

# Towards 2020: Preparing to support the future university from the IT front line

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2014  
2014  
2014

52,000  
Incidents

**QUT** | IT Helpdesk

17,500  
Service  
Requests

83% First  
Tier  
Resolution

48,000  
Knowledge  
Searches

30% Self  
Service



# Predictions:

2020

- Continuation of rapid technological change.
- Growth in mobility and consumerisation of IT.
- Shift toward all hours support.
- Increase in 'work from home'.
- Continued enhancement and integration of Knowledge.

# Predictions:

2020

- Connect with users via smart devices and social media tools.
- Knowledge and Service Desk accessible from any device.
- Phone support will still exist.
- Internet of things.

# Predictions:



- Black box support.
- Personalised support.
- Convergence of expertise.
- Consolidation of service points.
- Organisational move to managed services.

# Higher Education Reforms

## 2014

- May Changes announced.
- August Introduced to the House of Representatives
- December Rejected by Senate – 33 to 31.

## 2015

- March Rejected by Senate – 34 to 30.

# Higher Education Reforms

“allowing non-university providers (including private providers and Technical and Further Education colleges) access to Commonwealth supported places (previously called Higher Education Contribution Scheme or HECS places) and ...”

“... allowing higher education providers to set their own uncapped prices for the student contribution component of those places.”

[http://www.aph.gov.au/about\\_parliament/parliamentary\\_departments/parliamentary\\_library/pubs/rp/budgetreview201415/higheredu](http://www.aph.gov.au/about_parliament/parliamentary_departments/parliamentary_library/pubs/rp/budgetreview201415/higheredu)

# Predictions:

2020

*'The groundswell to shift the focus from technology to the business requirements continues to build.'* HDI

<http://www.thinkhdi.com/topics/research/~media/HDICorp/Files/Industry-Reports/tech-support-center-future.pdf>

*'Support will need to fully integrate a focus that supports business outcomes and goals.'* HDAA

<https://www.hdaa.com.au/KBSearch/Articles/Foresight-Is-2020-Industry-Predictions-from-the-HDI-Strategic-Advisory-Board>

*'...incorporate strategic planning that deals with enhanced engagement with the business'* Gartner

<https://www.gartner.com/user/registration/webinar?resId=2882519&commId=132095&channelId=5502&srcId=null>

*'...there will be a growing demand for service desks to deliver and demonstrate a greater contribution and value to the operation of the business they serve.'* SDI

<http://toolbox.servicedeskintstitute.com/home/industry-trends/report-service-desk-2017--and--beyond/>



# Summary?

- *'Use the tool to support non-IT related incidents.*
- *Supported by an integrated knowledge system.*
- *Escalate calls and have the customer track their query.*
- *Accessible through a range of service channels.*
- *Option of self service.*
- *Report on the success of your team, and quantify the service you deliver.'*

Computer Weekly

“...they will appreciate the friendly service and guiding hand that a service desk, which is designed to facilitate and enhance, rather than block the latest technology, will deliver.” SDI

<http://toolbox.servicedeskintstitute.com/home/industry-trends/report-service-desk-2017--and--beyond/>

# Research process

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