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.

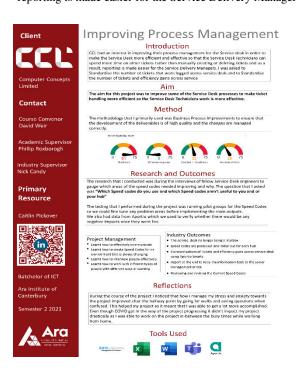
Due to the data center opening it meant that there was room for further expansion and the formation of Infrastructure as a Service (IaaS) offering which catered for over 500 clients.

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 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 indepth 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 Lmited: https://concepts.co.nz/about/about-ccl/