

Towards an Integrated Approach for Delivery of Library and Technology Services - Using ITIL to develop a single service desk

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Abstract:

In 2001, Griffith undertook a organisational realignment in the Division of Information Services. The Division wanted to develop a more integrated and streamlined approach to the delivery of Library, Technology and Flexible Learning services. Central to the realignment was the development of an integrated helpdesk (including a phone contact centre) where a client could have all enquiries answered including technology and library issues through a single contact point. The purpose of this paper is to outline our model of service delivery and to describe how ITIL has assisted in structuring our services to develop this integrated approach.