



ITSM Implementation: Touchpaper ServiceDesk and Incident Management

- What's coming?
 - New CRM application
 - New processes
 - New roles





ITSM Implementation

- New CRM (Customer Relationship Management) application: Touchpaper ServiceDesk
- ITIL compliant
- Modular
- Process driven- able to map in customised business specific processes
- Advanced searching, reporting and auto logging functionality
- Windows GUI





ITSM Implementation

- New processes: Incident Management

“Incident management aims to provide continuity of service to users and customers by restoring or providing a particular service as soon as possible”

“An incident is any event which is not part of the standard operation of a service which causes, or may cause, an interruption or reduction in the quality of that service (failure), or, a request for the provision of a particular service (service request)”

- Based on ITIL (Information Technology Infrastructure Library), a set of industry standard best practices around IT service management





ITSM Implementation

- Incidents: Service Requests and Failures
- Selecting a Service Request or Failure is the first step in categorising an incident
- Service Requests: Request for additional service, i.e. user account creation. Priority is preset based on the ITS Service Catalogue
- Failures: Something is broken, i.e. computer not booting. Priority is derived from an impact and urgency matrix





ITSM Implementation

- New Priority Model
- Matrix based on Impact and Urgency
- Impact: Reflects the likely effect that the incident will have on the customers business
- Urgency: Is an assessment of the speed that an incident needs resolution
- Priorities can only be changed by Service Desk Administrators





ITSM Implementation

- New Category Model
- CTI (Category, Type, Item)
- Examples:
 - Client Services
 - Hardware
 - Printer

 - Business Services
 - MyUni
 - Course Copy
- Items will have default (suggested) assignment queues





ITSM Implementation

- New Assignment Queues
- Reduced number of queues from 100 to 18
- Formalised Queue Ownership:
 - Each team will have designated Queue Owners
 - Contact point for incident escalation
 - Assign incidents to technicians in their team
 - Monitor queues
 - Quality check incident records





ITSM Implementation

- Timeframes
 - Touchpaper is currently in final stages of configuration
 - UAT commences 18th August
 - Limited training component for UAT staff
 - Full training commences 25th August
 - Service Desk
 - Queue Owners
 - Operational handover
 - Go live 8th September





ITSM Implementation

- Post Implementation
 - Training for all end users
 - Ongoing process revision and improvement
 - Reporting on KPIs such as SLA breaches
- The Future
 - Knowledge Base
 - Customer Self Service Portal
 - Problem Management
 - Change Management
 - Configuration Management
- More Information:
 - IM process spec on ITS website

