

University of Canterbury enables efficiency for students & staff with assyst



The Challenge

A review of ICT Services at the University highlighted how poor Service Management processes were contributing to major communication and responsiveness issues. The review highlighted a large number of shortcomings in the University's then-current processes and workflows. As a result, new positions were created to focus solely on Service Management.

The University needed an ITSM solution with simple workflows which would be fast to deploy and monitor and which would improve tracking and reporting. They required the ability for self-logging by students and staff that would also provide an intuitive interface and positive user experience, and an Incident and Change Management solution that was fit for their purpose.

The Solution

With positive feedback from a global university that was already using assyst, the University of Canterbury felt confident that they could also achieve success within their own environment with assyst.

To address the lack of visibility and inefficient workflows, the University implemented assyst Incident Management and Asset and Configuration Management. In a later phase Change, Release and Problem Management were implemented. Combining all of these processes into a single solution provides them with full visibility across their business and the ability to control and manage all Assets and Services.

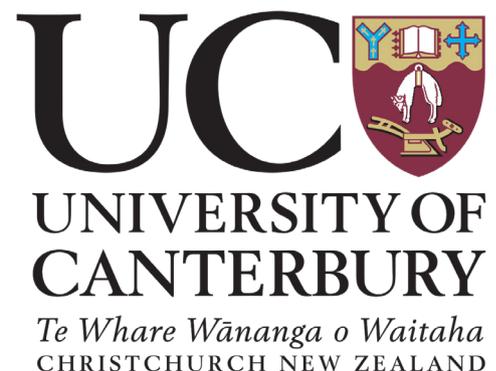
Using the Reporting Wizard in assyst, along with the real-time information via dynamic dashboards, the University has gained actionable business insight. The Reporting Wizard provides report templates for accurate, fast and reliable data. Designated users also create custom reports to see the information they need, when they need it.

The University of Canterbury recognised additional challenges within their Library Services and Campus Services processes which they felt assyst could address. Due to the success

About University of Canterbury

The University of Canterbury provides world class research and education to over 15,000 students and employs more than 1,500 staff. Formerly known as Canterbury College, University of Canterbury is proud to be the second oldest university in New Zealand, with a history dating back to 1873.

Today, the University offers undergraduate and postgraduate courses in over 50 disciplines. It has a number of specialist research centres and six halls of residence providing board for up to 2,000 students.



initially seen when rolled out to IT, they are now rolling out assyst to these departments and adopting the assyst Self-Service Portal for remote request logging by staff and students.

Over time, the Self- Service Portal will be rolled out across the entire University for the majority of administrative service areas, covering both staff and students. It is currently being adopted by the Audio Visual Department and also Campus Security.

The implementation of the Self- Service Portal has significantly improved our engagement with our customers and has produced savings in time and effort through reduced processing of email requests.

Andy Keiller
CIO, University of Canterbury

The Results

The University is now managing more than 8,300 assets within assyst. With asset numbers set to increase each year, the University aims to begin utilising more of assyst's functionality to enable simple compliance for licenses, and the ability to track, refresh and retire assets seamlessly.

Incident logging has also been much more efficient with the use of assyst and the time taken to log a call has drastically reduced, with staff on the Service Desk more at ease with this process. Both staff and students now have the ability from web or mobile to log their own Incidents and have full visibility of their progress without having to call IT or Library Services. This is resulting in the University seeing an 8.5% incremental increase in self-logging requests on a monthly basis. With this procedure previously handled by email, this has reduced the workload on staff and created happier end users.

Library Services have been impressed with the uptake of the assyst Self-Service Portal within their department and have seen an excellent uptake of 50% within only 6 months. Overall, the university saw a 15% uptake on Self-Service Portal for IT and Libraries. This reduces the pressure on the Service Desk by allowing staff and students to log and track their own requests and feedback has been very positive.

Reporting has highlighted further efficiencies such as saving time, reducing support costs and improved end user satisfaction. There has also been a cultural shift, with end users ranking higher satisfaction scores overall.

Summary

- 50% less calls to Service Desk within first 6 months of implementation
- 8300 assets tracked via assyst
- 26% uptake of the assyst Self-Service portal for library services within 6 months
- Time saved due to efficient incident & problem logging.
- Ability to report and benchmark to utilise staff appropriately.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

