

# Improving Process Management for Computer Concepts Limited

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## ABSTRACT

This paper describes a process improvement project undertaken in partnership with Computer Concepts Limited (CCL), and Ara Institute of Canterbury. This project was to make the Service Desk more efficient and effective using speed codes and Aportio Smarts so that the Service Desk Technicians can spend more time on other tickets rather than manually creating or deleting tickets. The Business Process Improvement Methodology had been used to help the improvement process. Testing was done during the process of the project which led to the final version of Speed Codes that CCL have to date.

**Keywords:** Business Process Improvement, Speed Codes, Service Desk, Aportio

## 1. INTRODUCTION

Computer Concepts Limited (CCL) supports businesses and organizations in end-to-end IT management and Cloud platforms in New Zealand. CCL was founded in 1990 by Darryl Swann after which it grew rapidly. Their first data center opened in the Christchurch city center in 2003.

Due to the data center opening it meant that there was room for further expansion and the formation of Infrastructure as a Service (IaaS) offering which catered for over 500 clients.

There are currently over 650 employees in CCL who are spread over 11 offices across New Zealand with branches located in Christchurch, Auckland, and Nelson. (Computer Concepts Limited, 2021)

The aim of the project was to improve some of the Service Desk processes to make ticket handling more efficient, so the Service Desk Technicians work is more effective. This was to be accomplished by creating and implementing the following:

- Removing the Service. Desk mailbox
- Using Speed Codes to help standardise the ticket titles
- Using Aportio Smarts to help increase efficiency when it comes to ticket management

Once all these were combined it allowed for the Service Desk employees to spend more time on other tickets rather than manually creating or deleting tickets. As a result, reporting is made easier for the Service Delivery Managers.

## 2. BACKGROUND

There is potential for enhancing the capabilities of CCL's auto-email logging system known as Aportio which is currently used to decrease any unnecessary ticket handling by the Service Desk staff using AI learning.

Aportio is an AI tool that analyses the email, by using the information provided in the user's email and sets up the ticket automatically within Autotask (the primary ticket management system).

The current use of Aportio is considered by CCL to be increasing the overall ticket management efficiency. However, there is an opportunity to reduce the number of manual interventions that the CCL service desk staff are having to provide.

This is due to Aportio not being used to its full potential when handling emails and logging a ticket, therefore it is sent to a CCL mailbox for manual intervention.

Due to this, the naming conventions in ticket titles aren't standardised which impacts the reporting for the Service Delivery Managers for each client. They are spending more time trying to locate accurate and appropriate data rather than analyzing and creating the report.

Some remedial work that is required to be completed before this is to remove the Service. Desk mailbox. CCL previously had one mailbox known as Service. Desk which, due to growth, they split into two further mailboxes, Northern. Support and Central. Support) however, they are still getting emails from numerous clients to the old Service. Desk mailbox instead of the dedicated Northern.Support and Central. Support mailboxes.

## 3. PROCESS

Firstly, the remedial work of removing the Service.Desk mailbox was done. This was achieved by going to the exchange contacts set up in the client environment with the Service.Desk email address. After these were identified conditional formatting was implemented on the Northern.support Mailbox and a process was implemented showing the Service Desk Technicians how to handle emails that are received through Service.Desk.

Secondly, interviews were conducted with a select group of Service Desk Technicians to gauge opinions on what Speed Codes were needed to make the Service Desk more efficient. After a series of interviews and some testing, Speed Codes

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Semester 2 2021



### Improving Process Management

#### Introduction

CCL had an interest in improving their process management for the Service desk in order to make the Service Desk more efficient and effective so that the Service Desk Technicians can spend more time on other tickets rather than manually creating or deleting tickets and as a result, reporting is made easier for the Service Delivery Managers. I was asked to Standardise the number of tickets that were logged across service desk and to Standardise the number of tickets and efficiency gains across service

#### Aim

The aim for this project was to improve some of the Service Desk processes to make ticket handling more efficient so the Service Desk Technicians work is more effective.

#### Method

The methodology that I primarily used was Business Process Improvements to ensure that the development of the deliverables is of high quality and the changes are managed correctly.

#### Research and Outcomes

The research that I conducted was during the interviews of fellow Service Desk engineers to gauge which areas of the speed codes needed improving and why. The question that I asked was "Which Speed codes do you use and which Speed codes aren't useful to you and or your hub?"

The testing that I performed during the project was running pilot groups for the Speed Codes so we could fine tune any problem areas before implementing the main outputs. We also had data from Aportio which we used to verify whether there would be any negative impacts once they went live.

#### Project Management

- Learn how to effectively communicate
- Learn how to create speed codes for an environment that is always changing
- Learn how to interview people effectively
- Learn how to work with different teams of people with different ways of working






#### Industry Outcomes

- The service desk no longer being a mailbox
- Speed codes are produced and rolled out for each hub
- Standardisation of tickets and efficiency gains across service desk using Aportio smarts
- Report at the end of the project showing the information back to the senior management of CCL
- Reducing and refining the Current Speed Codes

#### Reflections

During the course of the project I noticed that how I manage my stress and anxiety towards the project improved after the halfway point by going for walks and asking questions when confused. This helped my project as it meant that I was able to get a lot more accomplished. Even though COVID got in the way of the project progressing it didn't impact my project drastically as I was able to work on the project in-between the busy times while working from home.

#### Tools Used

were implemented for each hub and the original Speed Codes were reviewed and revised as well.

Lastly, after a meeting with Aportio and the Corporate IT Team, a list was made that contained improvements on tickets using Aportio Smarts. The improvements were emailed to Aportio gradually throughout the second half of the project and these were tested when they were implemented to see if the improvements were working.

A report was also created for the CCL Senior Management and Senior Leaders to identify the changes and the future benefits for the company.

#### **4. CONCLUSION**

Throughout the course of this project, there were many lessons learnt and obstacles that were overcome. The main obstacle being COVID 19.

A key lesson learnt was how to work in an organisation that is fast-paced and constantly changing. This has future benefits

as it allows the student to be able to work more flexibly in new and different environments.

Something that the student benefited from having was an in-depth Risk Management table which was reviewed on the weekly basis with the Academic Supervisor and changed when necessary. This had a massive impact when New Zealand went into Lockdown towards the start of the project as the contingency plans were put into place and the project wasn't delayed.

#### **5. REFERENCES**

Computer Concepts Limited. (2021). *About Us*. Retrieved from Computer Concepts Limited: <https://concepts.co.nz/about/about-ccl/>