

## One IT Help Desk for UniSA

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### **Abstract:**

This presentation will describe our journey to improved customer support by developing one centralised IT Help Desk with common processes and consistent standards of support in a large, complex organisation.

As the UniSA IT infrastructure becomes more critical and complex, it is crucial that the underlying processes that deal with fault restoration, configuration and change management are both efficient and effective. To achieve this, the University is implementing an ITIL-based Service Management Framework to facilitate the development of consistent service standards for IT support across the University.

UniSA has a complex IT support environment where much of the user support is devolved at a Division, School or Unit level which have developed and operated independently. To provide more effective customer support, ISTS, in co-operation with the devolved IT support teams, has repositioned the IT Help Desk as a single point of contact for IT and telephony assistance across the University.

### Before:

- a low level of accountability to the customer
- many ad hoc procedures and processes
- disconnected IT support teams which resulted in IT support silos
- uncoordinated support by separate divisions, schools, and units
- multiple points of contact with inconsistent customer interfaces and disparate methodologies for tracking incidents

### After:

- common understanding of ITIL concepts
- common processes and consistent standards of support across the University
- IT Help Desk is the single point of contact for IT and telephony assistance across the University
- One Service Desk toolset with a single Incident database across the organisation

We selected and implemented a single Service Desk solution for the whole University and customised the Incident Management module to suit our organisation. We also developed several web-based self-service tools to empower end users to solve some problems for themselves without calling the IT Help Desk. These enable the users to:

- more easily search Frequently Asked Questions
- log and track their own service calls
- reset their own password online.

To drive continuous improvement, we collect customer feedback via:

- online feedback form triggered by call resolution
- weekly meetings with IT Help Desk staff to review current issues and performance stats
- monthly IT coordinators' meeting involving IT support teams across the University
- enhancements to self-service applications based on customer feedback
- quarterly IT Support workshops to share technological innovations
- regular (2-yearly) Student Experience Questionnaire

The benefits of One IT Help Desk for UniSA are improved performance at all levels, a higher level of professionalism, and an improved customer service focus.