**NeSI, I have a problem and I need support**

Author name: Dan Sun  
Organisation: New Zealand eScience Infrastructure (NeSI), University of Canterbury  
Authors Email: dan.sun@nesi.org.nz

### INTRODUCTION

User and customer satisfactions are very important to NeSI. It is one of the Key Performance Indicators that we report to investors, including MBIE. This five minutes talk will cover communication channels where users can request support from us, what happens to your request once we receive it and how you can provide us with valuable feedback to improve the quality of our services.

### ABSTRACT

NeSI’s Service Desk is maintained by all Computation Science Team (CST) members across the country and we use software in the Cloud, Zendesk, to manage our workflow. Unlike service desks managed by some commercial service providers, we don’t have predefined scripts when resolving issues reported by our users or responding to requests asked by them. We acknowledge the specialised nature of our services and cater responses to received requests individually.

There are currently two main channels for users submitting request to us: email and web. Although we don’t have any preference, we think sending an email to [support@nesi.org.nz](mailto:support@nesi.org.nz) is the simplest. Whenever we receive a request from a user, Zendesk automatically sends an acknowledgement email to the requester. However the service desk does not start processing the request until it is triaged by one of the CST members and is assigned to the most appropriate person. One team member is committed to the triage process between 9am and 5pm every working day. We typically assign a request to the person who is currently supporting the project(s) of the requester if the request is project specific. Otherwise the request may be assigned to any of our team members who have the adequate experience and expertise to process the request.

NeSI is committed to resolve all submitted requests as soon as possible. However we do prioritise system issues that impact multiple groups of users or all users over a request that is specific to a user or a research group. There are also situations where the request is technically not feasible to resolve or implement. In such a case we would communicate back to the requester and suggest alternatives if it is possible and available.

We value feedback from our users and we therefore ask users to rate feedback on support received as we close each request. Generally speaking we have received outstanding feedback from our users. Whenever we receive negative feedback, we proactively followed up with the user who gave such feedback to rectify the situation and seek for opportunity to improve our services.

Just like all other services that NeSI offer to the research community, we aim to improve NeSI’s service desk continuously. We would appreciate any feedback during the conference. Alternatively, people are welcome to send their suggestions to [support@nesi.org.nz](mailto:support@nesi.org.nz) too.

### ABOUT THE AUTHOR(S)

* Dan Sun
* The author is a NeSI site manager at University of Canterbury. Dan also leads NeSI’s Computational Science Team and has the responsibility to manage NeSI’s service desk. Before he joined the NeSI team, Dan used to work in the commercial IT sector and has background in software development, professional services and service management.