

Are you a Higher or Further Education Institution?  
Do you want to manage your service desk more effectively and improve your service?

The University of Edinburgh, the University of St Andrews, the University of Abertay, Dundee and TOPdesk have together developed UniDesk.

In this White Paper:

- Shared Service Management for Higher and Further Education
- Developed and Supported by Experts
- UniDesk Partners Share the Cost



## SHARED SERVICE MANAGEMENT FOR HIGHER AND FURTHER EDUCATION

UniDesk is an ITIL-based shared service using TOPdesk software, extensively tailored to Higher and Further Education process flows. It is available over the web for Higher and Further Education Institutions.

UniDesk enables you to support staff and students in all areas of University and College business and academic work.

### UNIDESK SHARED SERVICE MODULES: A FIRST FOR HIGHER AND FURTHER EDUCATION

- Incident Management
- Problem Management
- PDA Interface

#### Coming Soon:

- Self Service Desk
- Change Management
- Configuration Management
- Release Management
- Event Management

## INCIDENTS UNDER CONTROL

With UniDesk you can categorize requests from staff and students effortlessly, streamline working procedures, assign work duties in just a few clicks, monitor completion of calls and much more.

Callers are informed automatically about the status of their call and which operator is handling it. Staff and students can log and track the progress of their own incidents online 24 hours a day, seven days a week via the Self Service Desk.



## ONE STEP AHEAD

Preventative maintenance saves your institution time and money. UniDesk enables you to quickly identify and target problem areas within your institution. By analyzing and sourcing problems, you prevent them recurring. Use templates to resolve problems quicker than ever before. In one go, your organization dramatically reduces costs and improves service.

## WELL INFORMED

Give your entire organization a straightforward overview. You can authorize everyone to view news, knowledge and standard solutions. Search the knowledge base prior to or while logging an incident to resolve problems easily. Periodic reports provide immediate insight into performance and improvements within your organization.



THE UNIVERSITY of EDINBURGH



## DEVELOPED AND SUPPORTED BY EXPERTS

UniDesk combines best practice and service excellence. TOPdesk has been developing service management software since 1993, and the Universities of St Andrews and Edinburgh have been working together on call management provision for over 10 years.

UniDesk's service community, with over 1000 practitioners, shares knowledge through workshops, reviews and training. TOPdesk and UniDesk offer extensive service management support, including planning, reporting, providing contacts and enhancing customer relations.

## DISCOVER ALL THE BENEFITS

- Shibboleth compliant and pre-configured
- Software by TOPdesk, tailored to suit the specific needs of Higher and Further Education Institutions
- Capacity sized to your requirements
- Opportunity to collaborate and shape future services
- Support, consultancy, training and bespoke work provided on-site by experts in both Education and Service Management software
- Shared cost means significant savings

## UNIDESK PARTNERS SHARE THE COST

The UniDesk partner institutions offer UniDesk as a Shared and Managed Service to other Higher and Further Education institutions in the UK, greatly reducing costs and set-up time. No need for local infrastructure management and capital costs; maintenance, backup and resilience are provided as standard. Share your costs fairly and transparently based on institutional size.

College/Support Group (caller)	Total Logged
<b>College of Humanities and Social Science</b>	
CSCE-Informatics	3
CSCE-Physics and Astronomy	5
IS-Apps-Service Management	5
IS-US-Helpline	68
IS-US-Helpdesk	4
IS-US-Operational Services	26
IS-US-Learning Services	20
IS-ITI-Learning & Teaching Spaces Technology	2
IS-ITI-Unix Systems	1
IS-Digital Curation Centre	1
Training A	1
Training B	2
IS-Test-Group	1
Unknown	5
<b>Total - College of Humanities and Social Science</b>	<b>144</b>

### Other relevant White Papers:

- SelfServiceDesk
- Incident Management
- Problem Management

### FREE DEMONSTRATION OR MORE INFORMATION?

For more information, please visit the UniDesk website: [www.unidesk.ac.uk](http://www.unidesk.ac.uk)

New partners are always welcome. If you would like to learn more please contact The University of Edinburgh Information Services at [service.management@ed.ac.uk](mailto:service.management@ed.ac.uk)