to achieve more efficient organisation, it is time to address the overarching structure of ANU IT helpdesk support.

Proposal

To establish a single ANU IT Service Desk that articulates a single phone number, using Interactive Voice Response (IVR) to push calls to the appropriate area; a single service template; a single solution; creating a common repository of incident data to form a knowledge base; and which categorises the incident's severity using an impact/urgency matrix.

Once a request has been raised, the first point of contact should resolve the issue for 3 out of 4 calls. If a request needs to be escalated, then the next mode of service delivery is via a mobile support team from either DoI or a College, as appropriate. If the request remains unresolved at this point, the relevant specialised team, e.g. Database, Enterprise Systems, is activated. If the request still cannot be resolved, it will be tasked to the relevant vendor; and the final support option is to engage an external professional service.

This service will create a virtual entity, combining existing College/School-based IT support staff and DoI Service staff. It aims to provide a high degree of standardisation and automation of processes utilising highly skilled Service Desk Analysts.

It will also enable a new, streamlined governance structure to be implemented for the DoI Service staff, which will see an ANU IT Service Desk Manager reporting to a member of the DoI Executive Team, who will report to the CIO.

Benefits to the University

- Consistent service delivery and experience.
- Visibility. A common repository of University-wide trends and incident data will enable us to strategically position IT asset management and architecture.
- Effective organisation. Having all IT service delivery managed by one structure will enable clear lines of responsibility and accountability.

Definition

The ANU IT Service Desk will perform the first-line support for all staff and students who need help with IT services.

The goal of the ANU IT Service Desk is:

- to provide a single point of contact for clients
- to facilitate the restoration of normal operational service with minimal business impact on the client within agreed service levels and business priorities

ANU IT Service Desk will perform the following activities:

- receive calls, first-line client liaison, logs and tracks incidents and complaints
- inform client of service request status and progress
- initial assessment of requests, attempts to resolve them or refers to someone who can, based on agreed service levels
- monitor incidents and applies escalation procedures relative to appropriate SLA
- manage the full request lifecycle, including closure and verification with client
- communicate planned outages and changes of service levels to clients
- coordinate service calls to 2nd line and 3rd party support groups
- provide management information
- contribute to problem identification
- highlight client training and education needs

ANU IT Service Desk will not replace direct contact with clients through Corporate Application Helpdesks and service delivery areas such as Library services/University Archives.

Recommendations

- A single contact phone number using IVR to direct calls appropriately
- A single online presence to initiate requests which can then be directed appropriately
- All ANU IT Service Desk staff to report to a Service Desk Manager
- Support for both students and staff to emanate from the ANU IT Service Desk
- Telecommunications staff co-located with service desk staff and reporting to the Service Desk Manager
- ANU IT Service Desk to be the point of contact for telephone services such as phone installations, voicemail requests and queries
- The provision of first tier support to the Colleges will be provided initially by College IT staff (with calls directed via IVR.) As processes, infrastructure and knowledge bases mature, this front line support will then be gradually transitioned away from College based IT support staff freeing them up for tier 2 support and other more specialised roles
- College-based IT support staff will retain their reporting lines within the College structure, and will add a dotted line report to the Service Desk Manager to ensure they are included in all Service Desk activities (e.g. training, development)
- The Information Literacy Program to be de-coupled from the IT service activities, with Scholarly Information Systems pursuing a 'Genius Bar' style support service
- It is proposed the Service Desk hours of support will initially be Monday to Friday, 8am-6pm, but will aim to be 7:30am-9:30pm subject to renegotiation of the current EB. The normal ordinary hours of work will be 7 hours per day within the Service Desk hours of support.

Consultation

APRIL/JUNE 2012:

- Consultation with College IT Managers to identify non-standard service desk services and processes that may need to be addressed (N.B. The diversity of IT hardware across the

University will initially have an impact on the ability of service desk staff to support the more complex hardware related support calls coming from areas they may not have previously supported.)

- Consultation with the ANU IT staff affected by the proposal providing an overview of the proposed timeline, reporting structure, implementation approach and their involvement in testing of new service desk tools
- Consultation with College General Managers and University community/clients

JUNE/JULY 2012:

- Informational email to be sent to all staff regarding the intention to implement a single ANU IT Service Desk in September 2012
- A pilot trial of the new processes in partnership with a College