



Improving Quality and Consistency of Services to geographically distributed end users

SUCCESS STORY

NT Department of Education and Training

Set up of new service desk

Industry – Government



The service desk enables the same level of service to be delivered to end users regardless of their location, skill level or equipment limitations.

About the Client

The Northern Territory Department of Education and Training is responsible for providing and promoting quality education for all Territorians. The Department employs over 3,800 people including 2800 teachers, principals and other school staff.

Project Overview

CSG was engaged by the NT Department of Education and Training to set up a new service desk from scratch which would offer first point contact for incident management for approximately 1000 corporate end users and over 2800 teachers and school administration staff. The service desk would serve approximately 90 metropolitan schools and 110 rural or remote government schools in the Northern Territory. The processes and technology required to be able to service both metropolitan and remote clients underpinned the overall design of the service desk.

Client Requirements

The Department of Education and Training needed to improve the quality and consistency of service levels delivered to ICT end users regardless of where they were located. Through enabling technologies the service desk's aim was to be able to overcome equipment and capability issues for remote users and to provide an end to end management process for third party providers.

Our Solution

CSG Managed Services worked collaboratively with the Department of Education and Training to design a service desk which would deliver improved service levels to end users with consistency maintained, regardless of the end users' location, equipment limitations or skill level. The Service Centre is run from a CSG office in Darwin. CSG was involved in the development of all policies and procedures related to the ICT services to be delivered. CSG's involvement in the project included:

- The creation of a centralised system for handling incidents using HPSM v7
- The creation of the physical service centre space;
- Installation and customisation of a CMS
- Installation of supporting tool sets such as remote access and document storage and publication

- Integration of ongoing quality assurance into all levels;
- Hiring and training of staff

CSG designed a service desk which focused on improved efficiency through automation and improved quality through quality assurance being built into the daily routines of staff. Some features of the service desk and centre include:

- A self logging facility for clients
- Co-ordination of CSG owned planes and helicopters to deliver services to remotes areas of the NT to meet stringent service levels
- Talisma software which provides a live chat service for end users to contact the service desk after hours without lodging a formal incident
- Dual screen environment allowing service desk staff to view the incident ticket as well as the end users' desktop simultaneously
- The Service Level Agreements are built into the CMS and are associated to incidents by the selected category and location
- SLA alert system which allows escalation officers to follow up incidents prior to SLAs being breached
- Implementation of a module in the CMS allowing for automated management of third party provider interactions
- Ability for any user to request QA on any incident at the touch of a button

Business Benefits

NT DET has realised the following benefits through the development of the new service centre:

- Service levels are being managed proactively and SLA targets are being achieved
- Improved efficiency through automation of tasks and reduced double handling, leading to reduced levels of staffing needed for the same amount of work
- Improved quality delivered in diagnosis and investigation of incidents due to reduced time spent on administrative tasks.
- Quality Assurance is being driven by staff themselves
- The customer is able to manage their third party provider activities in a consistent and less complex manner
- First call resolution of incidents has increased by 7%
- A single knowledge point for the customer and the service desk now exists.

Consultant Reference

Brian Lee, Group General Manager, CSG Managed Services

P 08 8922 9000

E brian.lee@csg.com.au