



Australia and New Zealand User Conference

12 - 14th September 2018

The Distinction, Christchurch, NZ



Welcome & Introduction

Kenny Little, Regional Director, Asia Pacific



Meet The Alemba Team

Patricia Sellars-Jones - Senior Product Manager

Cameron Foale - Business Development Manager – Australia

Simon Nugent - CEO Alemba

Chris Jones - Senior Consultant

Vaemoa Sasagi - Technical Account Manager – New Zealand

Rochelle McLaughlin - Consultant

Simon Hunter-Ward - Technical Account Manager (Australia + Asia Pacific)

Kenny Little – Regional Lead – Asia Pacific

106.5 Years
Experience
on the
Platform



10 New Releases since VMware handover in mid-2014

Pink Verified for 13 Processes

2018 – One of the Fastest Growing UK ITSM Vendor

Growing Recognition as Service Management Platform

Innovation in User Experience

Innovation in Process Automation



Agenda

- 8.25 Coffee & registration
- 8.45 Welcome & introduction
- 9.00 Product roadmap
- 9.45 Developing an enterprise shared services model for Victoria University of Wellington
- 10.30 Morning Break
- 10.45 ANZCO's journey to user experience
- 11.30 Innovations show and tell
- 12.15 Lunch
- 13.15 Service automation supporting DevOps initiatives and agile IT (Lida)
- 14.00 Agile IT/DevOps simulation
- 15.20 Afternoon Break
- 15.35 Agile IT/DevOps simulation
- 17.00 Closing remarks/QA
- 18.00 Evening dinner & entertainment

Product Roadmap

Simon Nugent, Chief Executive Officer



Disclaimer

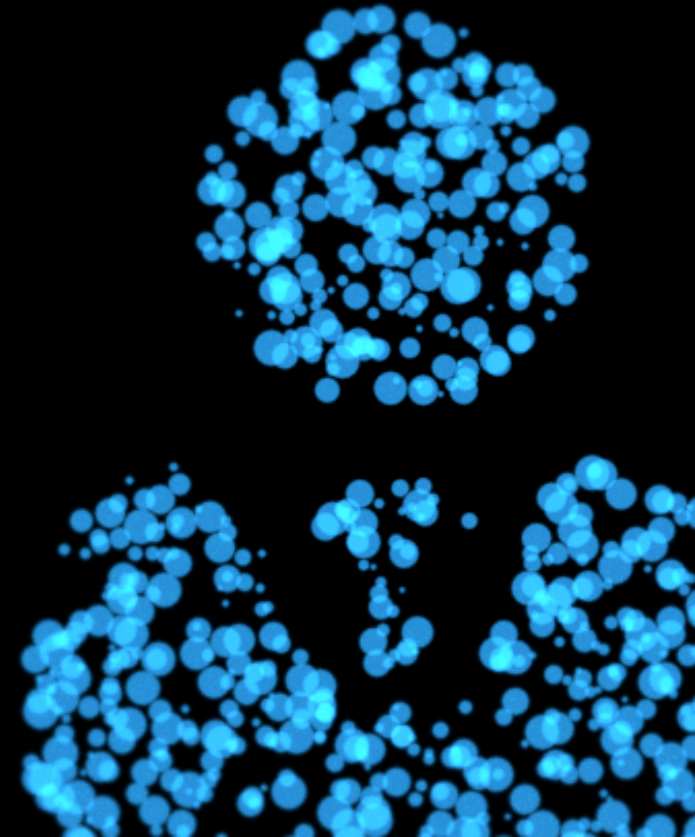
- This presentation may contain product features that are currently under development
- This overview of new technology represents no commitment from Alemba to deliver these features in any generally available product
- Features are subject to change, and must not be included in contracts, purchase orders, or sales agreements of any kind
- Technical feasibility and market demand will affect final delivery
- Pricing and packaging for any new technologies or features discussed or presented have not been determined
- This information is confidential

Key Roadmap Themes



Platform

vFire 10 = Alemba Service Manager X



Removal of Active X for Power Users

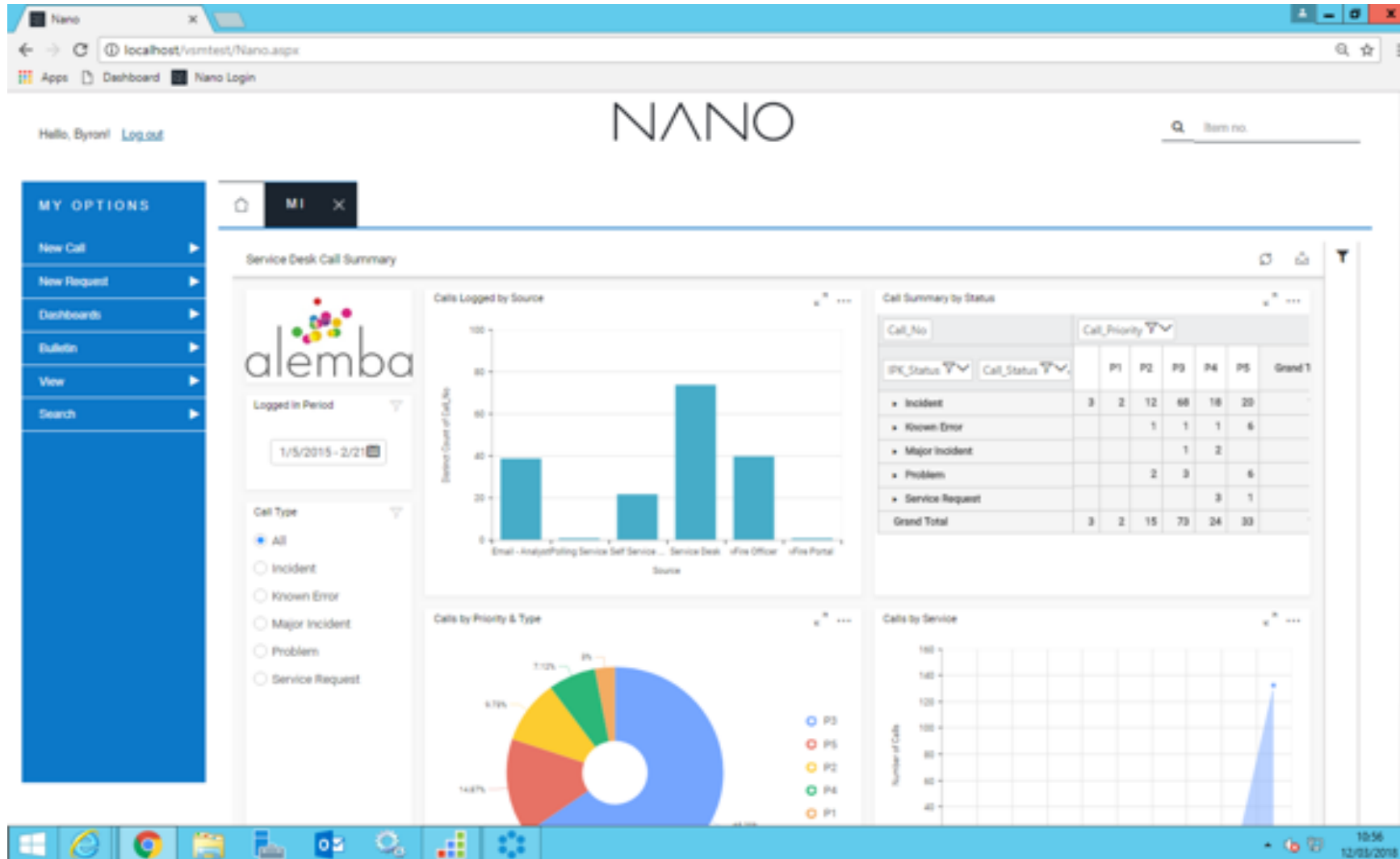
- Pure HTML interfaces throughout entire product suite
- No software to download locally
- Universal Browser Accessibility



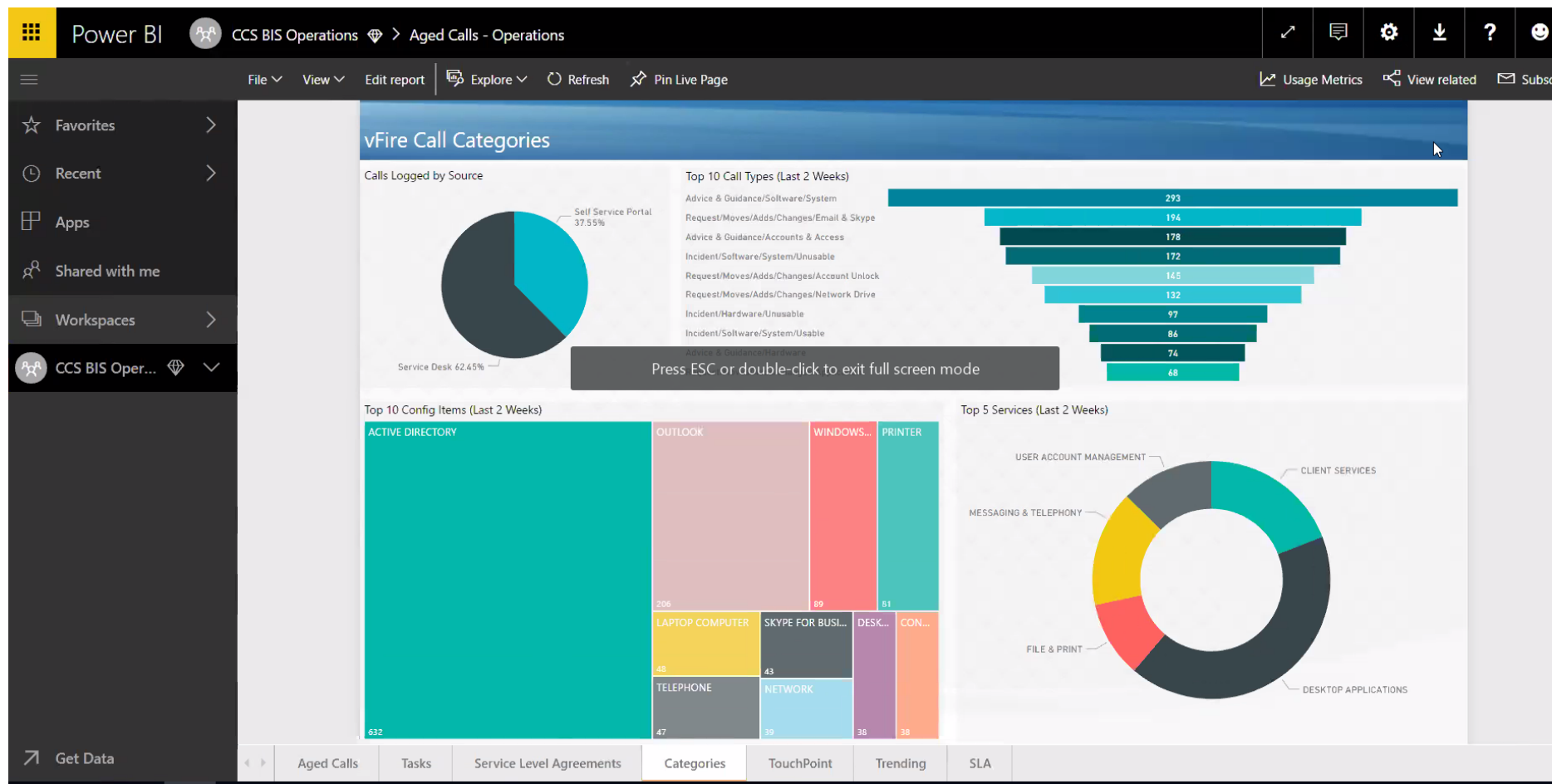
Next Generation Dashboarding

- Syncfusion Dashboarding Engine
- Drill-Down Interactive Dashboards
- Role-Based Access
- Partition Aware
- Dashboard Page Designer
- Views for External BI Tools

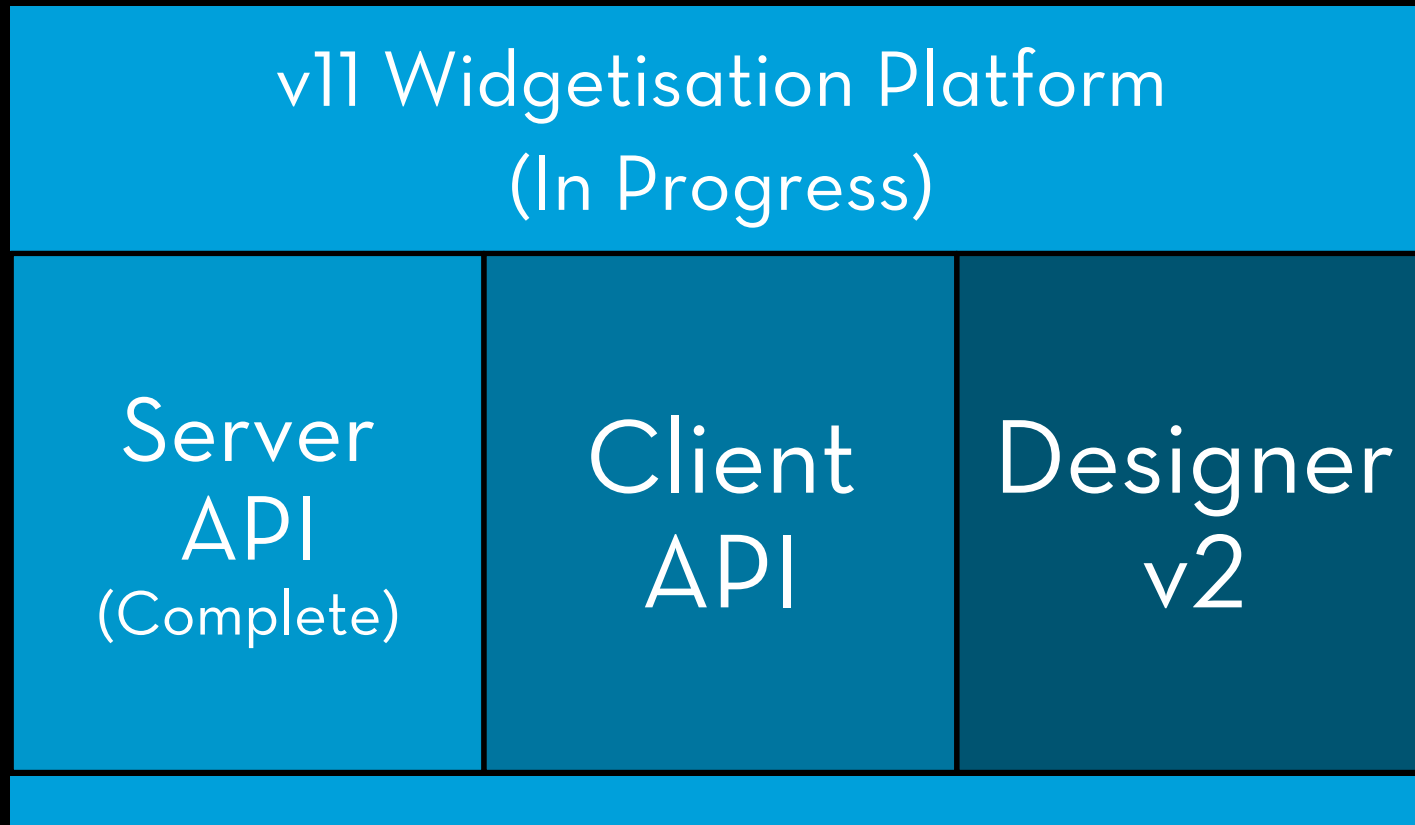
Syncfusion Dashboard in vFire



PowerBI – Leveraging vFire Data Views

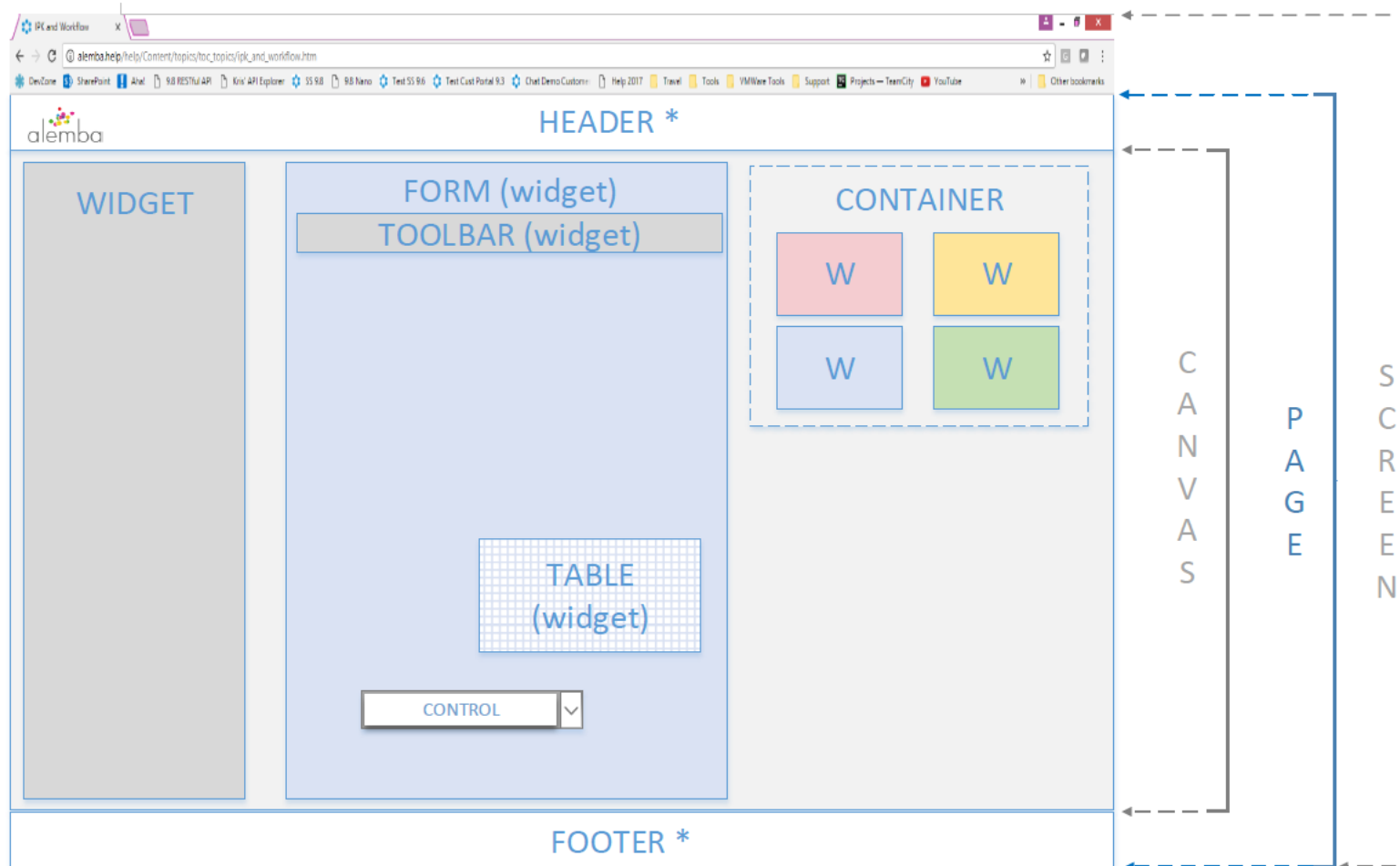


Version 11 – Product Architecture



Version 11 – Widgetisation Platform

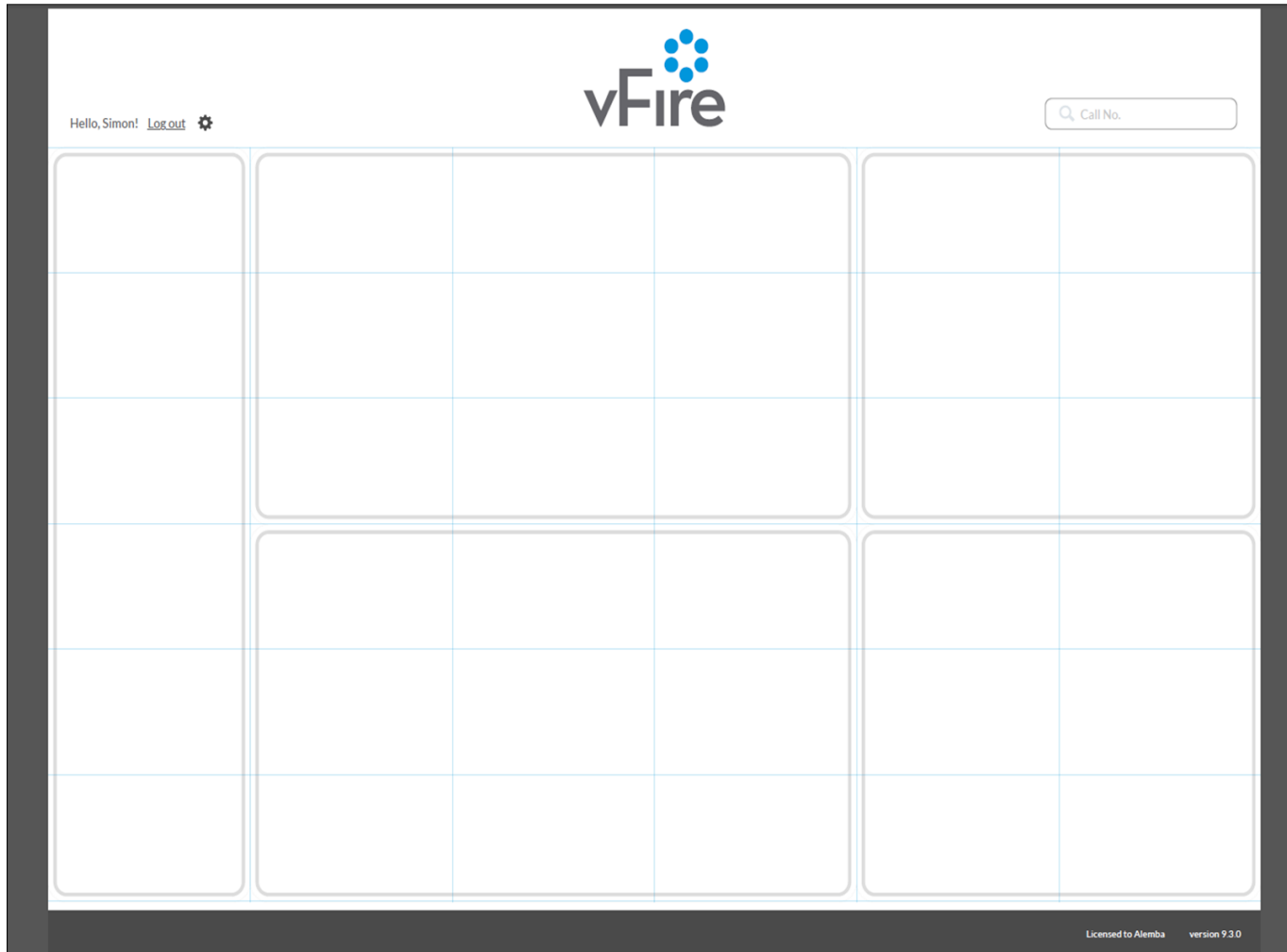
CONCEPTS



* = Master Page

- Designable Portal Home Screen Page
- Designable Portal Pages
- Designable Widgets
- Designable Styles

Version 11 – Widgetisation Platform



- Designable Portal Home Screen Page
- Designable Portal Pages
- Designable Widgets
- Designable Styles

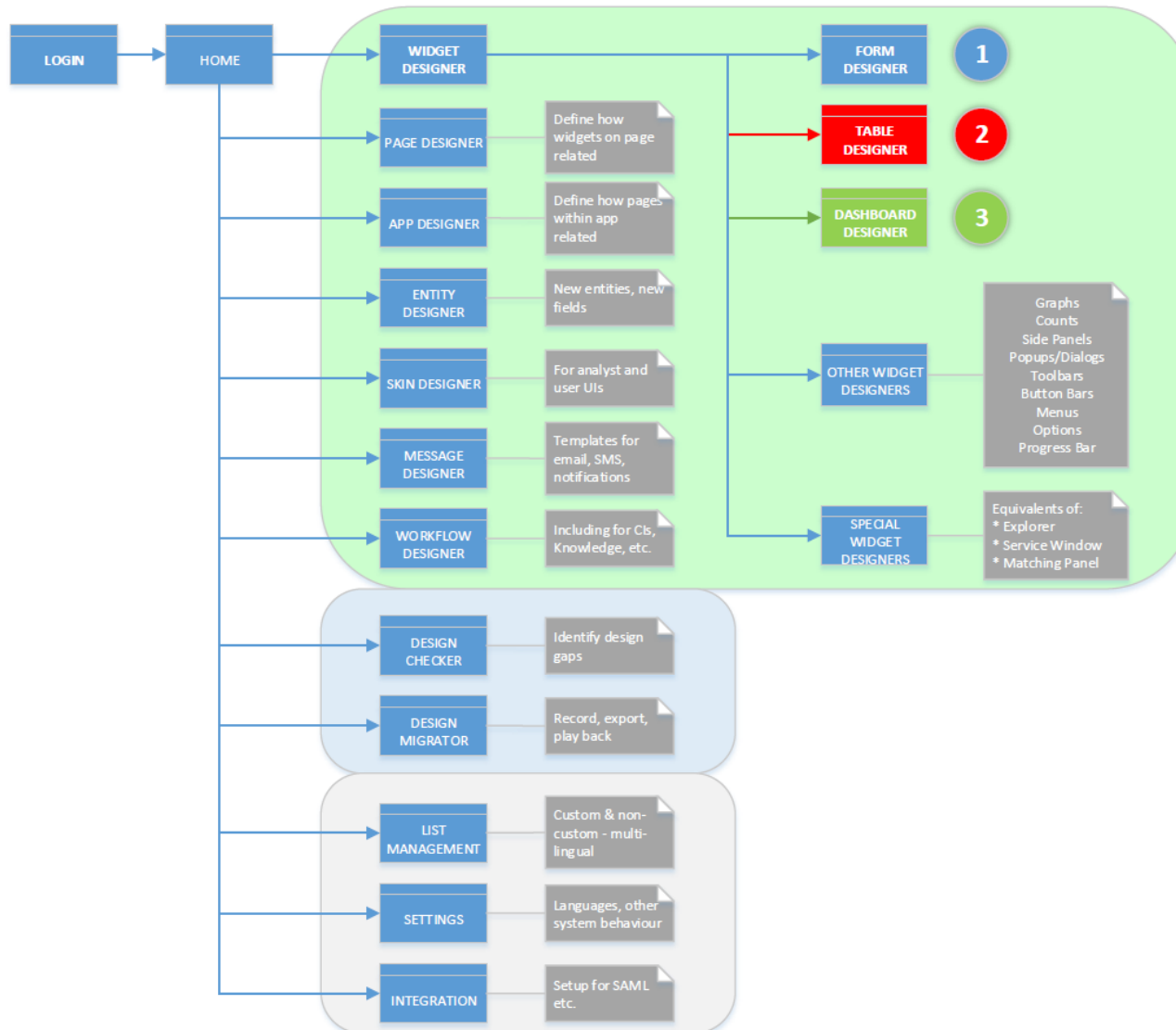
Version 11 – Widgetisation Platform



Version 11 – Widgetisation Platform



Version 11 – Designer v2



DESIGNER OVERVIEW

Version 11 – Designer v2

novaSM Designer Calls Requests People

Fields

Screen: Call Screen Save Rename Set as default

	A	B	C	D	E	F	G
1	Ref		CustomerName		LoggedbyName		novaS
2	Description				Created		novaS
3					novaSMDropDown		novaS
4					Urgencyid		

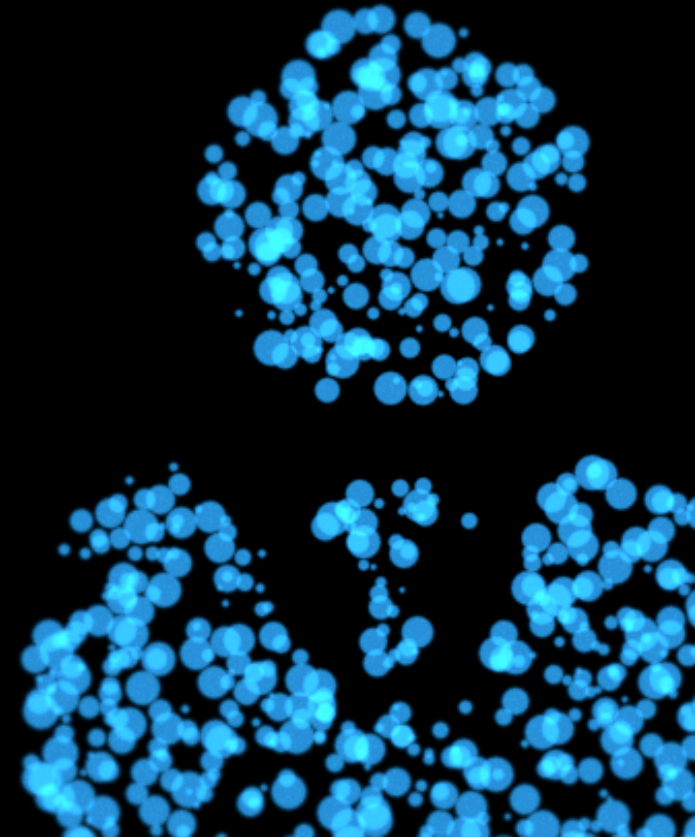
Entity fields

Gridster

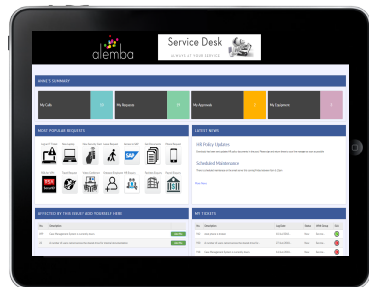
Designer Field Component

Interface

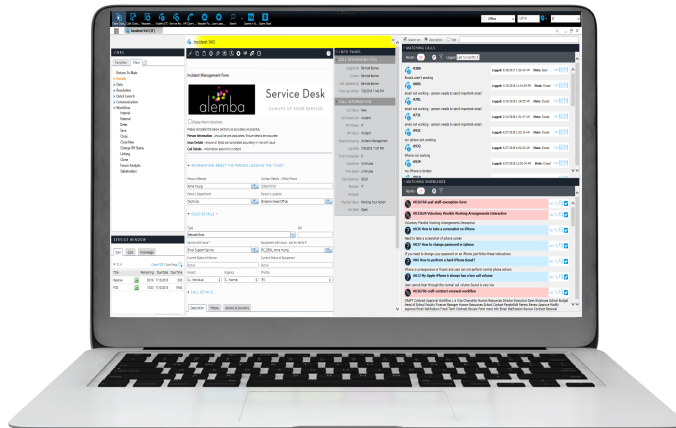
All HTML5 suite of Interfaces



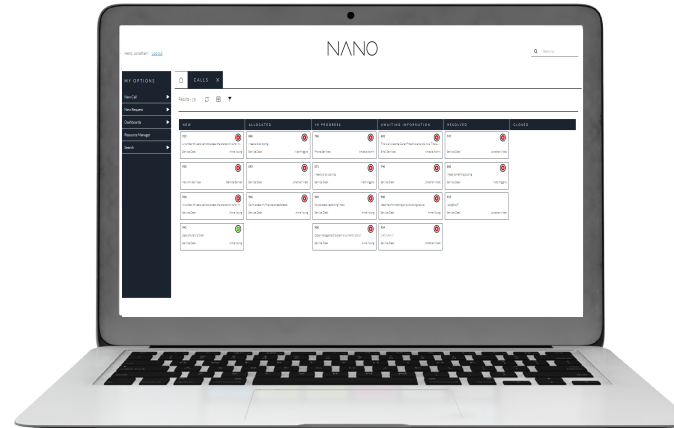
vFire: Interface to suit your role



PORTAL
USER



POWER USER



LITE USER



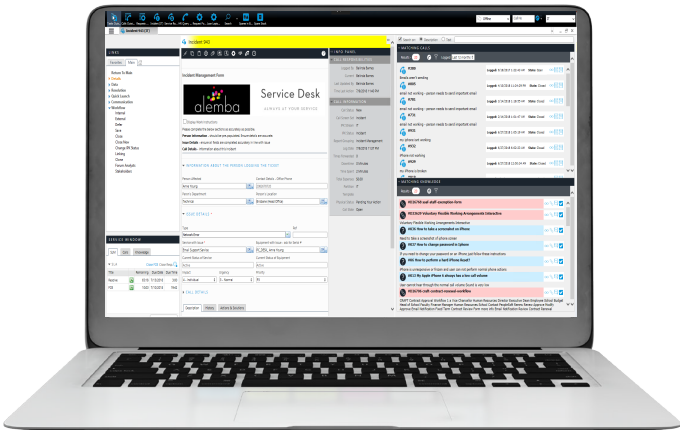
MANAGEMENT

vFire: Interface to suit your role



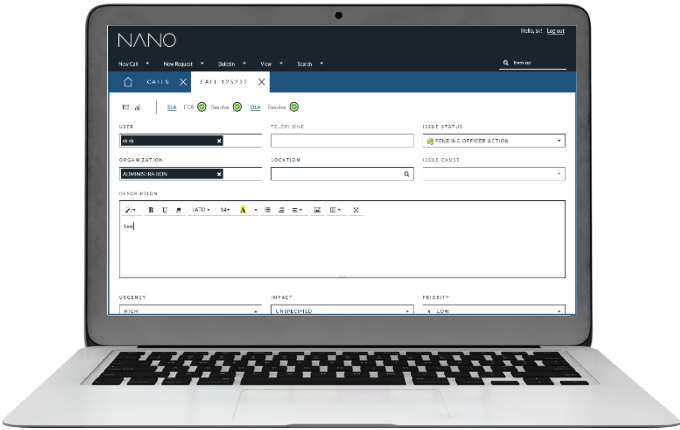
PORTAL
USER

HTML 5



POWER USER

Moving to
HTML 5



LITE USER

HTML 5



MANAGEMENT

HTML 5

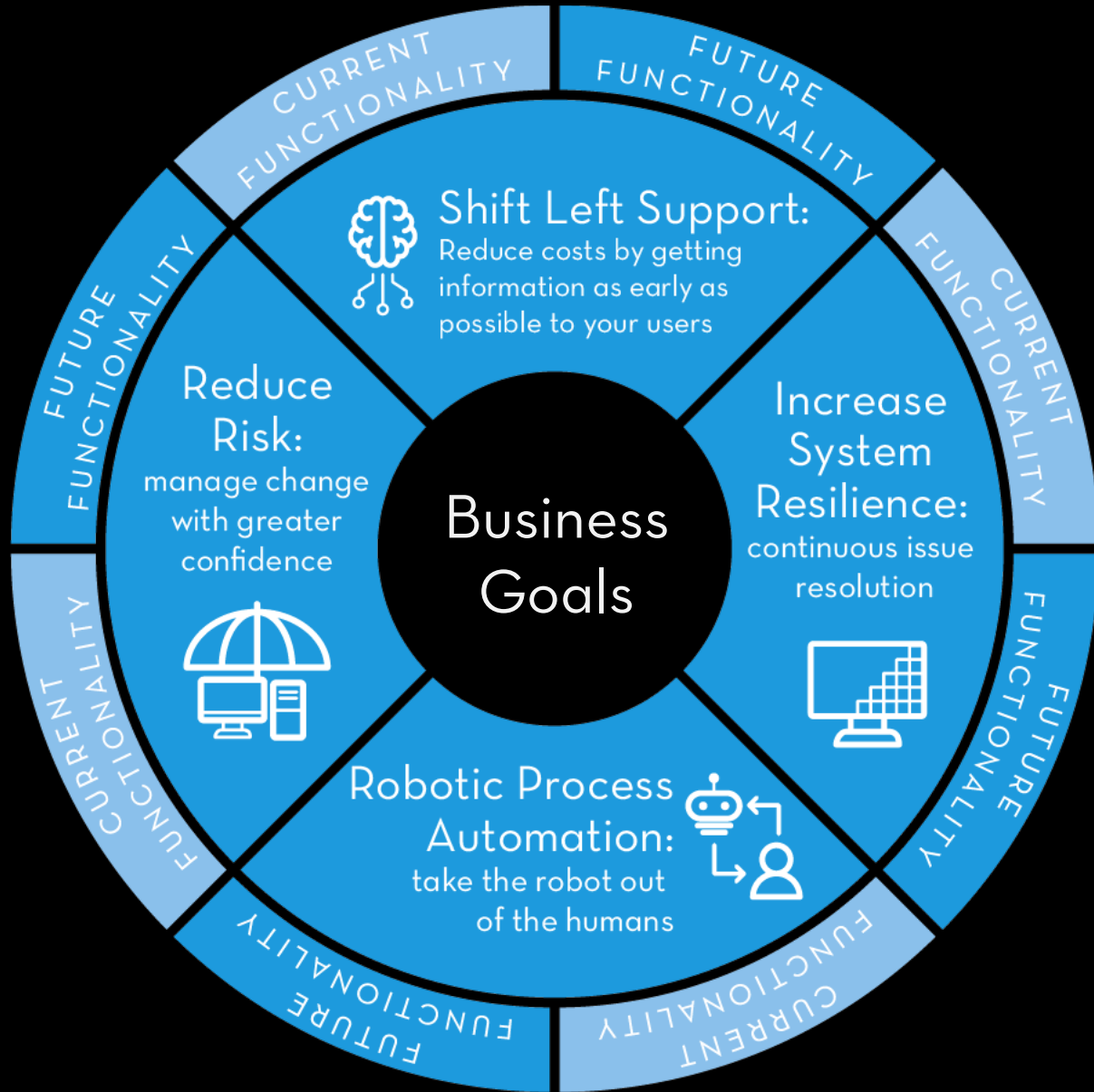
Lite/Business User Interface

- Continued Development of Nano (Lite User) interface for Occasional Users and Non-IT Teams (HR, Finance, Procurement, Applications)
- Support growth of Enterprise Service Management

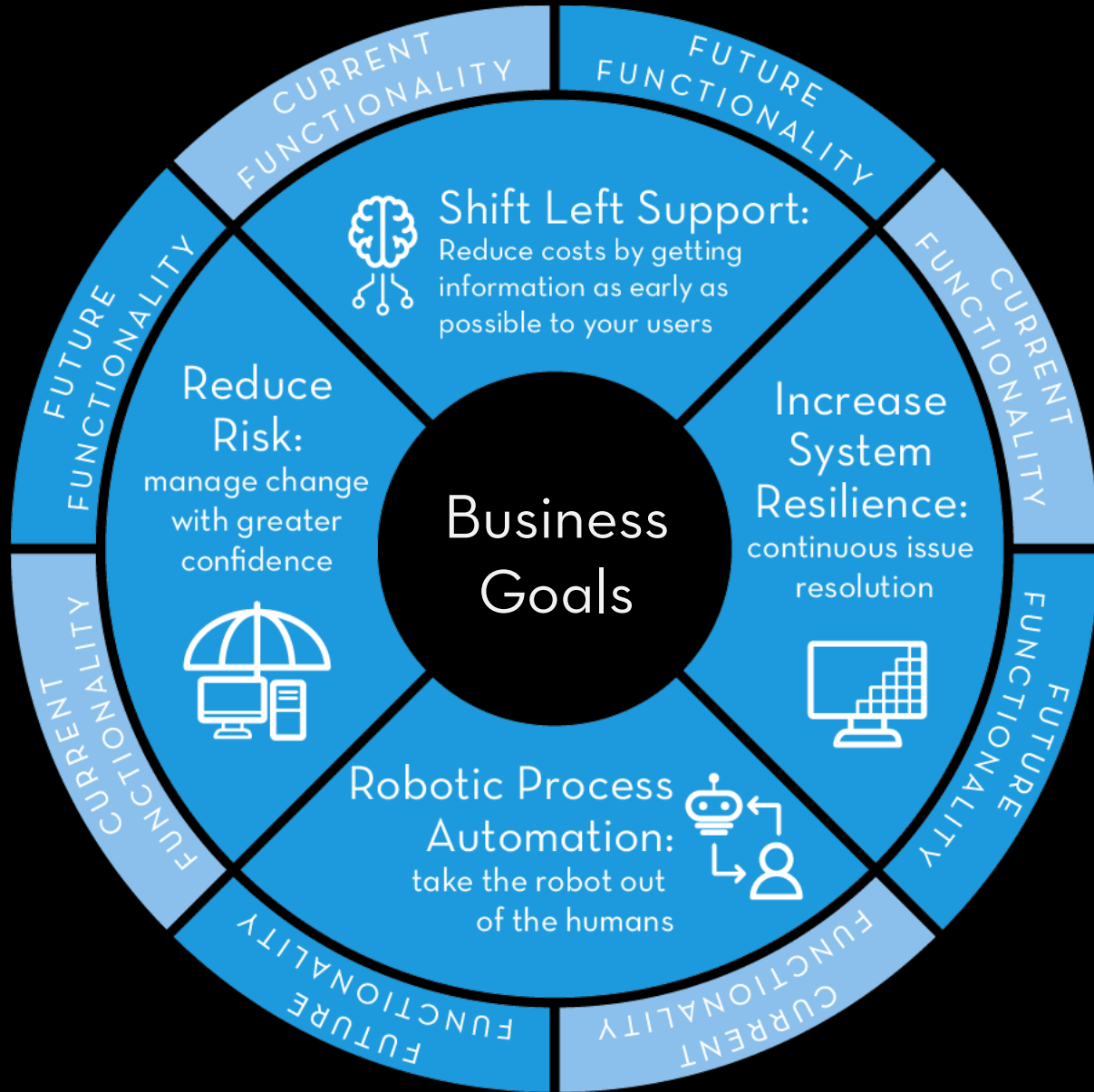


Technology

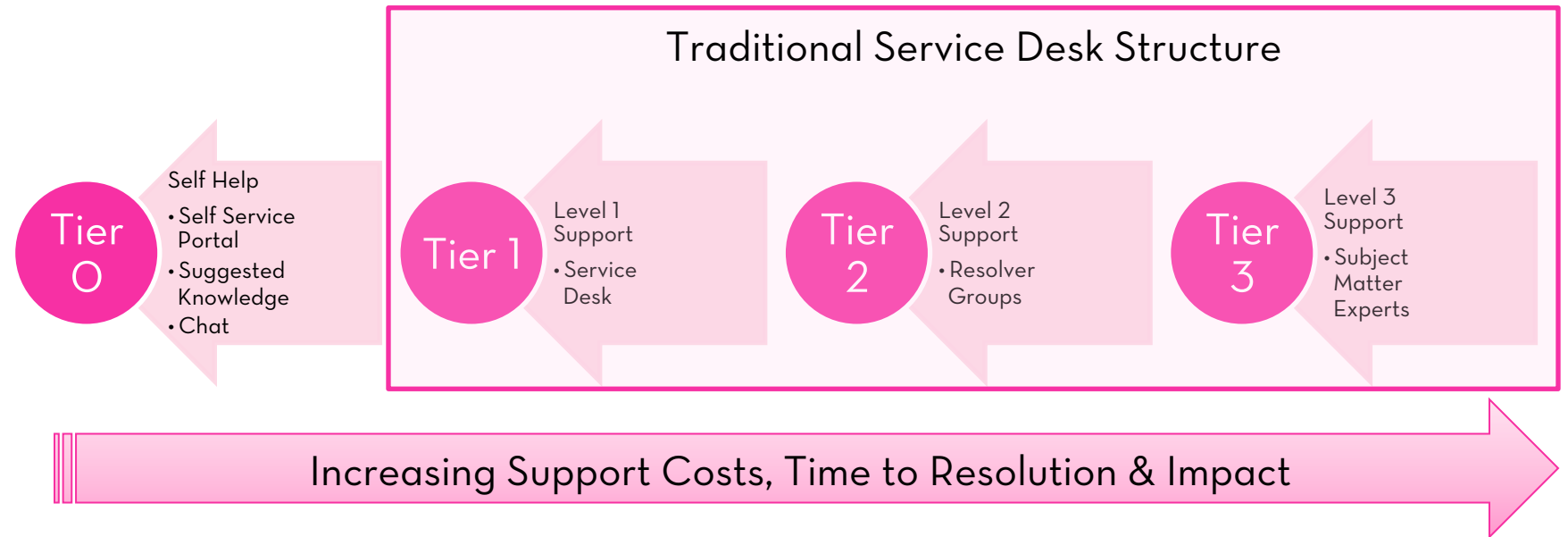
AI Machine Learning and Analytics



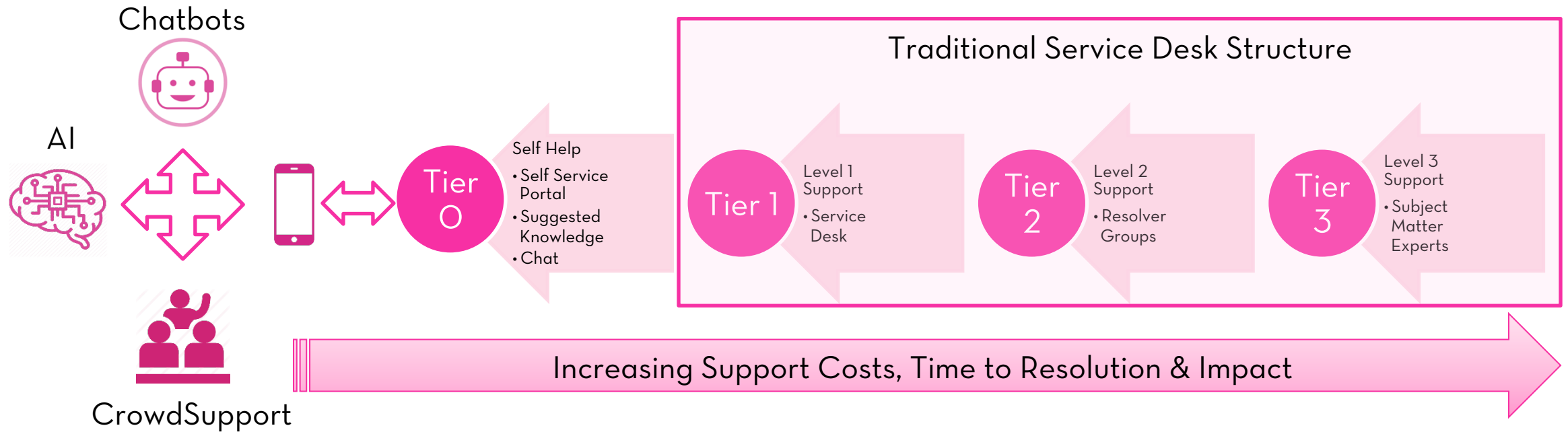
Shift Left Support



vFire Current: Shift Left Support

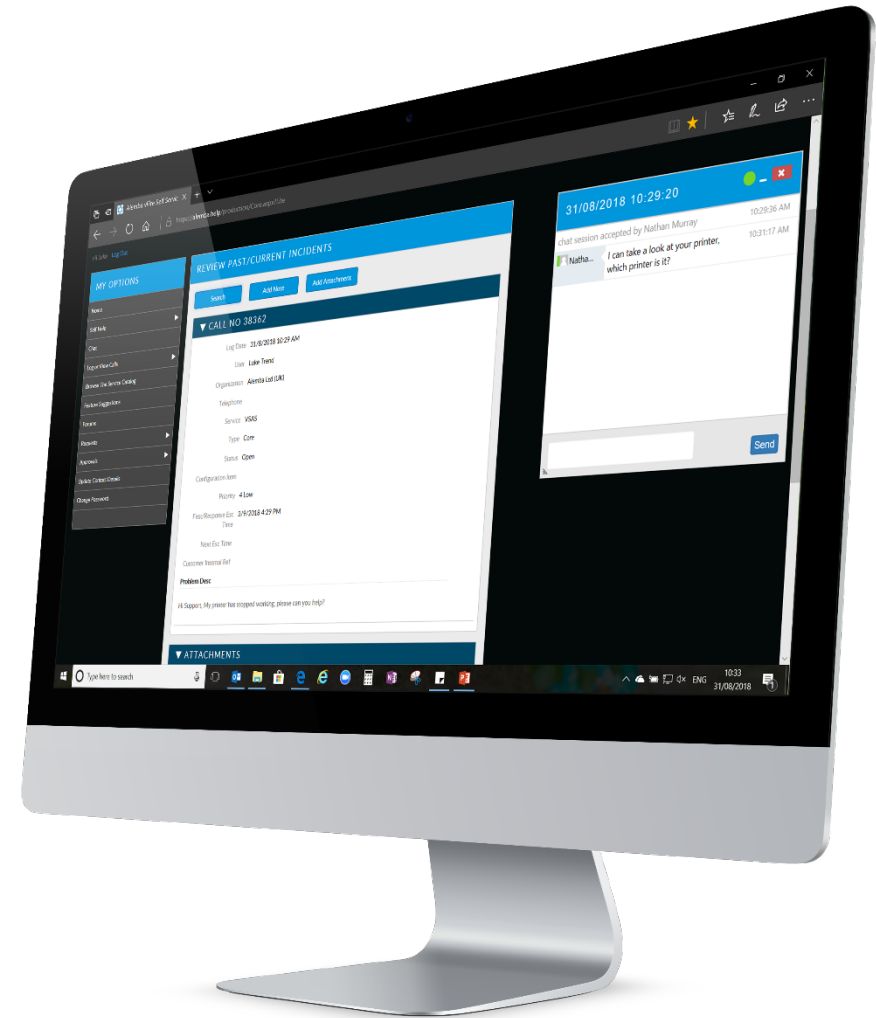


vFire Future: Shift Left Support



vFire Future: Chat Enhancements

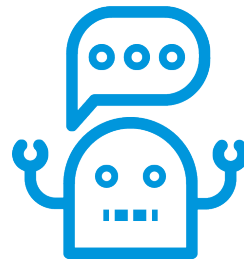
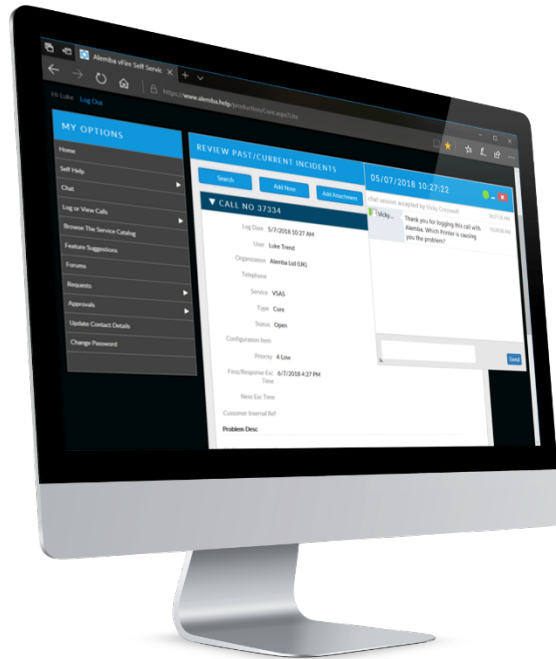
- Analysis can perform multiple user chats
- Analyst to Analyst chat
- Chat monitoring
- Chatbots in vFire



vFire Future: Chatbots

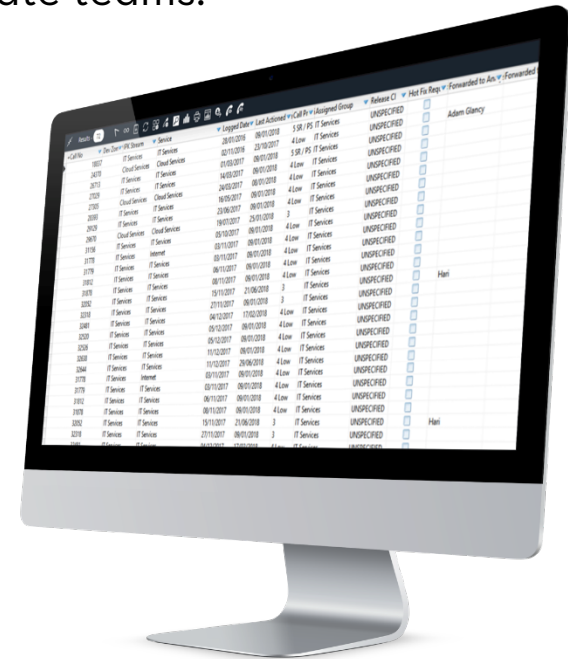
Listen

Integrated chat functionality, where the user thinks they are talking to a human



Take Action

Use natural Language Understanding to extract call details, suggest knowledge fixes and log calls at correct priority for the appropriate teams.

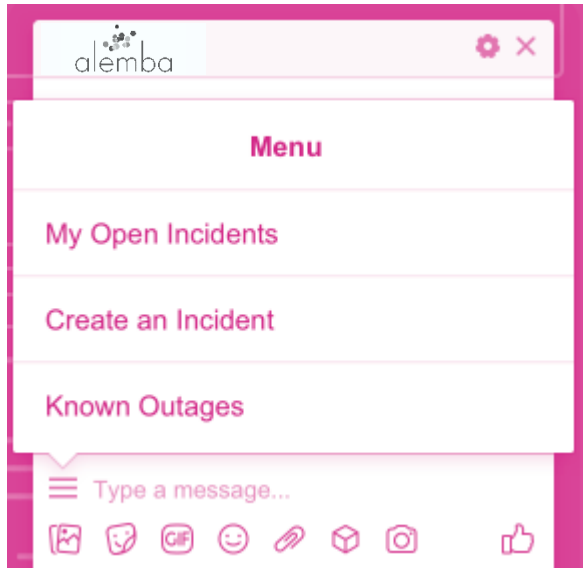


vFire FUTURE: Chatbots in vFire

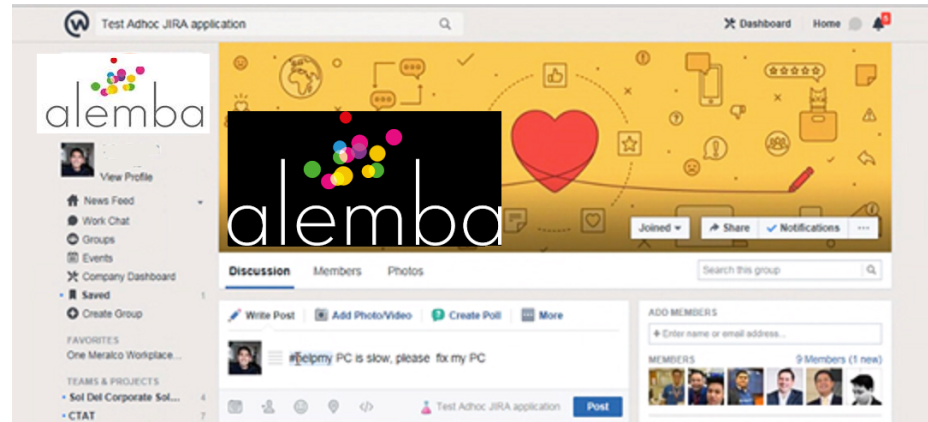
- Selection of best of breed chat-bot provider for Native capability within vFire
- Framework Integration to “industry standard” service chat-bot providers: Azure, AWS and Google
- Chatbot Integration to automatically QUERY and return rich data within Knowledge Bank, service actions, request and incident records.

vFire FUTURE: Social Media Integration/ Reputation Management

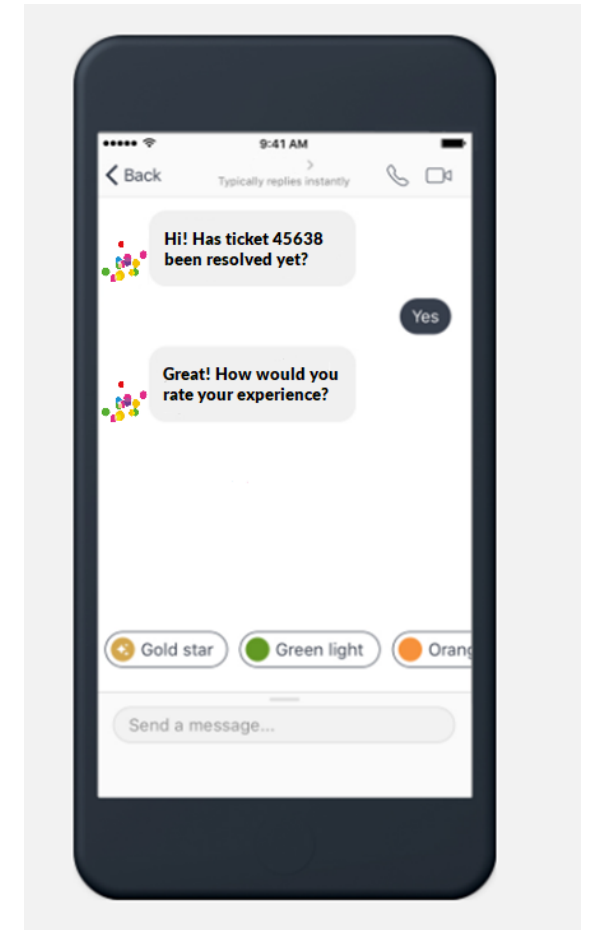
Smart Chat



Interact with Service Desk @ITHelp, @ServiceDesk

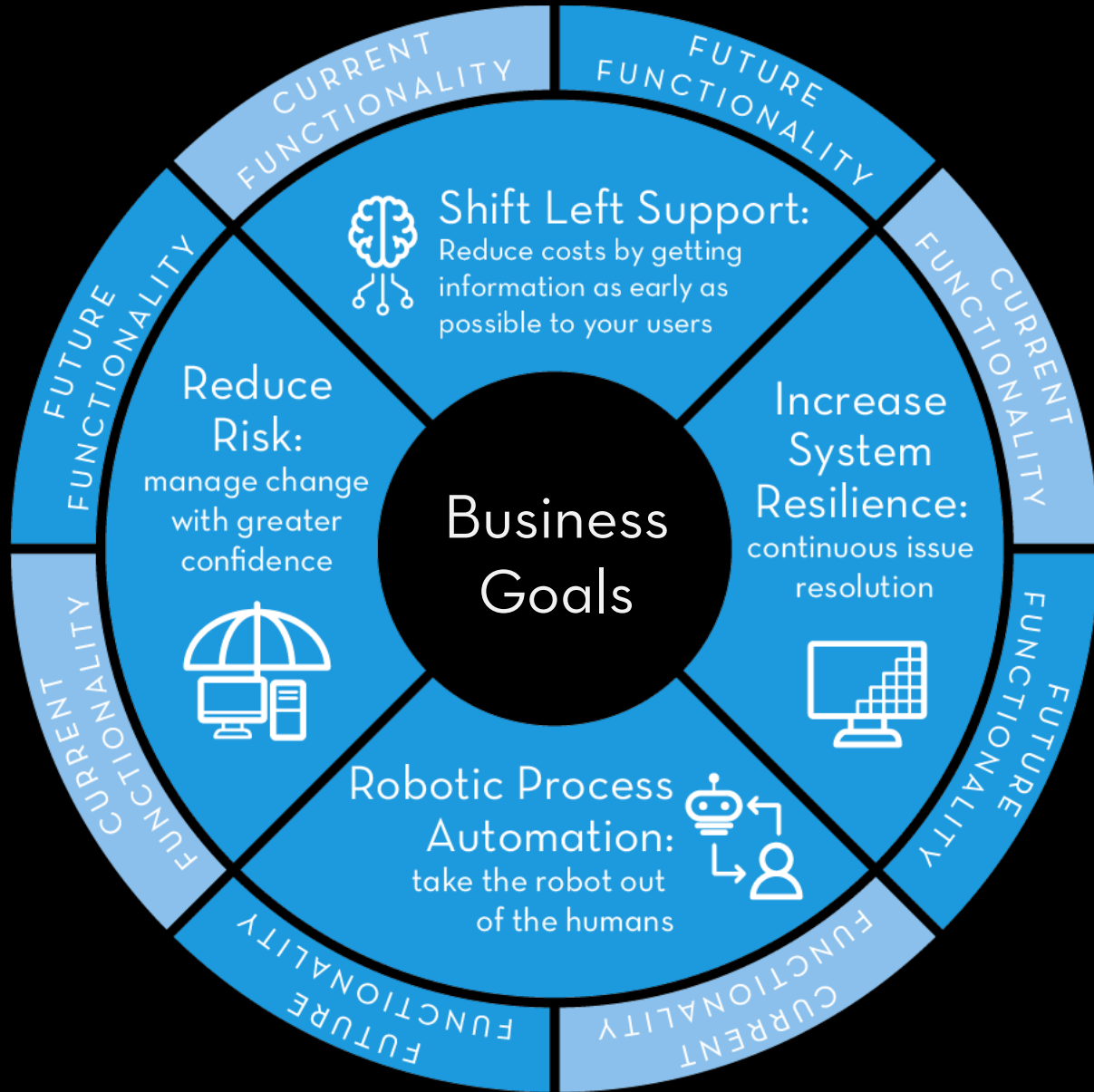


Resolve and feedback



All interactions audited within vFire

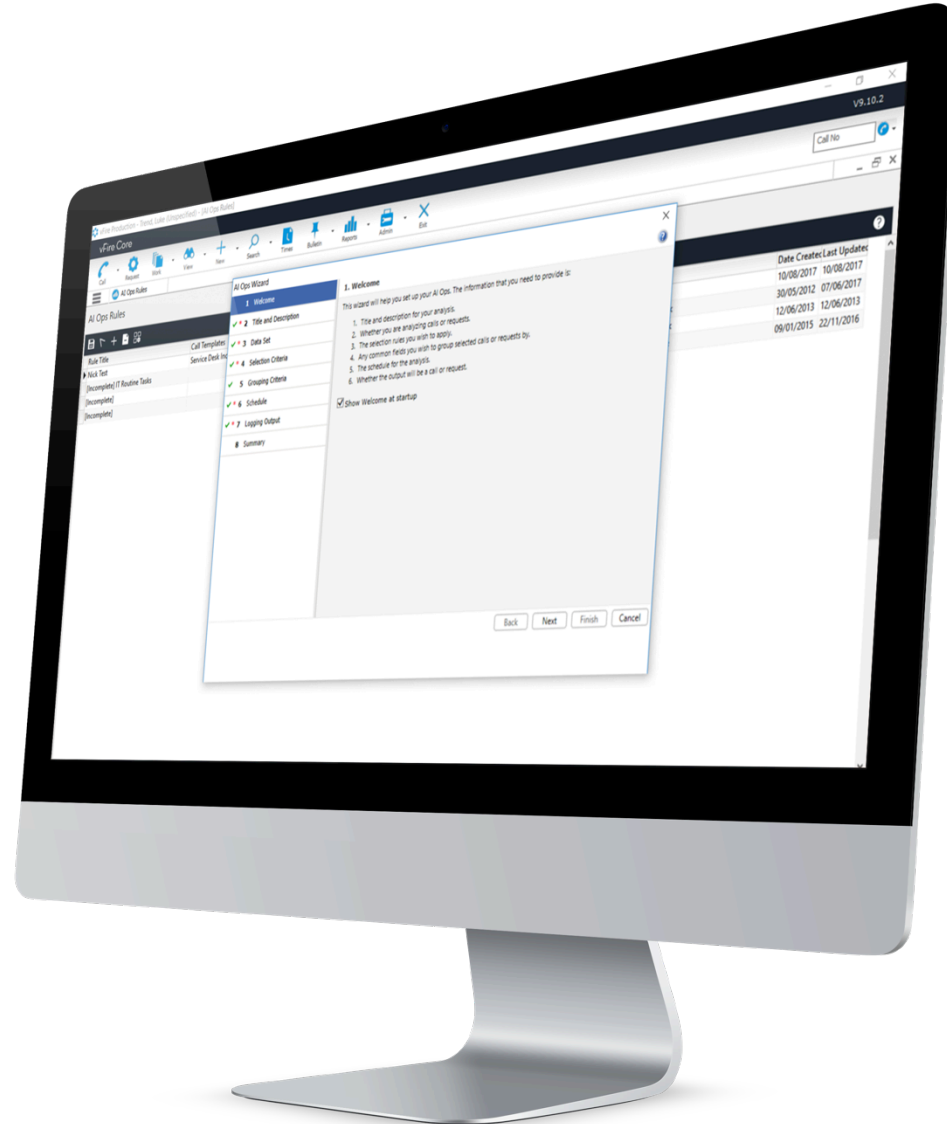
Increase System Resilience



vFire Current: Increase Systems Resilience

- Prescriptive Event Management and Proactive Problem Management. Gives a one-way channel from target systems back to vFire (hub) which can then raise alerts and messages.
- Advanced no-code rule builder can automatically raise and route tickets, change IPK status and create war rooms.
- Sophisticated integration platform with a growing list of out-of-the-box connectors.

vFire Current: Wizard Based Interface



vFire Current: Setup Data Analysis Parameters

The image displays a sequence of overlapping screenshots from the 'AI Ops Wizard' application, illustrating the steps to configure data analysis parameters. The windows shown are:

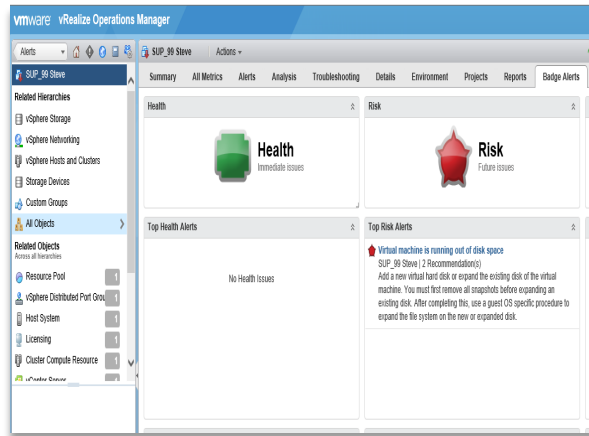
- 1. Welcome**: Initial screen of the wizard.
- 2. Title and Description**: Screen for providing context to the analysis.
- 3. Data Set**: Screen to select the data source (e.g., 'Calls').
- 4. Selection Criteria**: Screen to define the conditions for the analysis (e.g., '{Calls:Call Priority} = '1 Critical'').
- 5. Grouping Criteria**: Screen to specify how the data should be grouped.
- 6. Schedule**: Screen to set the frequency and timing of the analysis (e.g., 'Running Time: Every 1 Minutes', 'Running Dates: From 10/08/2017 To 15:36').
- 7. Logging Output**: Screen to configure where the results should be logged.
- 8. Summary**: Final screen showing a summary of all configured steps and parameters.

The final **Summary** window displays the following configuration:

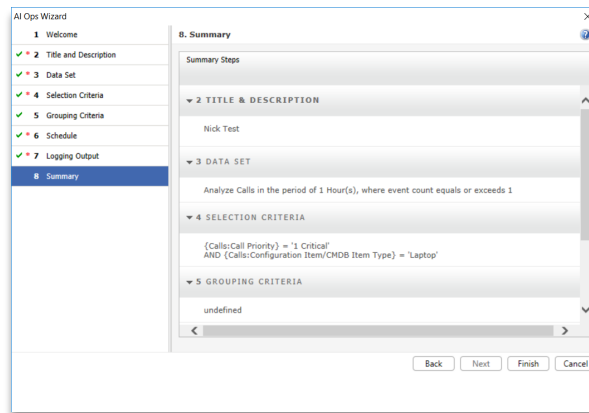
- 2 TITLE & DESCRIPTION**: Nick Test
- 3 DATA SET**: Analyze Calls in the period of 1 Hour(s), where event count equals or exceeds 1
- 4 SELECTION CRITERIA**:
{Calls:Call Priority} = '1 Critical'
AND {Calls:Configuration Item/CMDB Item Type} = 'Laptop'
- 5 GROUPING CRITERIA**: undefined

Navigation buttons at the bottom of the Summary window include Back, Next, Finish, and Cancel.

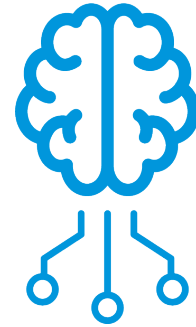
vFire Current: Prescriptive and Proactive



Monitor External Integrations



Understand Data



vFire
AI Ops

A screenshot of a table displaying call logs. The table has columns: Call No, Dev Zone, PK Stream, Service, Logged Date, Last Actioned, vCall Pr, Assigned Group, Release CI, Hot Fix Req, Forwarded to An, and Forwarded to. The data rows show various IT services and their associated call details, including dates and priority levels.

Automatically Raise Jobs/
Workflows for Analysts/Team

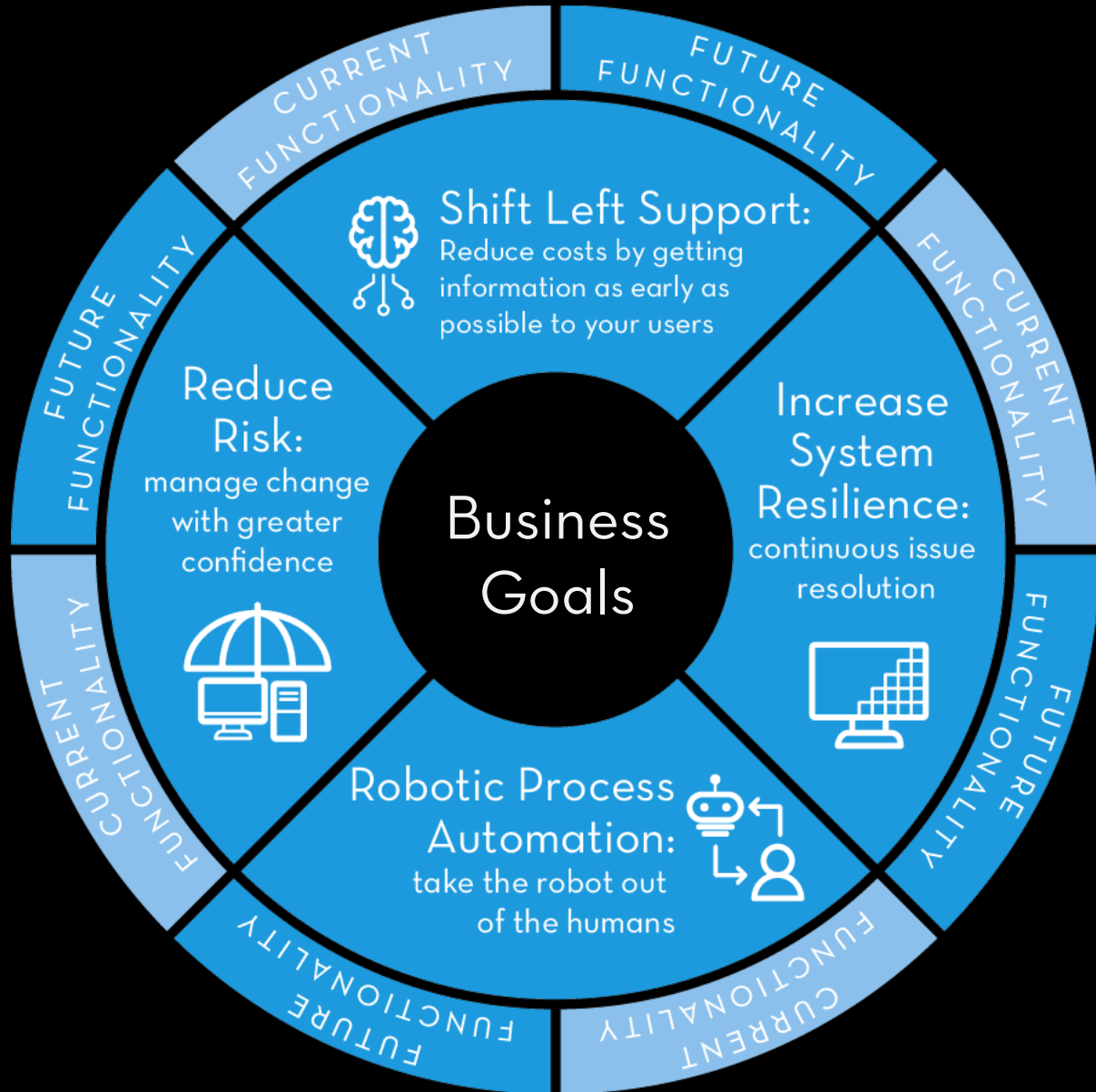
vFire Future: Increase Systems Resilience

- Create rich feedback loops and two-way communication between vFire and target systems
- Directed analytics. Navigate available “big data” from AWS, Azure and Google Machine Learning to find root causes quickly, to catch outages before they happen and to learn from past events to ensure no repeats
- Create vROM profile for “normally functioning” vFire system. The vFire could log incidents against itself when it deviates from normal functioning

vFire Future: Increase Systems Resilience

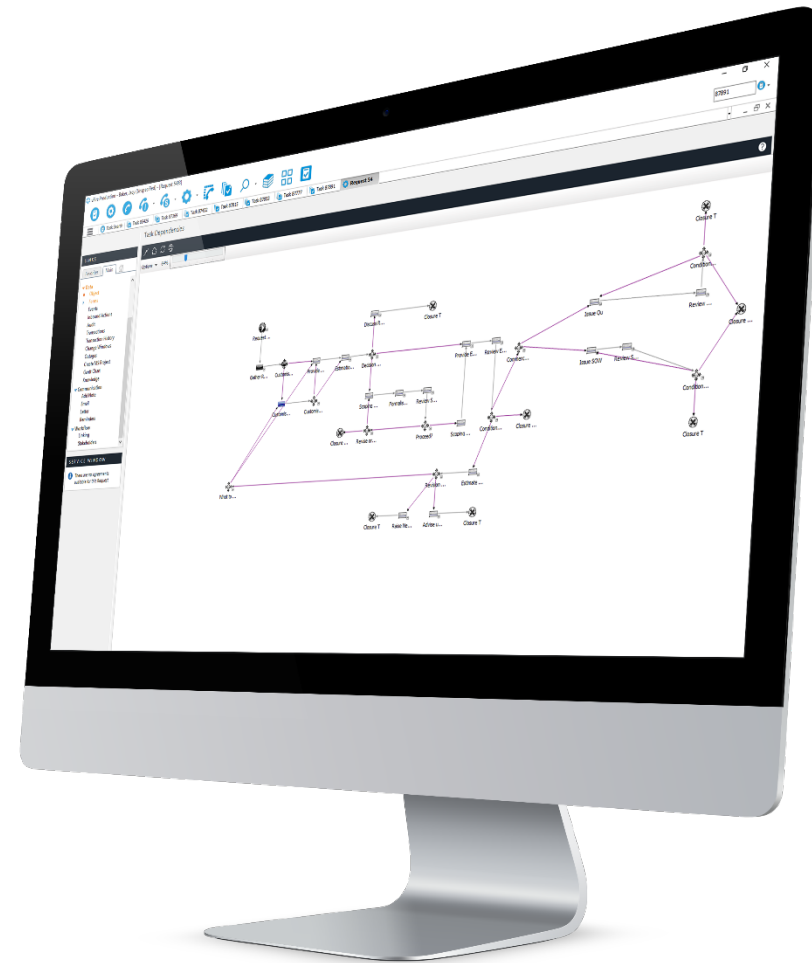
- Enhance AI Ops module
 - More connectors
 - More sophisticated event hierarchy and processing:
external event-> vFire event -> Incident/Workflow

Robotic Process Automation

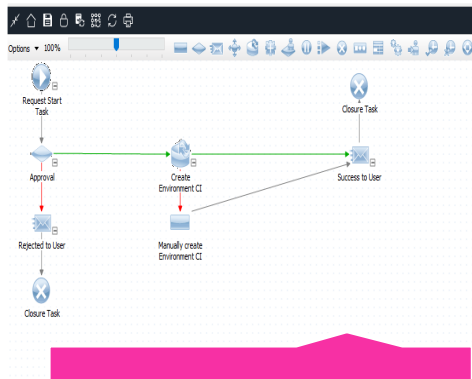


vFire Current: Robotic Process Automation

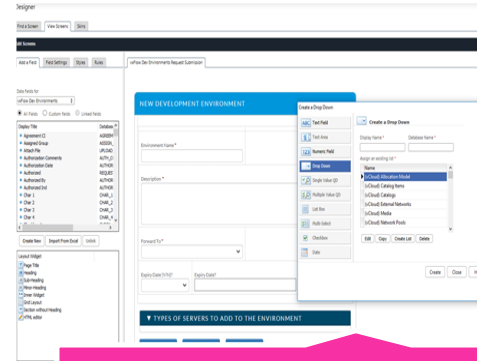
- No-code workflow
- No-code form design
- No-code field addition and database extension
- Workflows manage both humans and systems



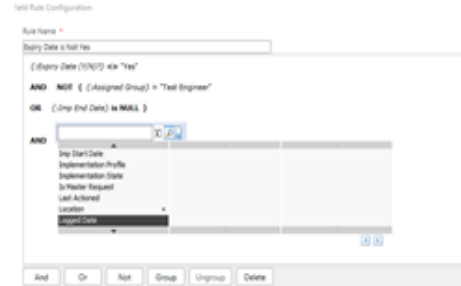
vFire Current: Robotic Process Automation



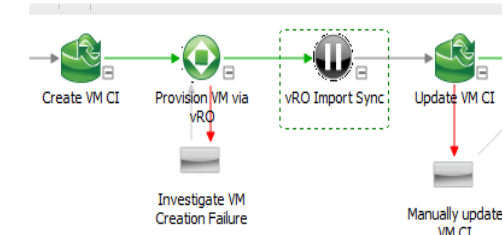
Zero Code Workflow



Zero Code Form Design

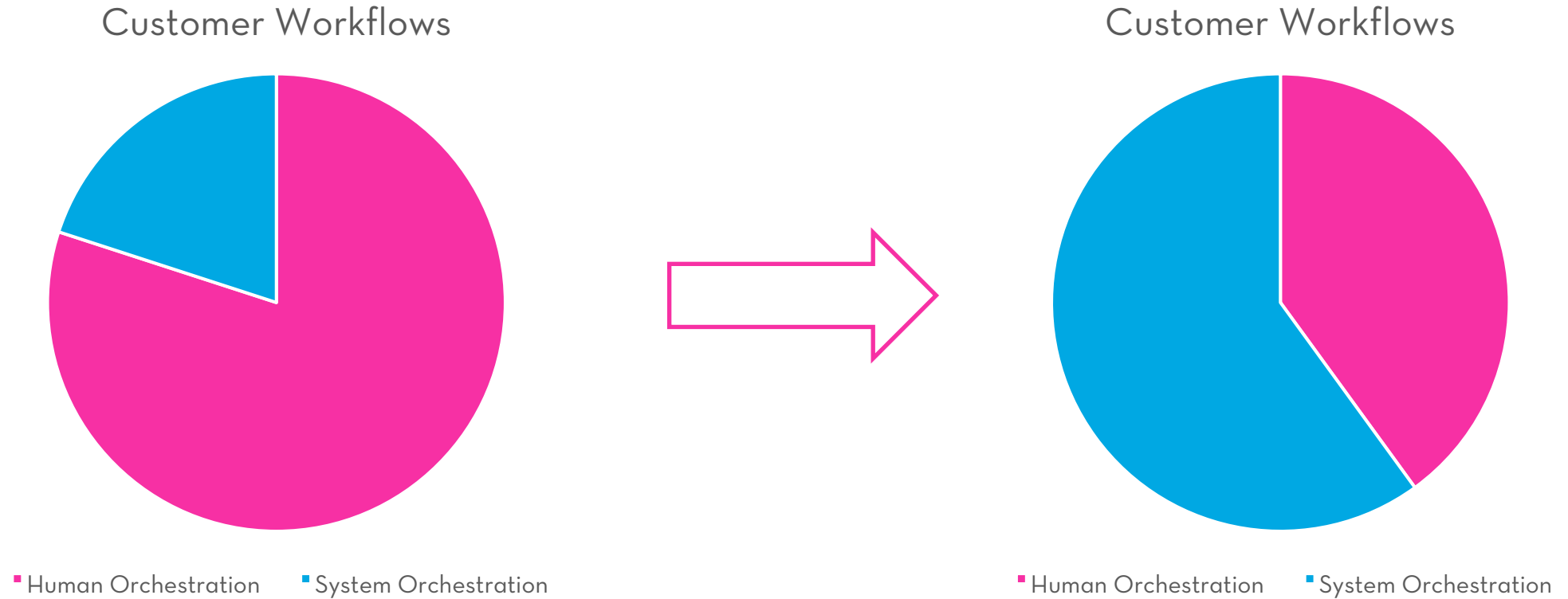


Zero Code Field Addition



Workflows manage both humans and systems

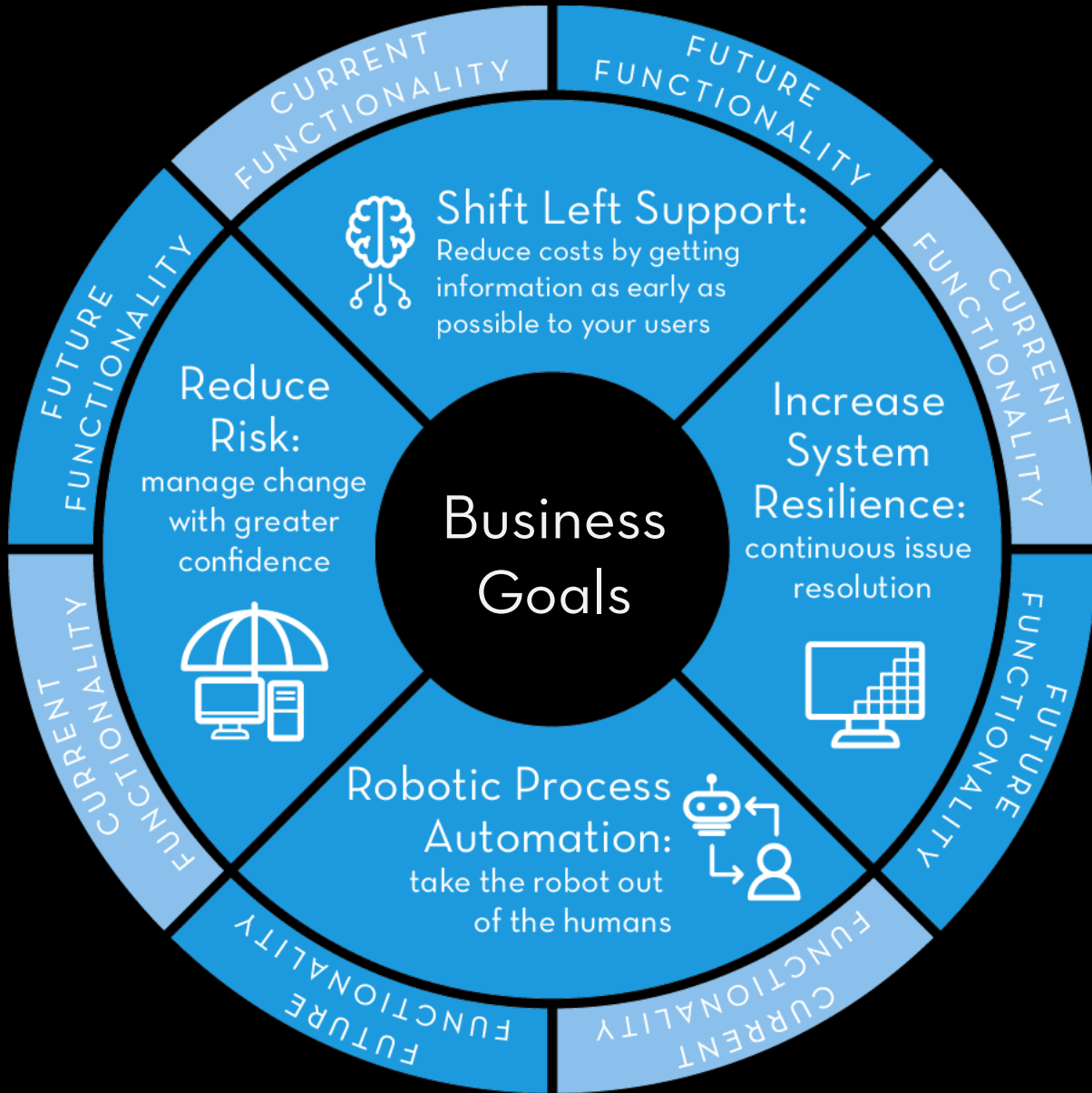
Robotic Process Automation



vFire Future: Robotic Process Automation

- No-code advanced arithmetic logic between form fields
- New customer update task
- Ability to map to field values within conditional branching action logic
- Workflow Enhancement Stream within Engineering (and a Workflow Enhancement Requirement Group to drive this)
- Machine learning to proactively suggest how workflows can be improved (remove redundant branches), what workflows are commonly used, what workflows can be retired

Reduce Risk



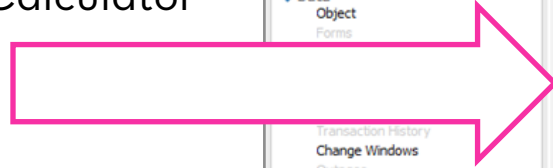
vFire Current: Reduce Risk

- Change Windows, Change Freezes and Availability Measurements exist out-of-the-box
- Manual Risk Profile and Change Category can be set
- Linkage between Changes, Outages and Incidents supported out-of-the-box
- Dynamic routing of workflows based on risk and other factors
- Dynamic CAB/approvals/vote weighting

vFire Future: Reduce Risk

- Advanced no-code rules for risk setting (“Risk Calculator”). The following screenshots show a custom version of this in use by a US customer. The goal is to productise something like this.
- Dynamic view of changes based on historical information, analysed by the system itself at runtime
 - How successful have previous changes for this group been.
 - How many incidents and problems have resulted from change.
 - How successful have previous changes of this type been.
 - Clash Analysis

Risk Calculator



Links
Favorites Main
Return To Main
Details
History
Request Report
Authorization
Update Dependencies
Data
Object
Forms
Transaction History
Change Windows
Outages
Create MS Project
Gantt Chart
Knowledge
Quick Launch
Manager Review
Fiscal Calendar
ThymeTrax
Ricoh Knowledge
Change Date Maintenance
Communication
Add Note
Email
Letter
Workflow
Defer
Save
Complete
Assign
Screen Set
Linking
Stakeholders

Request 2402801 Details
Request Title *
Customer and IT Lead Details *
User / Peer * IT Lead *
Type and Priority *
Imp Start * Imp End *
Risk * Please calculate... Calc
Change Details *
Description * full view
ChangeMan Package ID JIRA Ticket Number(s)
Plans *
Test Plan * full view Backout Plan * full view
Test Plan Requirements Backout Plan Requirements
Secure Fields
Actions & Solutions
Linked Services * Linked CIs *
Tasks Manage CMDR Transactions Budgets Dates Text

Info Panel
Request Information
Partition Kroger
Template Scheduled Change (v5.0)
Physical Status Current
Request Status Unspecified
Request Phase Unspecified
Request Screen Set Name Change 2016
Workflow Process Change Management
Request Responsibilities
Manager KEN TYRRELL
Creator KEN TYRRELL
Authorized By
Request Dates
Creation Date 9/12/2018 8:36 AM
Target Date 9/12/2018 8:36 AM

Service Window
There are no agreements available for this Request

vFire Associate - TYRRELL, KEN [Risk Calculator]

vFire CORE V9.6.3

Call Request Info - Work... Feed Your... Feed Your... View New Search Bulletin Bo... Reports Dashboards Admin Req No

MENU Request 2402801 Risk Calculator

What is the impact to store customers if the change should fail?

- ☐ Significant impact to store customers during prime business hours (7AM-10PM Local Time)
- ☐ Significant impact to store customers during non-prime business hours (10PM-7AM Local Time)
- ☐ Minimal impact to store customers
- ☐ No impact to store customers

What is the impact to our business customers if the change should fail?

- ☐ Enterprise Impact
- ☐ More than 5 Divisions, but not Enterprise
- ☐ 2-5 Divisions
- ☐ Single Division

How many Technology Associates are involved in the implementation of this change?

- ☐ Multiple Technology Teams with outside Vendor Assistance
- ☐ Multiple Technology Teams
- ☐ Multiple Resources within Same Technology Team
- ☐ Single Technology Resource

Next

Change requestor is asked a series of questions...

vFire Associate - TYRRELL, KEN [Risk Calculator]

vFire CORE V9.6.3

Call Request Info - Work... Feed Your... Feed Your... View New Search Bulletin Bo... Reports Dashboards Admin Req No

MENU Request 2402801 Risk Calculator

Does this change have the potential to impact the network core?

- ☐ Yes
- ☐ No

Does this change address PCI / HIPAA / SOX or other Compliance Issues?

- ☐ Yes
- ☐ No

Does this change impact an application or infrastructure that is CUSTOMER facing (Digital, Banner...)?

- ☐ Yes
- ☐ No

Prev Next

...which, along with other elements of the request – e.g. the suggested implementation dates, give a weighted risk assessment.

Risk Calculator - Request 2402801

Question	Response	Score
What is the impact to store customers if the change should fail?	No impact to store customers	10
What is the impact to our business customers if the change should fail?	Single Division	10
How many Technology Associates are involved in the implementation of this change?	Single Technology Resource	10
How complex is the backout process for this change?	Backout is easy and can be performed within 1 hour	10
Does this change require an outage to implement or backout?	No Outage is required to complete implementation or backout	10
Does this change impact Shared Infrastructure like Web Servers, Citrix, Storage or Enterprise Data Warehouse?	No	0
Does this change have the potential to impact the network core?	No	0
Does this change address PCI / HIPAA / SOX or other Compliance Issues?	No	0
Does this change impact an application or infrastructure that is CUSTOMER facing (Digital, Banner...)?	No	0
Total for Implementation Range 2018-09-13 to 2018-09-13		50

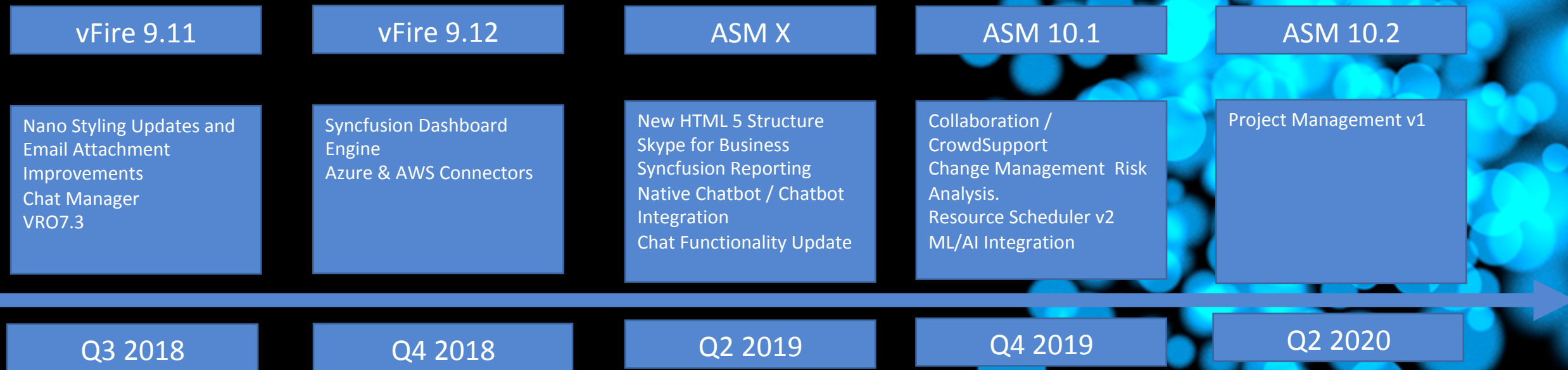
Calculator: LOW

Risk Value Scale:

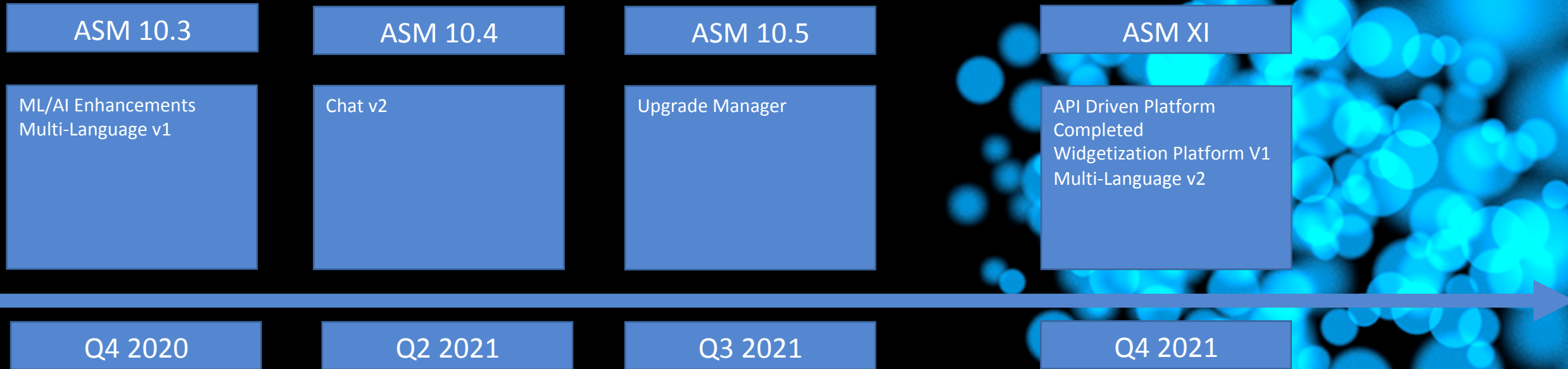
Risk Value	From	To
LOW	0	120
MEDIUM	125	200
HIGH	205	300
CRITICAL	305	999

Buttons: Recalculate, Update, Cancel

vFire/Alemba Service Manager Roadmap Summary



vFire/Alemba Service Manager Roadmap Summary



Project Management

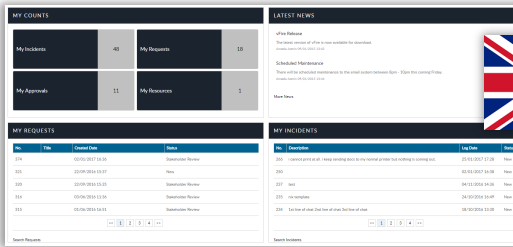
- MS Project connector
- Project type is a wrapper for a collection of tasks
- Time recording
- Assignable trackable checklists for action plans, e.g.
 - Rollout (implementation)
 - Rollback (backout, recovery)
 - Communication
 - Decommissioning
 - Major Incident

Multi-Language

- Ability to view interfaces in localised format.



Joanne



MY COUNTS	
My Incidents	45
My Requests	18
My Approvals	11
My Resources	2

LATEST NEWS	
After Review	The latest version of the system is available for download. Please download the latest version.
Scheduled Maintenance	There will be scheduled maintenance on the system on Wednesday 10th. Please plan accordingly.

MY INCIDENTS	
ID	Details
101	Incident 101: System error on 10/10/2023.
102	Incident 102: User login failure on 10/10/2023.
103	Incident 103: Data sync error on 10/10/2023.
104	Incident 104: Network outage on 10/10/2023.
105	Incident 105: Security alert on 10/10/2023.

MY REQUESTS	
ID	Details
201	Request 201: New user registration on 10/10/2023.
202	Request 202: Password reset on 10/10/2023.
203	Request 203: Account verification on 10/10/2023.
204	Request 204: Profile update on 10/10/2023.
205	Request 205: Account deletion on 10/10/2023.



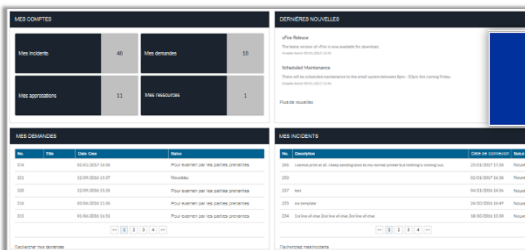
Translate
on
demand



- On-the-fly machine translation of user input data



Jean-Paul



MES COMPTES	
Mon Incidents	45
Mon Requêtes	18
Mon Approuvés	11
Mon Ressources	2

Dernières Nouvelles	
Après Révision	La dernière version du système est disponible pour téléchargement. Veuillez télécharger la dernière version.
Entretien Planifié	Il y aura une maintenance planifiée sur le système le mercredi 10. Veuillez en tenir compte.

MES INCIDENTS	
ID	Détails
101	Incident 101 : Erreur système le 10/10/2023.
102	Incident 102 : Échec de connexion utilisateur le 10/10/2023.
103	Incident 103 : Erreur de synchronisation des données le 10/10/2023.
104	Incident 104 : Interruption réseau le 10/10/2023.
105	Incident 105 : Alerte de sécurité le 10/10/2023.

MES REQUÊTES	
ID	Détails
201	Requête 201 : Nouvelle inscription utilisateur le 10/10/2023.
202	Requête 202 : Réinitialisation de mot de passe le 10/10/2023.
203	Requête 203 : Vérification de compte le 10/10/2023.
204	Requête 204 : Mise à jour de profil le 10/10/2023.
205	Requête 205 : Suppression de compte le 10/10/2023.



Translate
on
demand



Developing an Enterprise Shared Services Model for VUW

Peter Borich, Victoria University of Wellington



Developing an Enterprise Shared Service Model for VUW

Peter Borich

Associate Director – ITS

Victoria University of Wellington

Capital thinking. Globally minded.



About Victoria

- Founded in 1897
- 10 Faculties and 27 Schools
- Ranked 221 in the world
- Top research university in NZ
- 22,000 Students
- 2,200 Staff FTEs
- 5,000 active staff accounts
(fulltime, part-time, casual, tutors, researchers etc)



Capital thinking. Globally minded.

About Universities

Decentralised

Complex

Academic freedom

Fiefdom based

Conservative

“Self service”

Many opinions

Slow to change

No Singular Culture

Capital thinking. Globally minded.

Service Delivery Challenges

The Organisation:

- Silo based
- Replication of functions
- Function over customer
- Lack of service standards
- Limited service metrics
- Duplication of costs

The Customer:

- Who do I contact
- What channel/system do I use
- I don't work standard hours
- Why am I filling in paper forms
- Why do I have to keep repeating myself

Service Delivery Challenges

For Staff Support:

- 2 service desks
- 3 support systems
- 8 support phone lines
- 22 support email boxes
- Multiple paper request forms
- Across team service the customer coordinates



The Catalyst For Change

Over the last ten years ITS had:

- Mature Service Desk
- Implemented ITSM
- Brought KCS to NZ
- Implemented a service portal
- Created workflows and forms
- Reduced calls to the Service Desk
- Increased staff satisfaction



One day the COO went to
move office

COO's Blog

“One example I came across recently regarded the number of jobs you have to lodge to move a staff desk from A to B. **Evidently you have to lodge 5 jobs to shift a desk with PC and phone on it to a different location.** Why?? Surely, we can make it simpler than that for our internal customers and not get bogged down in the 100 reasons why it needs 5 jobs? I’d welcome all feedback and views. Even better, I’d welcome a solution that says all you have to do is enter the from/to location into a single on-line form with a few tick boxes. **You would be assured of my full support to help make it happen.**”

The COO Wanted Change

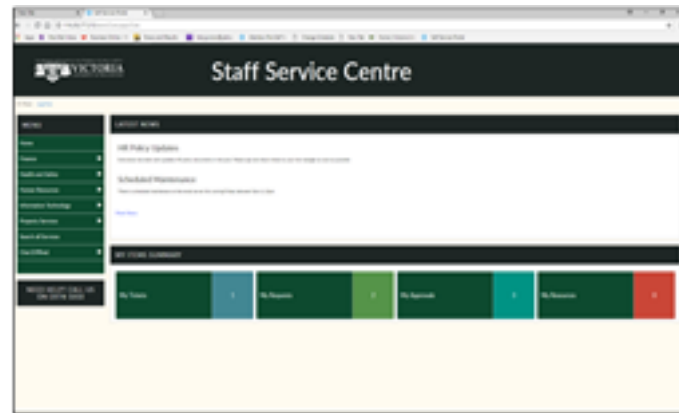
- The task was assigned to the new Strategic Projects Office
- They went knocking on doors.
- Someone pointed her in our direction

This was our “IN”



Project Proposal

To provide a streamlined, cost-efficient, easily accessible one-stop-shop to services delivered from a staff portal and supported by an appropriately trained staff



Underpinning Principles

**Customer driven
design**

**Optimised
processes**

**Self service
first**

**Caretaker for
the customer**

**Remove non-value
added activities**

**People
transformed**

**Continuous improvement
based on metrics**

**Clear service
ownership**

Project Objectives

1. Deliver a consistent customer experience which is valued by customers
2. Create a Staff Service Centre Portal that is personalised and driven by workflows, automation and a knowledge base
3. Expand the capabilities of the ITS service desk into a Staff Service Centre that is able to support all COO services
4. Capture service metrics which can drive a continuous service improvement programme

Project Scope/ Constraints

- Limited to COO Group services
- Complement the Intranet for a consistent user experience.
- Use existing ITS tool-set (VFire)
- Service Centre developed from ITS service desk and existing good practice
- Implemented with existing ITS budget and resources



Engaging With Stakeholders

- We had our signed project PID
- We had done our stakeholders analysis matrix
- We had completed a communications plan

It was time to tell them the good news

High

Stakeholder Analysis

Keep Satisfied • Communications & Marketing • Finance Manager (Operations) • AD Property	Manage Closely • Customer Reference Group • ITS Service Desk • COO Service Delivery teams • Property and Finance service teams
Monitor • SLT • Vice-Provost (Academic & Research)	Keep informed • Chief Operating Officer • COO Directors • Academic groups/ Heads of Schools/ CSU Directors • VUW staff

Low Interest High

The Stakeholders Weren't Impressed

“I’m not going to champion something I don’t believe in”

“We’re happy with our piles of printed forms”

“Everyone knows how to get help from Finance”

“Do people really want a single place to go for help”



What Was The Problem

- They didn't understand the concept
- They don't know what service management is
- The Directors might agree, but?
- The service teams felt threatened
- People aren't interested in self service
- Resisting/ ignoring change is acceptable



Time for a Rethink

We needed to understand/ define the “**User Experience**”

Express it in a way they could understand –
“**User Stories**”

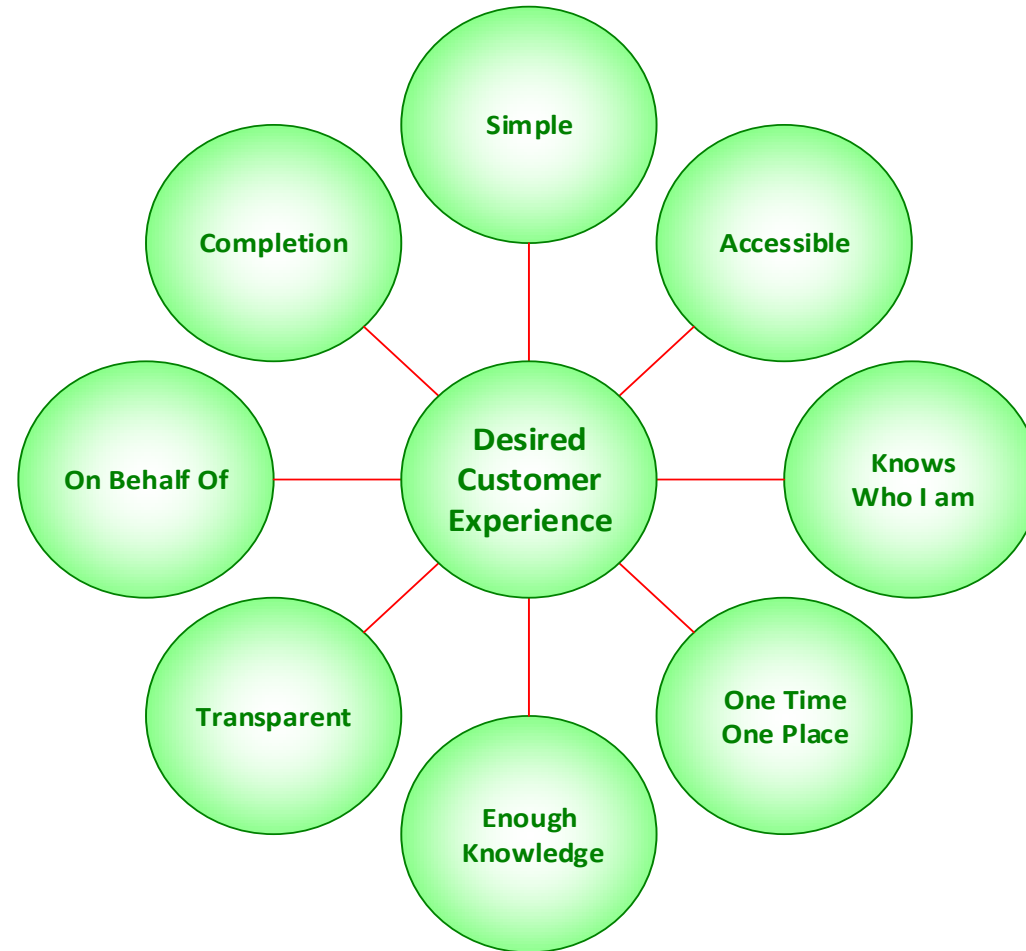
Demonstrate the concept – “**Demo Portal**”

Get their active input “**Co-creation**”

We had to become Agile

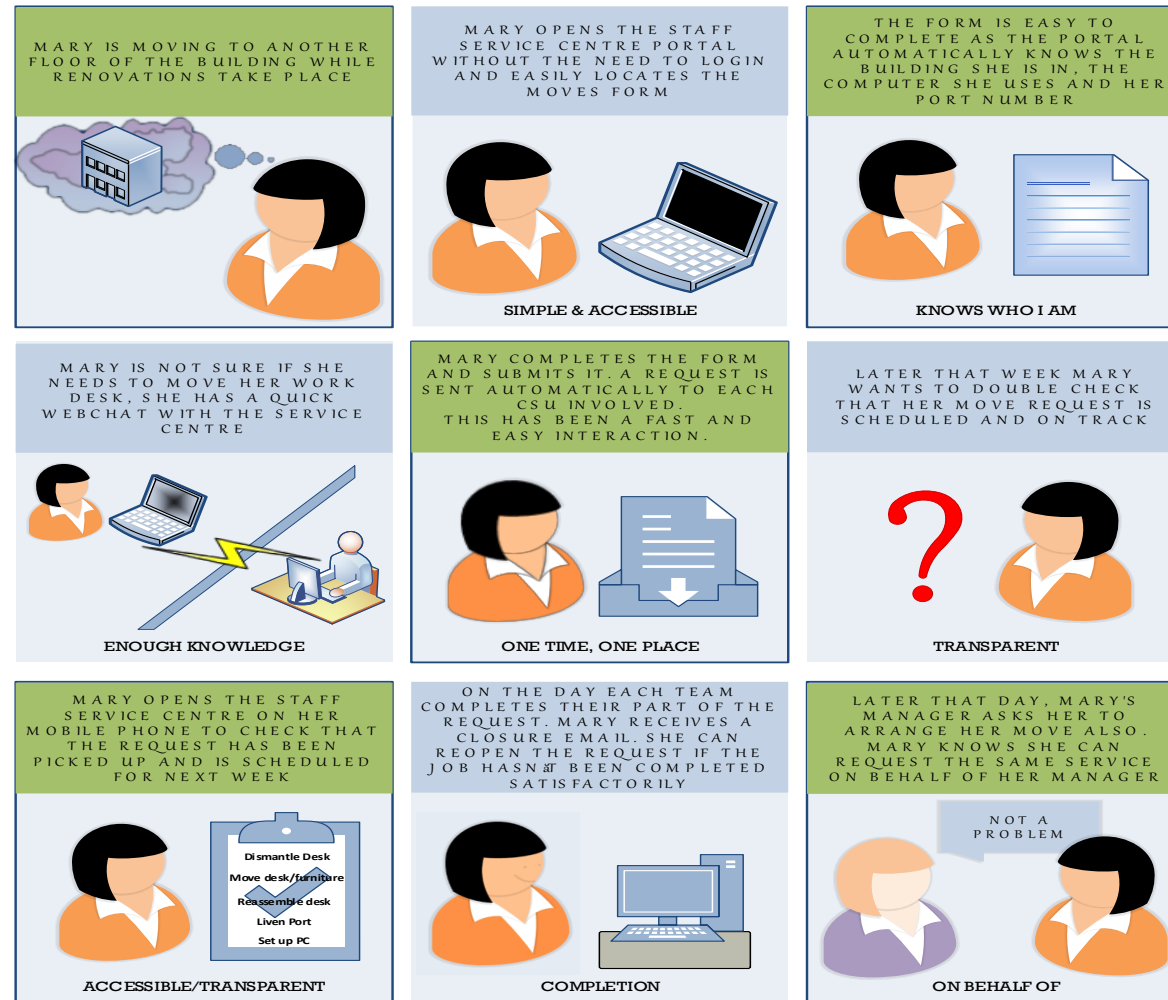


Defining the Customer Experience



User Stories

Staff Service Centre – Customer Experience “Moving Office”



Demonstrating the Concept

The screenshot shows a web browser window displaying the 'Self Service Portal' for the Victoria University of Wellington Staff Service Centre. The browser's address bar shows the URL: 119.252.77.213/esm/Core.aspx?LITE&Form=Dashboard&ID=421310888891805748888887786482A9DD360152F9DB76B4843BAFA19A32&DATABASE... The page features the university's logo and name at the top left, and the title 'Staff Service Centre' in large white text on a dark background. Below the header, a navigation menu on the left lists various services: Home, Finance, Health and Safety, Human Resources, Information Technology, Property Services, Search all Services, and Chat (Offline). A 'Log Out' link is visible next to the user's name 'Hi Peter'. The main content area is divided into two sections: 'LATEST NEWS' and 'MY ITEMS SUMMARY'. The 'LATEST NEWS' section contains two articles: 'HR Policy Updates' and 'Scheduled Maintenance'. The 'MY ITEMS SUMMARY' section displays four summary cards: 'My Tickets' (1), 'My Requests' (4), 'My Approvals' (5), and 'My Resources' (0).

Self Service Portal

Not secure | 119.252.77.213/esm/Core.aspx?LITE&Form=Dashboard&ID=421310888891805748888887786482A9DD360152F9DB76B4843BAFA19A32&DATABASE...

Apps Xtra Mail Inbox Business Online - We Draws and Results - C hdccjuniors@yahoo.c Alemba vFire Self Ser Change Schedule New Tab Home | Victoria Unive

TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI
VICTORIA
UNIVERSITY OF WELLINGTON

Staff Service Centre

Hi Peter [Log Out](#)

MENU

- Home
- Finance ▶
- Health and Safety ▶
- Human Resources ▶
- Information Technology ▶
- Property Services ▶
- Search all Services
- Chat (Offline) ▶

NEED HELP? CALL US ON EXTN 5050

LATEST NEWS

HR Policy Updates

Everybody has been sent updates HR policy documents in the post. Please sign and return these to your line manager as soon as possible

Scheduled Maintenance

There is scheduled maintenance on the email server this coming Friday between 9pm & 10pm

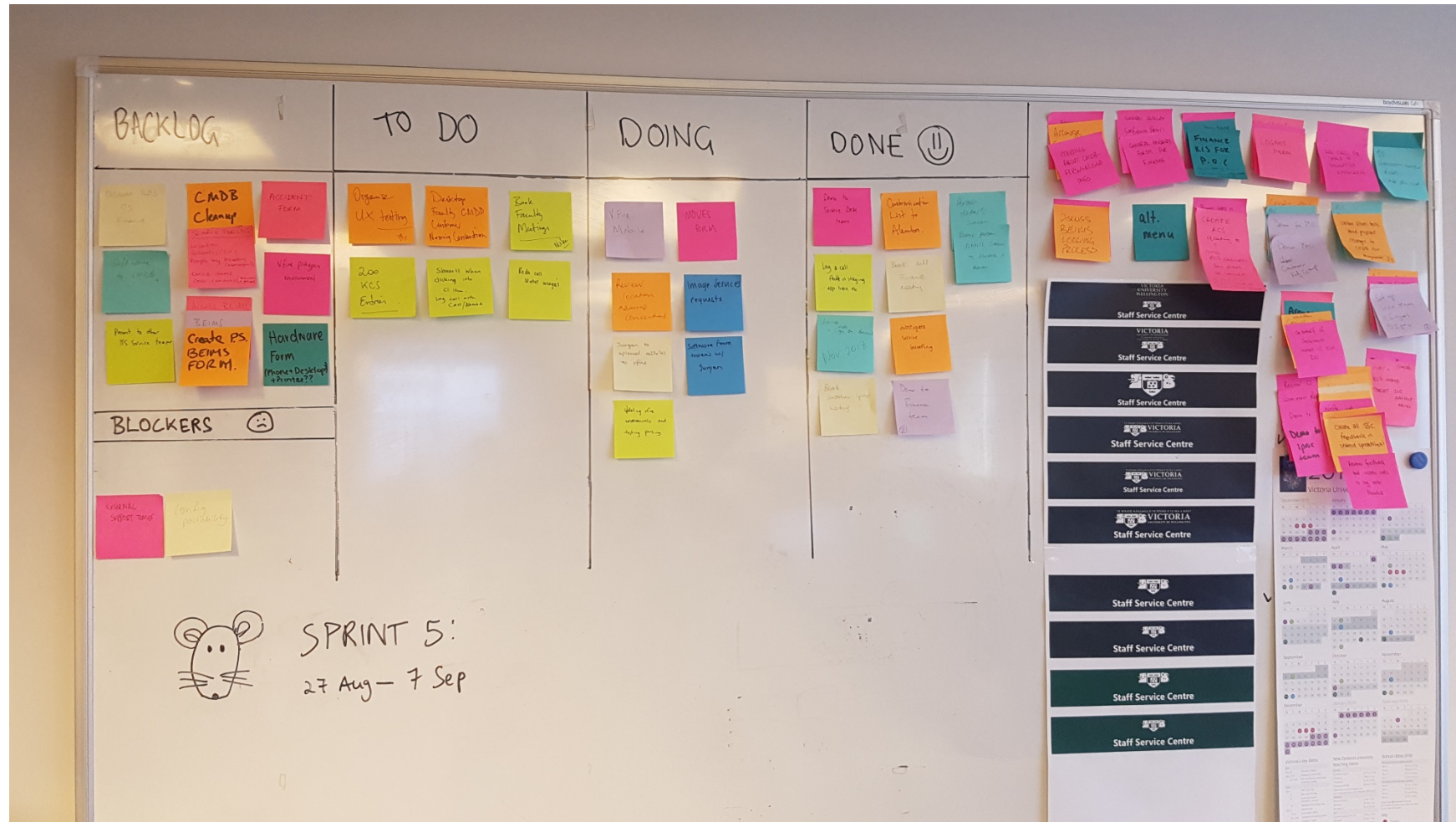
[More News](#)

MY ITEMS SUMMARY

My Tickets	1	My Requests	4	My Approvals	5	My Resources	0
------------	---	-------------	---	--------------	---	--------------	---

Capital thinking. Globally minded.

Becoming Agile



Capital thinking. Globally minded.

The Stakeholders Have Responded

- They “get” the concept
- Understand the potential benefits
- Provided their input, ideas and criticisms
- Asked for changes
- Told their work colleagues about “Peters Portal”
- They want it now

**They have become vocal
advocates**



The Stakeholders Responded

Portal location	Feedback	Importance	Comments
Approval review list	Add 'user' to the fields	High importance	Is within toolset capabilities
Approval review list	Add 'date' to the fields	High importance	Is within toolset capabilities
Approval review list	Add ability to search past approvals	Medium importance	Ability already exists, but search
Approval screens	Add edit/approve button to all approvals, rather than 'approve' - especially Fi	Medium importance	Is within toolset capabilities
Call review screens	Call status imagery is not obvious - did not know that coloured option was the	Medium importance	Is within toolset capabilities
Call review screens	Would be good to be able to actually action/close a call (not just add a note)	Medium importance	Customisation required
Call review screens/home	Highlight calls that are awaiting client response - make it really obvious	Medium importance	Customisation required
Call submission screens	When logging a call, display users devices	High importance	Is <i>likely</i> within toolset capabilities
Call submission screens	When logging on behalf of another user, make that users devices appear	Medium importance	Is <i>likely</i> within toolset capabilities
Call submission screens	Replace 'on behalf of' drop down with checkbox on call screens	Medium importance	Is within toolset capabilities
Call/request submission s	Customers want to have a say over the urgency of calls and requests	NA	SLAs to be determined with CSU
CI review screen	Would like to be able to update devices/CMDB items through the portal	Medium importance	Is within toolset capabilities but
CI review screen	Log a Call' from CI item should go directly to IT log a call form	High importance	Customisation required
CI review screen	Can we include license information against CI items?	Low importance	Further work/discussion require
Cost centres	Link cost centres and Managers etc to ensure appropriate authoriser	Medium importance	Further work/discussion require
Home screen	Can we update the fonts? 90s look and feel	Low importance	Could consider customisation to
Home screen	Admins/Managers to have access to all department/cost centre assets	Medium importance	Is within toolset capabilities. Wi
Home screen	Add a search bar on home page that allows you to search request forms	High importance	Customisation required
Home screen	Have search bar also index knowledge base (prioritise requests)	NA	Won't index knowledge but will
Home screen	Combine calls and requests	High importance	Customisation required
Home screen	Combine calls, requests AND approvals - but include ability to filter them	NA	Will leave approvals separate as
Home screen	The Victoria green is not friendly for colour blind users	NA	Green will remain so that we ar
Home screen	Get UI input on look and feel	Medium importance	Consulting with people knowlec
Home screen	Requests should be called 'services'. It is the 'Service' Centre	High importance	Decided on 'service requests'.
Home screen	Menu should be in alphabetical order?	High importance	Will separate out 'Contact Us' w
Staff intranet	Direct links from intranet	High importance	Will need to be done on intrane
Home screen My Options	Need to have a 'catch-all' call type - not everybody knows what to log under	NA	Discussed and decided not to pr
KCS entries	KCS articles should include videos and images	NA	Won't do across the board, but
KCS entries	Remove use of 'KCS' - jargon, not user friendly	High importance	Is within toolset capabilities
KCS search	When logging a call, have an indicator that the KCS search is running	Medium importance	Customisation required
Request submission scree	Add the ability to request person B have same access as person A	Medium importance	Further work/discussion require
Service catalog	Change wording 'service catalog' to be 'service requests'	High importance	Customisation required
Service catalog	Service bundles for 'new users', 'admin staff' etc	Medium importance.	Not sure if we have bypassed th
Staff intranet	Links to SSC portal should be easy to find - prominence on the intranet home	High importance	Will need to be done on intrane
Within technology item -	Button should go directly to IT Log a call screen - not log a call menu	High importance	Customisation required
Home screen	Can we also include HR?	NA	Phase 1 is COO only.
Home screen My Options	Menu can be tricky to navigate if you don't know who looks after what	NA	Presented to approx 100 people
Home screen	Services should be visible and accessible from direct links on home screen	High importance	Customisation completed.
Home screen	Self' Service Centre has negative connotations. Remove the word 'self'	High importance	Renamed to Staff Service Centre

The Stakeholders Responded

“This will replace all my bookmarks”

“When will it be available, can I start using it now”

“Will HR be included”

“I get it now – this is really exciting”



Lessons Learnt - Stakeholder Engagement

- They don't understand/ care about the principles of ITSM:
 - Service lifecycles
 - Structured processes
 - Service levels
 - Tiered support
- Seeing is understanding
- Their opinion matters



**Fundamentally Its about
change**

Lessons Learnt – Existing ITSM Practices

- Clean up all the data
- Get real about the CMDB
- Adapt and redo KCS for Enterprise Service Management
- Restructure all existing ITS forms
- Proper lifecycle management of VFire



Lessons Learnt – User Experience

- The “User Experience” is king:
- 95% of stakeholder feedback
- Requires a different way of thinking
- Need to take a step back – see through your customers eyes
- Requires a different skill set
- “Out of the box” doesn’t always cut it



Current Challenges

- Scope containment
- Sponsors expectations
- Service desk change
- Volume of work
- Workload shifts to the service centre
- Getting academics to use it
- Managing customisations – treading a fine line



What's Next

- Finalising the Portal design
 - Customisation requests with Alemba
- Working with service teams to review processes and build forms etc
- Another round of stakeholder engagement:
 - Presenting at Faculty Boards
- Planning to go-live in December



The Current Design

 **Staff Service Centre**

Phone: 04 463 5050
Hours:
Mon - Thurs 8:00am - 9:00pm
Friday 8:00am 5:30pm
Sat/Sun 1:00pm - 5:30pm

Hi Peter [Log Out](#)

OPTIONS
Home
Browse all Service Requests
Search Knowledge Base
Skype the Service Centre
Finance ▶
Information Technology ▶
Legal Services ▶
Management Reporting ▶
Property Services ▶
Safety, Risk & Assurance ▶
Strategic Projects
Student & Campus Living ▶

MY CURRENT OPEN ITEMS

My Calls	0	My Requests	15	My Approvals	1	My Technology	3
----------	---	-------------	----	--------------	---	---------------	---

MOST POPULAR SERVICE REQUESTS

Additional Drive Access	AV Booking	BEIMS access	COGNOS access	Computer order	Mail access	Manage Pcard
Move office	Phone order	Printer order	Software order	Standard staff access	Training	VPN access

NEWS

LED lighting change on track for savings

LED lighting change on track for savings
The project to replace 4,500 light fittings (including incandescent bulbs and fluorescent tubes) with the more...

[More News](#)

Capital thinking. Globally minded.

Thank You

Any Questions

Innovations Show & Tell

Alemba, Partners and Clients



Innovations Show and Tell Agenda

1. Chatbots – Simon Nugent
2. Lida Portal 2.0 – David McKinney, Lida
3. Maturing Knowledge, CSI, and Project Transition
– Pete Simmons, Newcrest
4. Contract Automation – Chris Jones
5. SQL Text Search – Simon Nugent
6. Customer Survey – Simon Hunter Ward
7. AWS and Azure Adaptors – Kenny Little

Show and Tell #1

Chatbot

- Part of our chat strategy
 - Load knowledge through spreadsheets
 - Leverage existing FAQs
 - Leverage existing Scripting
- Being designed as a two-layer framework:
 - The vFire UI + standard API calls
 - The Chatbot/AI source being called
- Innovation Lab prototype is using Uberbot
- UI still under construction

Show and Tell #1 - Chatbot

how can i turn on ipk statuses

1. Select the Menu button, then Admin, and then select System Administration. The System Administration window is displayed, with a menu of options available. In the Explorer pane, locate the IPK Management group.
2. Select IPK Settings to open the window.
3. Select the checkbox for Enable IPK Statuses and Streams.
4. Save the changes. Provide the Change Reasons if prompted to do so.



Write a question...



Show and Tell #1 - Chatbot

where can i download the patches

Log in at [the portal](#), then select Browse the Service Catalog to see the latest vFire releases.



Write a question...



© 2018 - Uberbot.AI

Show and Tell #1 - Chatbot

where do i change the title

1. Select the Menu button, then Admin, and then select System Administration. The System Administration window is displayed, with a menu of options available. In the Explorer pane, locate the IPK Management group.
2. Select Call Status Titles to open the window.
3. Select the status you want to update and make the necessary changes.
4. Save the changes. Provide the Change Reasons if prompted to do so.



Write a question...



Show and Tell #1 - Chatbot

good morning

Good morning, although here it is evening!  



© 2018 - Uberbot.AI

Show and Tell #2

Portal 2.0 (Lida-Style)

- Big government department using the vFire Self-Service Portal for Enterprise Service Management - IT, HR, Finance, Digital Publishing etc
- Lots of items in the Service Catalogue...
- ...but users couldn't find anything!

The Old...

MY OPTIONS

- Home
- Search
- Onboarding
- Finance Services ▶
- HR Services ▶
- IT Services ▶
- NPWS Services ▶
- Publishing Services ▶
- SAP Services ▶
- Science Services ▶
- Update My Details
- Provide Feedback

SERVICE CATALOG

Select a Category

Accounts Payable
Enquiries & requests regarding vendors and vendor payments.

Accounts Receivable
Enquiries & requests regarding raising customer invoices, debt collection and revenue invoices.

AMS
AMS and Agency App issues, AMS iPad requests, returns and transfers.

Asset Accounting
Enquiries relating to processing of Asset Addition, Disposal and Asset Finance.

Aurion & My HR Access & Enquiries
Access requests and enquiries for Aurion or My HR Self Service, Flex Sheets and PD&F enquiries.

Aurion or My HR Faults
Faults relating to Aurion or My HR Self Service.

BIS Catalogue Services
Request additional BIS Services, such as Business Analysis, Data Brokerage, Change Management, Project Management, Solution Design & Assessment, System...

Cash Management
Enquiries relating to daily cash flow forecast and completing Cash Flow Notification Form.

Consultations
Inviting the public to have their say about Department of Planning and Environment cluster plans, policies and reports is an important part of the work we do. All public...

Content Manager 9 (CM9)
Enquiries and requests relating to the CM9 Records Management System.

Dropdown Menu (from IT Services):

- Access
- Digital Services
- Faults
- Hardware & Software
- Requests
- Something Else
- AMS
- Content Manager (CM9)
- Email & Skype
- Internet & Filtering
- Mobility
- Network Shared Drives
- SAP
- Other

...to the New

MY OPTIONS

Home

Search

Finance Services

HR Services

IT Services

NPWS Services

Publishing Services

SAP Services

Science Services

Update My Details

Delegation Setup

View Forward Schedule of Change

Provide Feedback

SEARCH

Search the CCS Portal...

GO

BROWSE SERVICES



Finance Services



HR Services



IT Services



NPWS Services



Provide Feedback



Publish Services



SAP Services



Science Services

QUICK LINKS

[EDIT FAVOURITES]



Recruitment



Employee Exiting & Offboarding



General HR Enquiry



Flex Sheets



HR Management Reporting



My Pay



Organisation Structure



Temporary Extension

Next Page

MY TICKETS

No.	Description	Log Date	Status
198971	Share Drive Access	31/08/2018 9:32 AM	Partially actioned
198877	Pre-Onboarding	30/08/2018 2:18 PM	Partially actioned
198963	Share Drive Access	30/08/2018 1:03 PM	Partially actioned
198958	Share Drive Access	30/08/2018 12:56 PM	Partially actioned
198953	Share Drive Access	30/08/2018 12:24 PM	Partially actioned

<< 1 2 3 4 >>

Search Tickets

MY OUTSTANDING APPROVALS

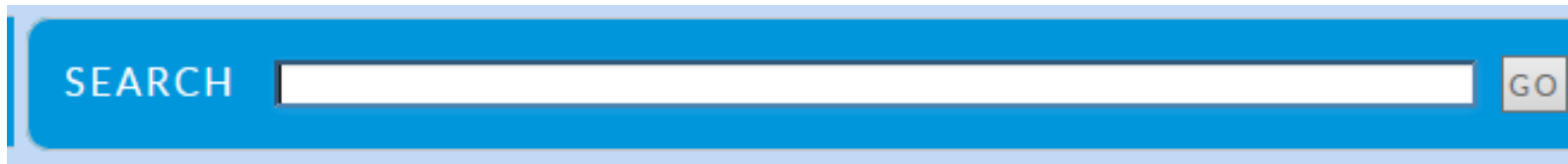
No.	Type	Desc.	Priority
6948342	Approval	Entry on Duty Form - Manager	Priority 1
6947728	Approval	Entry on Duty Form - Manager	Priority 1
6947727	Approval	Entry on Duty Form - Delegate	Priority 1
6946878	Approval	Entry on Duty Form - Manager	Priority 1
6946870	Approval	Entry on Duty Form - Delegate	Priority 1

<< 1 2 >>

Search Approvals


alemba

A new Search bar gives predictive results as it searches through the Knowledge Bank and all Service Actions – and more



SEARCH GO

Browse Services takes you to a “Landing Page” for each BU

MY OPTIONS

Home

Search

Finance Services ▶

HR Services ▶

IT Services ▶

NPWS Services ▶

Publishing Services ▶

SAP Services ▶

Science Services ▶

Update My Details

Delegation Setup

View Forward Schedule of Change

Provide Feedback

SEARCH

BROWSE SERVICES

Finance Services

HR Services

IT Services

NPWS Services

Provide Feedback

Publish Services

SAP Services

Science Services

QUICK LINKS [EDIT FAVOURITES]

Recruitment

Employee Exiting & Offboarding

General HR Enquiry

Flex Sheets

HR Management Reporting

My Pay

Organisation Structure

Temporary Extension

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<< 1 2 >>

Browse Services takes you to a “Landing Page” for each BU

SAP SERVICES



Casual & Manual Timesheets



Flex, Overtime & Time In Lieu



I'm Not Being Paid Correctly



Leave Balance



MYSAP Gateway Portal Issues



NPWS Roster & 5/7/7 Leave



Payslip Issues



Request Reports & SKM Access



Temporary Assignment Allowance



Training & Cheat Sheets



Travel & Expense Reimbursement

If you're not sure which service to choose type a brief description of what you need and look for a match on the right.

SUGGESTED KNOWLEDGE

0 Result(s) found

No Results Matching Criteria

Quick Links lets users save links to their most-used items

MY OPTIONS

Home

Search

Finance Services ▶

HR Services ▶

IT Services ▶

NPWS Services ▶

Publishing Services ▶

SAP Services ▶

Science Services ▶

Update My Details

Delegation Setup

View Forward Schedule of Change

Provide Feedback

SEARCH

BROWSE SERVICES

Finance Services

HR Services

IT Services

NPWS Services

Provide Feedback

Publish Services

SAP Services

Science Services

QUICK LINKS [EDIT FAVOURITES]

Recruitment

Employee Exiting & Offboarding

General HR Enquiry

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My Pay

Organisation Structure

Temporary Extension

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<< 1 2 3 4 >>

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6946878	Approval	Entry on Duty Form - Manager	Priority 1
6946870	Approval	Entry on Duty Form - Delegate	Priority 1

<< 1 2 >>

Quick Links lets users save links to their most-used items

EDIT YOUR FAVOURITE QUICK LINKS

This page allows you to edit your favourite Quick Links, which will be displayed on the CCS Portal home page and will enable you to access the forms you use most often with a single click. You can have either one or two pages of Quick Links.

▼ PAGE 1

Please select the items you would like to display on the first page of favourites on the CCS Portal home page. Items will appear in the order displayed below. You can change the order items are displayed by deleting from one slot and re-adding into another.

If you wish to select less than 8 favourites, you can choose to fill the empty spaces with the most popular items requested by other users of the CCS Portal. To do that, please click the box below. Popular items will not display in this page but will be dynamically populated whenever you log into the CCS Portal.

Please note that if you leave empty spaces between items, those spaces will be removed on the CCS Portal home page and items will be moved up and left to fill the gaps.

☒ Fill page with most popular items



Row 1 Position 1	Row 1 Position 2	Row 1 Position 3	Row 1 Position 4
HR Reporting ×	Onboarding - Pt ×	Consultations ×	Faults ×
Row 2 Position 1	Row 2 Position 2	Row 2 Position 3	Row 2 Position 4

▼ PAGE2

Show and Tell #3

Maturing Knowledge, CSI, and Project Transition

- Get occasional users out of the vFire and out of spreadsheets
- Using Alemba Self Service Portal Forms to front-end CMDB updates
- Aligning with Microsoft BI and productivity tools
 1. Knowledge management
 2. Continual service improvement
 3. Project and change transition

1. Knowledge management

- ☒ Standard support KB template published
- ☒ Knowledgebase integrated with Watson
- ☐ Web form for easy contract/supplier changes
- ☐ Dashboard to track knowledge completeness
- ☐ Outage notifications automated using CMDB

▼ Article Details *

Next Review	Expires	Primary Support Team *

▼ Details *

Support For * Type *

Application or System + Support Overview * Status

Support Arrangement

[full view](#)

▼ Description

Application Standard Classification	Business View (EMMMv)
Business Owner	License Model

Application Description (A brief description of the application including the primary function and business processes it supports, sites currently using, user group profiles, industry and Newcrest names for the application)

Default (none) ▼ 11 ▼ **B I U** [List Icons] **ab** ▼ **A** ▼ [Color Picker] [List Icons]

[full view](#)



Service Manager Support Overview

Last Updated 21/08/2018 11:06:17 AM
Contributors Peter Simmons

Description

Service Manager is the application used to manage services at Newcrest.

Cause

Generally access is controlled by AD Groups beginning with **User - Infra**. If there is no group for a team, the Application **Advanced security** is controlled by vFire administrators for non-standard access (e.g. admin):

- Service Management Office (Tracy Hawes, Peter Simmons, Mark Drew)

Application Support

- **First Level Application Support** - Service Management Office (Tracy Hawes, Peter Simmons & Mark Drew)
- **Second Level Application Support** - Application Support Team
- **Primary Applications support contact** - Eric Tee
- **Secondary Applications Support contact** - Chris Barry

Resolution

See linked Known Issue articles in Related Entries.

 (No Attachments)

Linked CMDB Items

CMDB Item Name	CMDB Item Type
NMLCLDB18	Server
Service Management Services	Infrastructure
NMLCLAP61	Server

Improvement logged: have the fields show when viewing, not just editing

vFire articles from IBM Watson Search



All **PPMS**



Home Sites Help

[Edit page](#)

Refine By

SOURCE LOCATION

Service Management x

[Clear all refinements](#)

File Type

html (13)

[Show all](#)

Modified

Created

Last Modified Date

+ 2017 (5)

+ 2016 (7)

+ 2015 (1)

[Show all](#)

Document Type

Knowledge article (13)

Query Debugging Information

[Modify search settings](#)

Step	Query Step Result
Original	PPMS
Query modification	PPMS -lfg -payslip -final+warning
Spelling correction	pmsc -lfg -payslip -final+warning

Showing 1-10 of 13 results

Instead, search for [pmsc -lfg -payslip -final+warning](#)

PPMS - PI data not coming through for plant area(s) - how to reset morelink...

Updated At Acl: 2016-06-15 12:35:52.377

Updated By Acl: Eric Tee

Status Acl: Active

URL : https://infra.newcrest.com.au/NML/ServiceManager.aspx?LITE&Form=Knowledge&MODE=Review&KNOWLEDGE_REF=4379

Linked Items Acl: Asset Management,PPMS

[▲ Show less](#)

[Add tag](#)

[Add comment](#)

Source Location

Service Management (13)

[Show all](#)

URL linked to web version of KB article



2. Continual service improvement

- ☒ Dashboard to track improvement plans
- ☒ Web form to track all improvements
- ☐ Web form for metric reporting
- ☐ Datasets published for all to use (e.g. PowerBI)
- ☐ Fully automated metric updates and report (stretch)

IMPROVEMENT REGISTER

Ref	Improvement	Application	Business Sponsor	Owner	ITLT	Outcome - Before	Outcome - After	Status	Overall Status	Hours Saved (annual)	Costs Saved (annual)	Target Completion
IMP-0123747	Track all improvements via process and system (IT MOS)	Service Management Services	Emma Bartleet	Peter Simmons	Emma Bartleet	A review of IT's Management Operating System showed an opportunity to improve management of improvement plans. A review of scorecard improvements also showed opportunity for improvement and consolidation. (IT MOS)	Consolidate and track all improvements across the different aspects of IT. (IT MOS)	In Progress	Green	96	-	30-Sep-18

URL is constructed to pass data through to vFire Self Service Portal to pre-fill the form.

Improvement Idea

Title (Brief summary of the objective)
Track all Improvements via process and system (IT MOS)

☐ Update Title?

Context (What is the background/history? Is there a problem or issue you are trying to resolve?)
A review of IT's Management Operating System showed an opportunity to improve management of improvement plans. A review of scorecard improvements also showed opportunity for improvement and consolidation. (IT MOS)

☐ Update Context?

Purpose (What will this achieve? What business benefits will result from this improvement?)
Consolidate and track all improvements across the different aspects of IT. (IT MOS)

☐ Update Purpose?

Idea / Description (Describe your idea)
Track all Improvements via single process and system, and integrate to other processes. (IT MOS)

Ease of Implementation

	1 - Very Easy	2 - Easy	3 - Difficult	4 - Very Difficult
1 - Very High	Just do it <i>via change control of course!</i>	Discuss with manager		
2 - High				
3 - Medium	Do it if it makes sense	Don't do it		
4 - Low				

Business Value
3 - Medium

Ease to Implement
2 - Easy (Change)

Status

Comments
Input screens and register developed ready for use, tracking PowerBI report underway as data is added. (IT MOS)

Status
In Progress

Overall Status
Green

Attach File
Browse...

Target Completion Date
30 09 2018

Submit Submit Later

Passing parameters through the URL is great to pre-fill fields, however is limited by browser address length.

Improvement logged: allow empty fields to be pre-filled by a CI, or allow CI fields to have read/write function.

3. Project and change transition

- ☒ Web form for project status updates
- ☒ Dashboard to track overall project health
- ☒ Changes and projects linked on Change Schedule
- ☐ Access knowledge about an application, server, or service via Watson
- ☐ Changes and projects on a single Gantt chart
- ☐ Project financial data integrated with SAP

PROJECT HEALTH REPORT - All Funded

Digital and Mobility Portfolio

Project Name	Current Project Phase	Business Sponsor	Project Manager	ITSG Forecast Closure Date	Benefits On Track	Overall Status	Issues	Risks	Schedule	Budget	Comments
Attain Iron Throne	Planning & Execution (Agile only)	Jill Heroux	Karl Drogo	30-Jun-19	Y	Green	Green	Green	Green	Green	Proceeding as planned.

▼ Project Details (Read Only)

Project Name

Attain Iron Throne

Funding Source

Iron Bank

Total Project Estimated Cost

\$100M

Sites Affected:

☐ Americas

☐ Cadia

☐ Gosowong

☐ Lihir

☐ Melbourne

☐ Telfer

Portfolio

Service

Portfolio Lead

Joe Bloggs

Business Sponsor (lead)

Jill Heroux

Business Sponsor (additional if required)

0

Project Manager

Karl Drogo

Executive Sponsor

Jamie Boss

☒ Agile Project?

Initial ITSG Approval

July 2018

Initial ITSG Request To

Execute

Last ITSG Approval

July 2018

Last ITSG Request To

Execute

▼ Comments and Status

Project Manager Review Comments

Update completed, please review Joe.

Project Manager Review Status

Ready for submission

Portfolio Lead Review Comments

Good work Drogo, update is fine.

Portfolio Lead Review Status

Ready for submission

PMO Instructions:

Enter any comments to support the project manager and portfolio lead to get the best possible message to report.

PMO Review Comments *

Well done both, update accepted and published.

PMO Review Status *

Ready for submission

Save

Passing parameters through the URL is great to pre-fill fields. We gave each form multiple views based on who is filling out the form, e.g. PM, vs PMO.

Show and Tell #3

Surprise

“Contract creation in a workflow and upload to external website” –
using powershell and restful api

- xxx
- xxx
 - yyy
- xxx
 - yyy

Show and Tell #4

Contract Automation

“Contract creation in a workflow and upload to external website” – using powershell and restful api

- Big request screen with 50+ fields
- Auto create contract entity with same fields
 - External command using powershell and API
- Fetch contract in specific XML format
 - External command using powershell, API and SQL view (in SP)

The Data (there is a lot of it)

▼ CONTRACT DETAILS

Description

Creation of a contract and upload to GIPA website if applicable

Select the appropriate class of contract from the dropdown list.

Class 1 Contracts: Contracts that are valued at \$150,000 and over.

Class 2 Contracts: Contracts that are valued at \$150,000 and over and less than \$5 million which also:

- result from direct negotiation where there has not been a tender process; or
- have been the subject of a tender process and where the final contract terms and conditions are substantially negotiated with the successful tenderer (this includes alliance type contracts); or
- involve operations or maintenance obligations for 10 years or longer; or
- involve a privately financed project as defined by relevant Treasury guidelines; or
- involve a transfer of land or other asset to a party in exchange for the transfer of land or another asset to an agency.

Class 3 Contracts: Class 2 contracts that are valued at \$5 million or more.

Disclosure Class *

Agency / Division *

Contract Id *

Title *

Description *

Effective Date *

End Date *

Display Until Date *

Has used NSW Whole of Government contract / pre-qualification scheme *

Extension Options *

Trin File Number *

DFSI Category *

UNSPSC Category

Other Information

▼ SUCCESSFUL CONTRACTOR DETAILS

Entity not listed

▼ NEW ENTITY DETAILS

Entity Name *

Trading Name

Indigenous Owned Business *

ACN Exempt *

ABN Exempt *

Address Line 1 *

Address Line 2

Town *

State *

Post Code *

Country

Telephone

▼ ADDITIONAL INFORMATION FOR CLASS 3

Website (URL, which contains a direct link to the complete contract documentation in PDF format)

Information Withheld *

Reasons for Withholding

Withheld Information to be published

Date to be published

General Description of Withheld Information (details of the types of provisions that have not been provided)

▼ OTHER DETAILS

Related RFT Number

Private Sector Entities

Contract Value (inc GST)

Contract Value Type

Refer to http://www.austlii.edu.au/au/other/austrlii/consol_act/gsa2009368/v28.html for reference to the GIPA Act.

Operational or Maintenance Services *

Tendering Method *

Variations Descriptions *

Renegotiated Description *

Civil Liability Act *

Why Civil Liability Act

PiggyBack Clause *

Select 'Yes' if your agency wants to signify to the other agencies that the contract has been formed contains a 'PiggyBack' clause in it, which would allow them to utilise the same contract terms and conditions as has already been negotiated.

▼ INDUSTRIAL RELATIONS DETAILS

Sub-Contractors Names

Industrial Awards

Work Location

▼ AGENCY CONTACT DETAILS

Agency Contact *

Agency Contact Email *

Agency Contact Phone *

▼ EVALUATION CRITERIA

Criteria

Weight (%) Total should be 100

criteria 1 *

weight 1 *

criteria 2

weight 2

criteria 3

weight 3

criteria 4

weight 4

criteria 5

weight 5

▼ AWARD NOTICE DISCLOSURE FORM FOR CLASS 2 & 3

Contact the Private Projects Branch of NSW Treasury on (02) 9228 4422 for advice on appropriate disclosure details.

Particulars of future transfers of assets to the State, at zero or nominal cost to the State, including the date of their transfer

Particulars of future transfers of assets to the contractor including the date of their transfer

The results of any cost-benefit analysis of the Contract conducted by the agency

The components and quantum of the public-sector comparator, if used

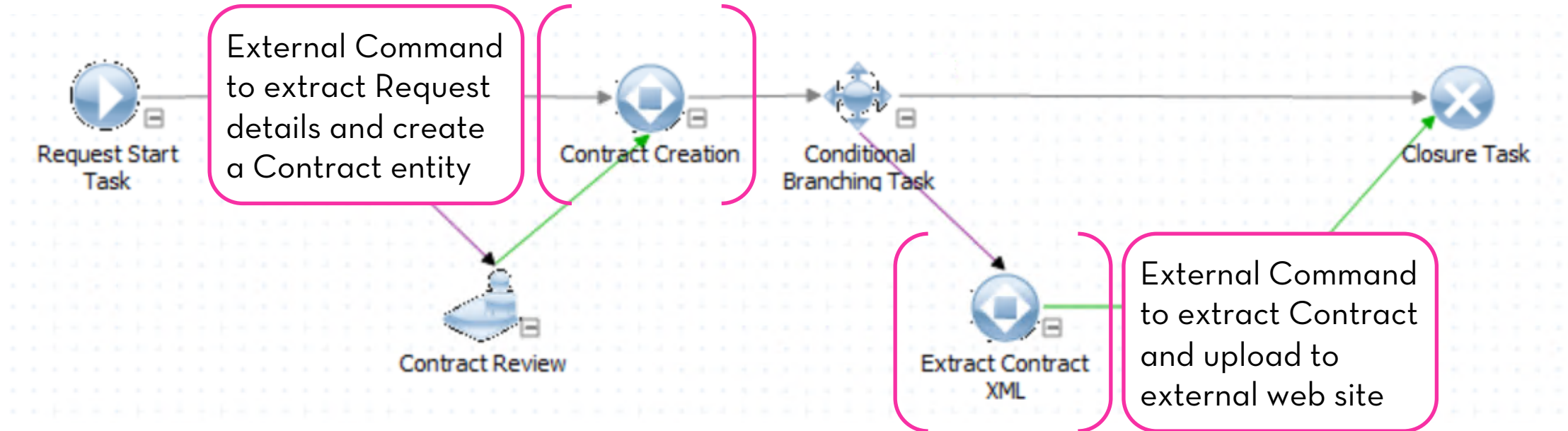
If relevant, a summary of information used in the contractor's full base case financial model

If relevant, particulars of how risk is to be apportioned between the parties, quantified in net present-value terms and specifying the major assumptions

Particulars as to any significant guarantees or undertakings between the parties, including any guarantees or undertakings with respect to loan agreements entered into or proposed to be entered into

Particulars of any other key elements of the contract

The Workflow



The Script

Create Contract

```
# login to api
$token = api-login;
```

```
$return Invoke-RestMethod -Uri $app/alemba.api/api/v1/$entity/$ref -Headers @{authorization = $auth;} -Method Get
```

```
# Create contract
if ($request.Ext_NewEntity){
    $lid = Location-Create($request);
    $oid = Org-Create($request);
}
$cid = Contract-Create($request);

api-logout;

exit $cid;|
```

Contract Upload

```
# login to api
$token = api-login;
```

```
$file = Contract-Output-Xml($contractNo);
```

```
Write-Host "Attached xml file ($aRef) to contract $contractNo";
```

```
# Upload xml
contract-upload($file);
Write-Host "Uploaded xml file for contract $contractNo";
```

```
write-output "Attachement = $aRef; file path = $file";
```

```
api-logout;
```

```
exit $cid;
```

The XML

```
<?xml version="1.0" encoding="iso-8859-1"?>
<!DOCTYPE contractUpload PUBLIC "-//CONFETI//DTD Contracts for eTendering Import
<contractUpload payloadID="brd_cid" timestamp="2018-09-02T16:18:29">
  <header>
    <agency>Better Regulation Division</agency>
  </header>
  <contracts>
    <contract type="?tbd" piggyback="N">
      <agencyId>?tbd</agencyId>
      <referenceNo>2186</referenceNo>
      <detail>
        <id>brd_cid</id>
        <title>brd_title</title>
        <categoryCode>50362520</categoryCode>
        <goodsServicesProvided>brd_title</goodsServicesProvided>
        <effectiveDate>2018-09-01</effectiveDate>
        <endDate>2019-09-01</endDate>
        <displayUntilDate>2020-09-01</displayUntilDate>
        <contractValue type="?" currency="AUD">123456</contractValue>
      </detail>
      <contractor>
        <acn exemptionType="NE">brd_acn</acn>
        <abn exemptionType="NE">brd_abn</abn>
        <isAtsiOwnedBusiness>Y</isAtsiOwnedBusiness>
        <businessName>brd_entity</businessName>
        <tradingName>brd_trading</tradingName>
        <addressLine1>brd_al1</addressLine1>
        <addressLine2>brd_al2</addressLine2>
        <city>brd_town</city>
        <postcode>brd_pc</postcode>
        <state>NT</state>
        <country>brd_country</country>
      </contractor>
      <otherDetails>
        <privateSectorEntities>brd_pse</privateSectorEntities>
        <maintenanceProvisions>brd_oms</maintenanceProvisions>
        <tenderMethod>LM</tenderMethod>
        <provisionVariation>brd_vd</provisionVariation>
        <provisionRenegotiation>brd_rd</provisionRenegotiation>
        <excludedReason type="Yes">brd_cla</excludedReason>
        <disclosureClass value="3" />
        <rftReference>brd_rft</rftReference>
        <sonReference>?tbd</sonReference>
        <otherInformation>brd some other info</otherInformation>
      </otherDetails>
    </contract>
  </contracts>
</contractUpload>
```

Show and Tell #5

SQL Text Search

- History – vFire supported on multiple databases. Needed text search functionality that was database neutral
- “Home-baked” version uses our own index table (IN_IS_WORDS)
- Over time IN_IS_WORDS has grown on many customer systems (>200GB for this single table for one US customer!)

Show and Tell #5

SQL Text Search

- Makes database operations slower (delete, archive, etc.)
- Makes moving database harder (e.g. providing a copy to Alemba support)
- Although storage space is cheap, it is not free
- Questions over performance of Matching Panel in very large sites
- Overall – not the ownership experience we want for our customers

Show and Tell #5

SQL Text Search

- Innovation Lab - looking at the built-in SQL Server capability
- Allows IN_IS_WORDS (and all related tables) to be dropped
- Allows Indexing Service to be stopped
- ****Early indication**** is that performance is at least as good as the home-baked version

Show and Tell #5

SQL Text Search

- In the prototype some sacrifice of features:
 - Indexing and searching contents of attachments has been removed
 - Directory and Website Knowledge types have been removed
 - Knowledge Feedback and Ratings have been removed
 - Text searching logic has been removed (but this is probably a blessing!)

Show and Tell #6

SQL Text Search

- Text Search Live Demo

Show and Tell #6

Simple Customer Survey

- We are oversurveyed
- Keeping Surveys Simple - maximise response
- Have a service trigger for poor customer experiences

Simple Survey

- 2 questions, 2 clicks and submit
- Comments if you want to provide feedback
- Could just be one row of smiley faces

USER SURVEY

Greetings Alex Learner

Thank you for taking the time to partake in this short survey. The details of your call have been provided below, and we would like to know how you found our service over the duration of this experience.

▼ DETAILS OF YOUR CALL

Call # 1178

Type Fault/Service/Unusable

Date Logged 8/21/2018 4:53 PM

Date Closed 8/30/2018 5:16 PM

Call Description

Cannot access my email in Outlook

Solution Description

[Closed]

[Resolved]

[Reason : Service Adjusted]

[One Liner : Mailbox was corrupted and needed to be rebuilt.]

▼ SURVEY

On a scale of "Very Unhappy" to "Very Happy", how was your experience dealing with our Service Desk or technicians? *

Unhappy

On a scale of "Very Unhappy" to "Very Happy", how happy were you with the resolution of this call? *

Happy

Please provide us with any comments that you may have regarding your experience below...

Submit

Supporting Report

- Report for Average Score for Feedback on Requests and Calls
- Details provided around Happy and UnHappy Customers.

User Survey Statistics - Survey Responses

Description:

This report provides statistics of user surveys that have been sent, including details on those surveys received with negative results.

Selection Criteria:

SURVEY SYSTEM	SURVEY TYPE	# SENT	# NOT SENT	# NO EMAIL ADDRESS	# Responses	Avg Score
User Survey - Calls	Call	9	0	0	8	2.89

Call Details for "Unhappy" & "Very Unhappy" results.

Call No	Customer	Type	Date Closed	Date of Response	Score
1031	Alex Learner	Unspecified	01/12/2017 12:07 PM	04/12/2017 11:08 PM	2 Unhappy
Survey Comments: test details					
1021	Alex Learner	Unspecified	04/12/2017 11:21 PM	12/04/2018 10:30 AM	2 Unhappy
Survey Comments: Could have been more polite on the phone					
1023	Alex Learner	Unspecified	04/12/2017 11:24 PM	04/12/2017 11:27 PM	1 Very Unhappy
Survey Comments:					

SURVEY SYSTEM	SURVEY TYPE	# SENT	# NOT SENT	# NO EMAIL ADDRESS	# Responses	Avg Score
User Survey - Requests	Request	1	0	0	1	1.00

Request Details for "Unhappy" & "Very Unhappy" results.

Request No	Customer	Type	Date Closed	Date of Response	Score
548	Alex Learner	Procurement/Hardware	27/09/2017 9:09 PM	12/04/2018 10:29 AM	1 Very Unhappy
Survey Comments: It took too long for the solution to be provided					

<-- End of Report -->

Show and Tell #7

AWS and Azure Adaptors

- Integration to Azure and AWS Public Cloud, Azure and VMware Private Cloud for Unified Cloud Visibility in your CMDB
- Cloud Self-service for Business Teams and End Users – Control Shadow IT
- Full lifecycle governance and automation
- RESTful API for command line access (Dev Ops)

Our solution:

- An off the shelf AWS connector.
- It connects to and unifies your global AWS deployments
- It manages the entire lifecycle via vFire's four key functional pillars:
 - Customer Portal
 - Federated CMDB
 - Workflow
 - All three of which are reliant upon the integration layer into which the AWS connector plugs.
- Governance, risk and compliance are now implicitly and explicitly managed for the entire lifecycle.
- The information and systems within AWS are now natively part of, and available to, all your other ITSM/business processes.

Customer Portal

The screenshot shows a web browser window with the URL `http://localhost/production/Core.aspx?Lite`. The page features the Hyprvide logo and the text "CLOUD AUTOMATION". A sidebar on the left contains a "MY OPTIONS" menu with links to "Home" and "Browse The Service Catalog". The main content area is titled "NEW DEVELOPMENT ENVIRONMENT" and contains a form for creating a new development environment. The form includes fields for "Environment Name" (filled with "JunoDev") and "Description" (filled with "Dev environment for Juno v12"). It also has an "Expiry Date (Y/N)" dropdown set to "Yes" and a date picker for "Expiry Date?" set to "26/09/2018". Below these fields is a section titled "TYPES OF SERVERS TO ADD TO THE ENVIRONMENT" with a message "Please add some items." and a dropdown menu showing "AWS Servers" with an "Add Items" button. At the bottom of the form are three buttons: "Submit", "Save for Later", and "Cancel".

Hi John [Log Out](#)

MY OPTIONS

- Home
- Browse The Service Catalog

NEW DEVELOPMENT ENVIRONMENT

Form(s) For: Development Environment

* 1 form(s) to be completed before you can submit your order.

Environment Name *

JunoDev

Description *

Dev environment for Juno v12

Expiry Date (Y/N)?

Yes

Expiry Date?

26 09 2018

dd MM yyyy

▼ TYPES OF SERVERS TO ADD TO THE ENVIRONMENT

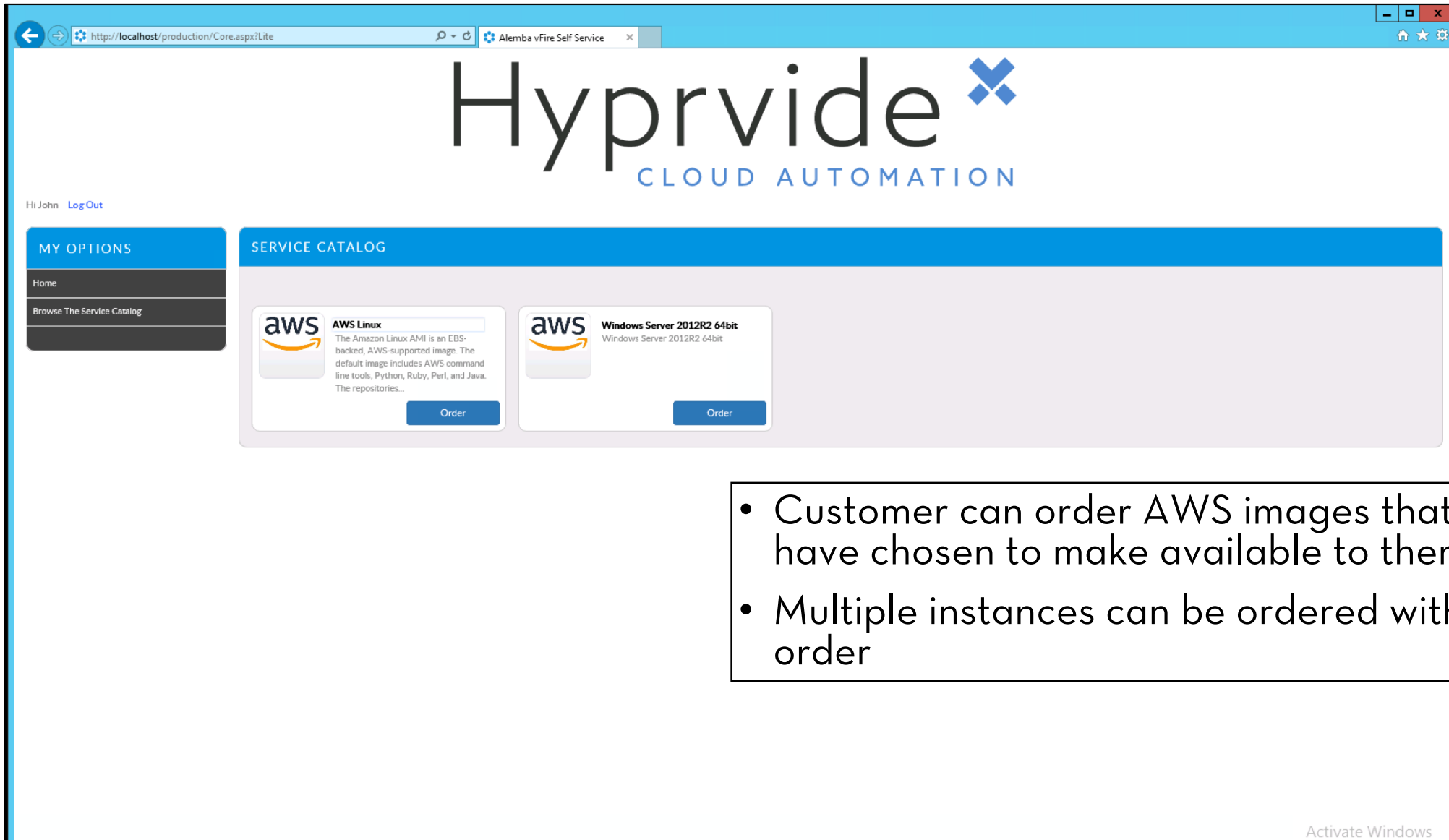
Please add some items.

AWS Servers Add Items

Submit Save for Later Cancel

- When anyone in the business needs something they go to the portal
- These pages can be seamlessly embedded into any existing intra/extranet system
- You control what they can order and what information they **MUST** provide

Customer Portal



- Customer can order AWS images that you have chosen to make available to them
- Multiple instances can be ordered within one order

Customer Portal

Hi John [Log Out](#)

MY OPTIONS

- Home
- Browse The Service Catalog

LOG A REQUEST

Form(s) For: Windows Server 2012R2 64bit
* 2 form(s) to be completed before you can submit your order.

Environment Details

Environment Name
JunoDev

Expiry Date (Y/N)?
Yes

Expiry Date
26 09 2018

Requested AWS Instance Details

AWS Instance Name *
JunotestWindows2012

AWS Costcode
Costcode 3

AWS Instance Type
T2Nano
T2Micro
T2Small
T2Medium
T2Large

AWS Availability Zone
eu-west-1c

[Continue](#) [Save for Later](#) [Cancel](#)

- Information common to all elements of the order does not have to be rekeyed.
- The order form can allow/force users to choose tags or tags can set by the process
- It is entirely a matter of design which values you allow a user to select and which are set by the underlying workflow

Customer Portal

The screenshot displays a web browser window with the URL `http://localhost/production/Core.aspx?Lite`. The page header features the 'Hyprvide CLOUD AUTOMATION' logo. A sidebar on the left contains a 'MY OPTIONS' menu with links to 'Home' and 'Browse The Service Catalog'. The main content area is titled 'NEW DEVELOPMENT ENVIRONMENT' and includes a sub-header 'Form(s) For: Development Environment' with a note: '* 1 form(s) to be completed before you can submit your order.' The form contains the following fields:

- Environment Name ***: A text input field containing 'JunoDev'.
- Description ***: A text area containing 'Dev environment for Juno v12'.
- Expiry Date (Y/N)?**: A dropdown menu set to 'Yes'.
- Expiry Date?**: A date picker showing '26/09/2018'.

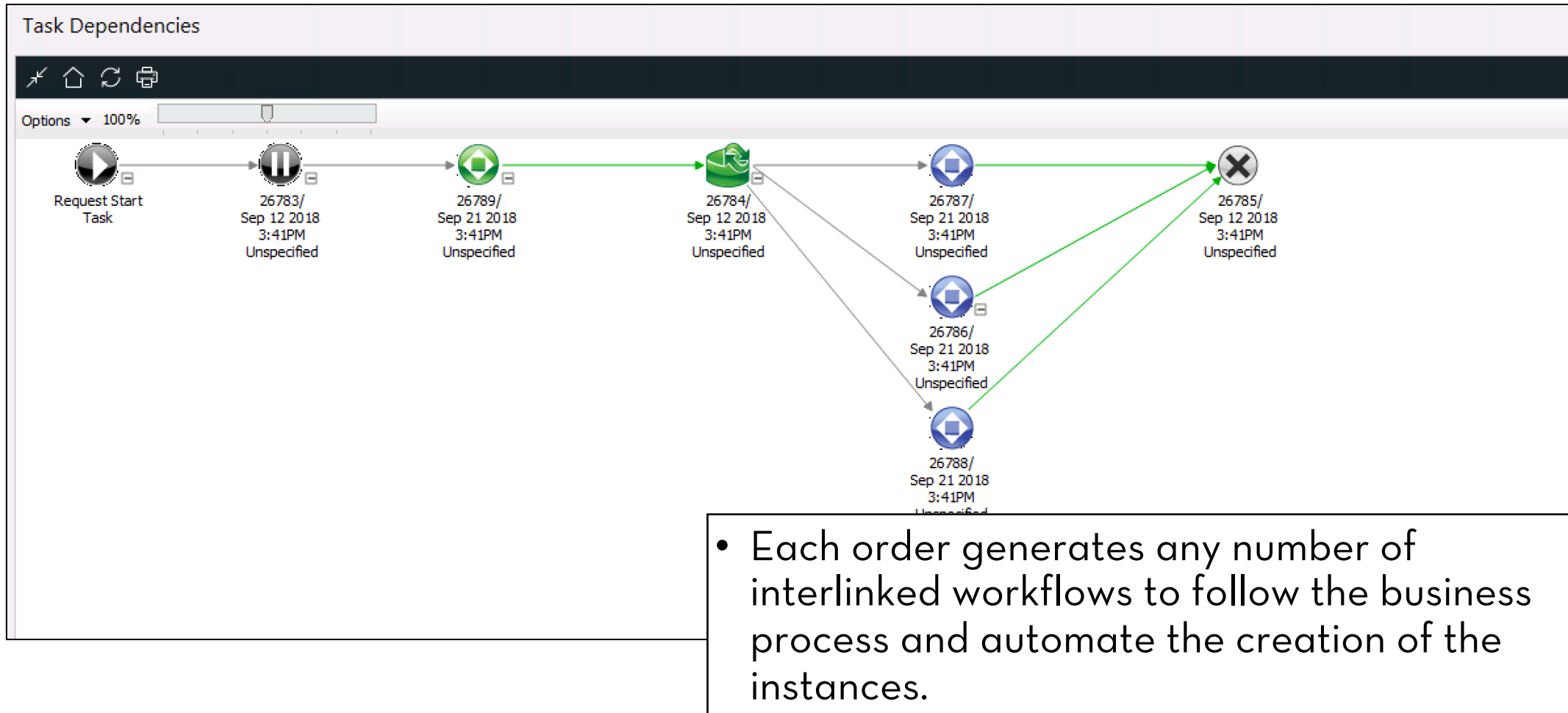
Below the form fields is a section titled 'TYPES OF SERVERS TO ADD TO THE ENVIRONMENT'. It displays two server options, each with an 'AWS' logo and a description:

- AWS Linux**: 'The Amazon Linux AMI is an EBS-backed, AWS-supported image. The default image includes AWS command line tools, Python, Ruby, Perl, and Java. The repositories...' (Form Completed)
- Windows Server 2012R2 64bit**: 'Windows Server 2012R2 64bit' (Form Completed)

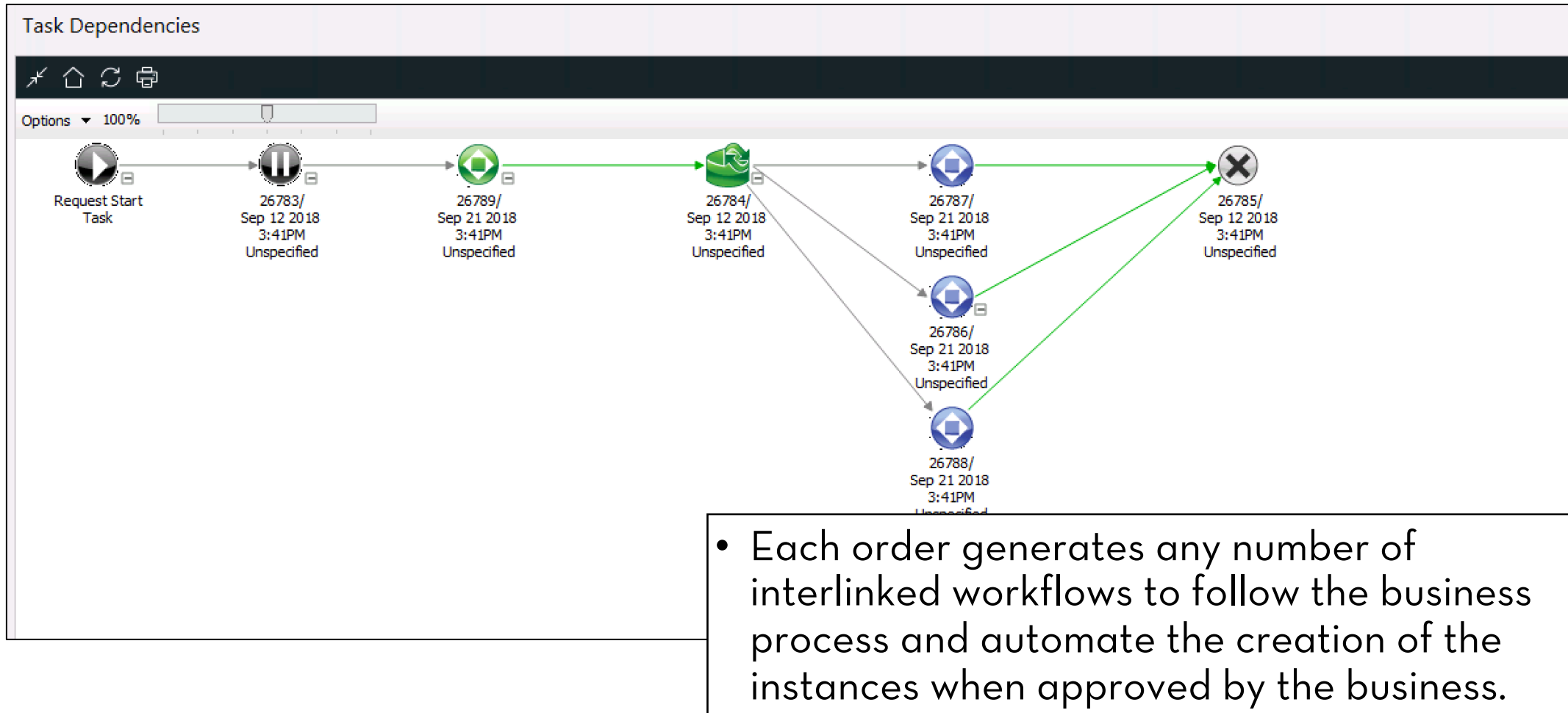
At the bottom of the server selection section is a dropdown menu set to 'AWS Servers' and an 'Add Items' button. The main form has three buttons at the bottom: 'Submit', 'Save for Later', and 'Delete'.

- When ready, the form is submitted ensuring governance from the absolute beginning of the process in the business – when someone needs to request something.

The workflow engine



The workflow engine



The workflow engine



- There is a huge amount of AWS functions that can be managed from the workflows including the management of storage, networking and databases.

The workflow engine

Launch Instance

Connect

Actions

Filter by tags and attributes or search by keyword

1 to 3 of 3

Name	Costcode	Environment	Instance ID	Instance Type	Availability Zone	Instance State	Status Checks	Alarm Status	Public DNS (IPv4)	IPv4 Public IP	IPv6 IPs	Key Name
JunotestWin...	Costcode 3	JunoDev	i-01b9b90047e7339...	t2.micro	eu-west-1c	running	Initializing	None	ec2-34-246-185-105.eu...	34.246.185.105	-	AWS
JunoDevLinux	Costcode 2	JunoDev	i-02107f6f31a0999a9	t2.micro	eu-west-1b	running	Initializing	None	ec2-34-247-219-244.eu...	34.247.219.244	-	AWS
			i-0eff7ee03fddcd96c	t2.micro	eu-west-1c	terminated		None				AWS

Instance: i-02107f6f31a0999a9 (JunoDevLinux)

Public DNS: ec2-34-247-219-244.eu-west-1.compute.amazonaws.com

Description

Status Checks

Monitoring

Tags

Instance ID

Instance state

Instance type

Elastic IPs

Availability zone

Security groups

Scheduled events

AMI ID

Platform

IAM role

Key pair name

Owner

Launch time

Termination protection

Lifecycle

Monitoring

Alarm status

Kernel ID

RAM disk ID

Placement group

Virtualization

Reservation

AMI launch index

Tenancy

Public DNS (IPv4)

IPv4 Public IP

IPv6 IPs

Private DNS

Private IPs

Elastic GPU

Elastic GPU type

Elastic GPU status

i-02107f6f31a0999a9

running

t2.micro

eu-west-1b

default, view inbound rules, view outbound rules

No scheduled events

AWS Linux (ami-0b353ee0570fe1a1f)

-

-

AWS

813394805824

September 12, 2018 at 3:44:11 PM UTC+1 (less than one hour)

False

normal

basic

None

-

-

-

hvm

r-0943eddf5205ded1c

0

default

ec2-34-247-219-244.eu-west-1.compute.amazonaws.com

34.247.219.244

-

ip-172-31-12-118.eu-west-1.compute.internal

172.31.12.118

-

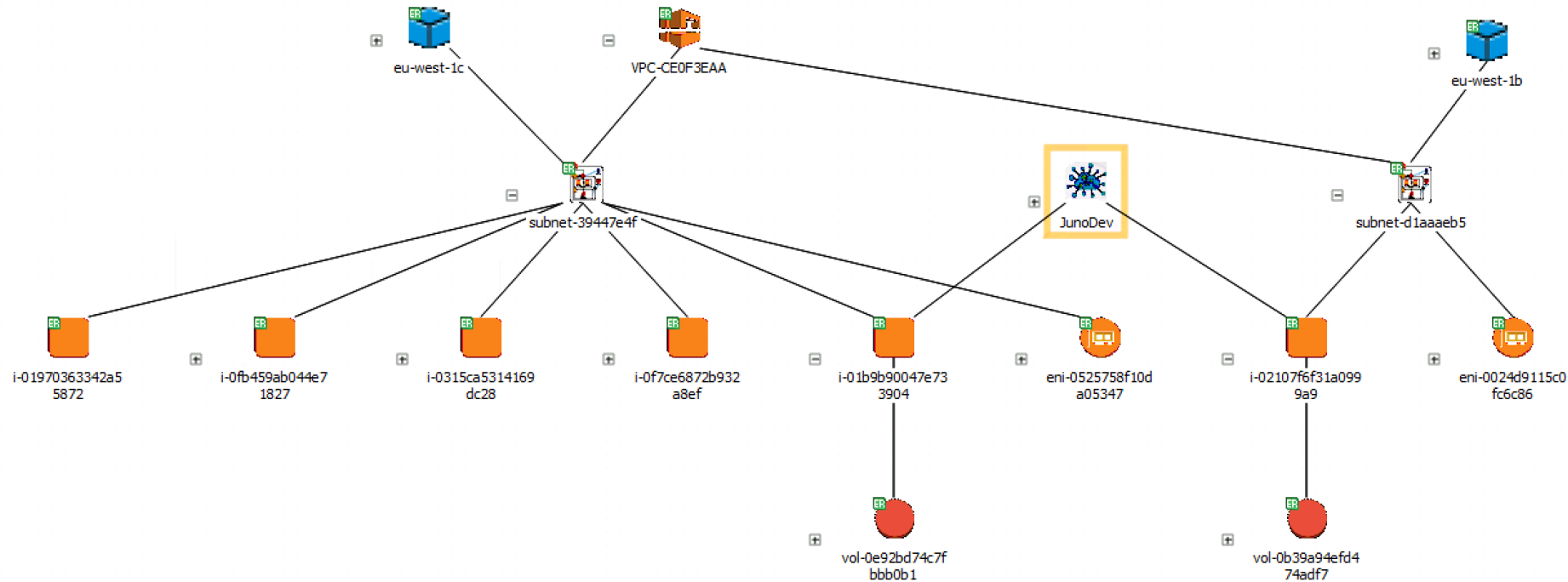
-

-

- This ensures that everything is built in AWS in the right place, with the right tags etc.

The Federated CMDB

- All the entities created in AWS are automatically mapped to the CMDB.
- The links between AWS entities and vFire logical entities e.g. an environment, an organization, a department, a user etc. are also automatically maintained



The Customer Portal

Hyprvide

CLOUD AUTOMATION

Hi John [Log Out](#)

MY OPTIONS

- Home
- Browse The Service Catalog

SERVICE CATALOG

SearchAdvanced Search



AWS Start Instance

Order



AWS Stop Instance

Order



AWS Terminate Instance

Order

- Owners of AWS instances can use the portal to manage instances once they are created
- In summary, this delivers true lifecycle management of your AWS environments

Service Automation Supporting DevOps Initiatives and Agile IT

David McKinney (Lida Solutions)



Who Am I?

David McKinney

- Senior Consultant at Lida Solutions
- 26 years in the industry with a background in Software Development, Application Architecture & IT Project Mgmt
- 12 years experience with vFire, ITSM & ITIL

Who are Lida Solutions?

- IT Service Management Consultancy based in Sydney & Canberra but with clients throughout Australia & NZ
- Alemba Partner
- Customers in all levels of government plus the Finance, Energy, Manufacturing and Retail sectors
- Services include:
 - ITIL process design, review and implementation
 - vFire design and build, including customization
 - Remote vFire support and administration
- Experts in vFire integration and orchestration

Where are we going today?

- Barriers to (small 'a') agility
- Lida's approach to automation
- Case study: virtual machine creation
- Case study: employee onboarding

Agile and DevOps

Agile: “an iterative development methodology that values human communication and feedback, adapting to changes, and producing working results.”

DevOps: “the practice of operations and development engineers participating together in the entire service lifecycle, from design through the development process to production support.”

5 Barriers to Agility

1. A failure to gauge the evolving marketplace and recognize risk or opportunity, leading to strategic errors
2. Resistance to change among the workforce
3. Outdated communication and productivity technology
4. Silos across the business that hinder collaboration
5. Inefficient business processes

How can we break down these barriers?

How can we break down these barriers?

Service Automation!

It won't solve all these problems, but it's a great start.

5 Barriers to Agility

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3. Outdated communication and productivity technology
4. Silos across the business that hinder collaboration
5. Inefficient business processes

The benefits of automation

- Well-defined, repeatable processes
- Faster delivery
- Higher quality delivery
- At lower ongoing cost
- Frees up skilled resources for value-add activities

Lida's approach to automation - vRO

- vRealize Orchestrator (vRO) called from within vFire workflows
- vRO is free as part of vCenter
- Enables you to run pre-canned or custom workflows against your existing applications and infrastructure
- Provides plug-ins for over 100 applications and technologies

Lida's approach to automation - vRO

Plug-ins include:

- Active Directory
- PowerShell
- HTTP-REST & SOAP
- SQL
- vCenter
- AWS, Azure, Google Cloud

Case Study 1: Virtual Machine Creation

The Problem:

- Major government department acting as infrastructure service provider to their agencies
- Take-up of service by agencies very slow as creation of virtual infrastructure constrained by technical complexity and resource limitations
- Situation only expected to get worse over time as volumes increased

Case Study 1: Virtual Machine Creation

The Solution:

- 'Request a VM' form added to the vFire Self-Service Portal
- On submission, a vFire workflow makes several calls to vRO to perform essential functions and then create the VM
- Two short manual validation steps required, reducing effort from days to a few minutes
- VM can be created in less than 30 mins

REQUEST A VIRTUAL MACHINE

Form(s) For: Request a Virtual Machine

* 1 form(s) to be completed before you can submit your order.

▼ CUSTOMER DETAILS *

Customer *

Business Group *

Project or Business Code *

▼ REQUESTED VIRTUAL MACHINE DETAILS *

Purpose & Description of Virtual Machine *

Environment *

Application *

Role *

Operating System *

Server Profile *

▼ CUSTOM VIRTUAL MACHINE SPECIFICATIONS

No of vCPU *

Memory *

No of Nics *

Disk Requirements:

Disk 1:

Disk 2:

Disk 3:

Disk 4:

Drive Letter *

Drive Letter

Drive Letter

Drive Letter

Size (Gb) *

Size (Gb)

Size (Gb)

Size (Gb)

Please note that selecting a Custom build will result in longer build duration due to the additional approvals required.

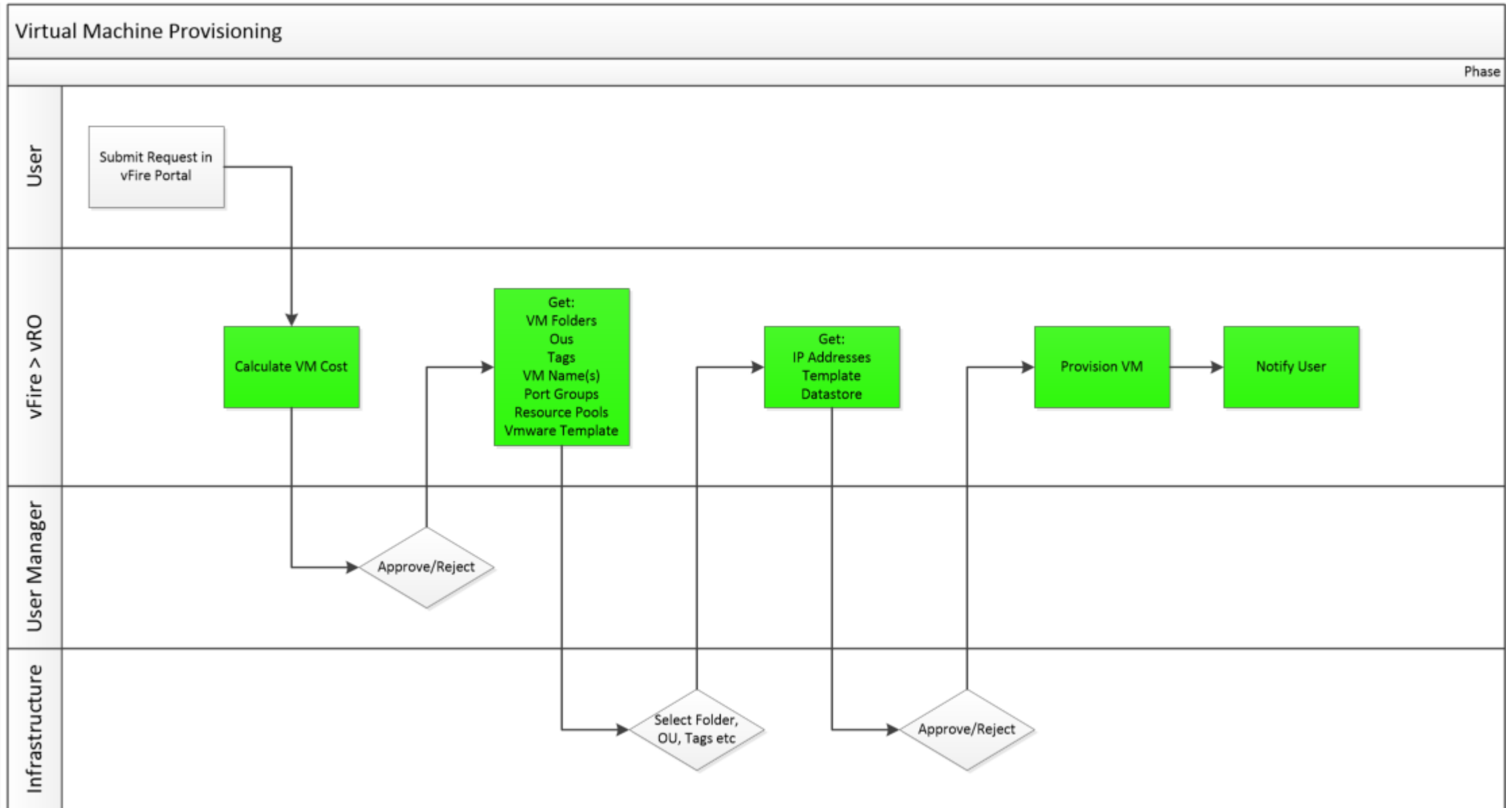
Network Profile *

Storage Profile *

Submit

Save for Later

Cancel



Case Study 1: Virtual Machine Creation

Next Steps:

- Use vRO to pull the created VMs into vFire as Config Items
- Allow users to restart their VMs and take/restore snapshots directly from the vFire Portal
- Allow users to change their VM resources (CPU, RAM, HDD) directly from the vFire Portal

Case Study 2: Employee Onboarding

The Problem:

- Large organisation onboarding about 40 employees per week
- No defined process meant hiring managers had to fill in multiple forms across multiple business areas (IT, HR, Facilities etc)
- No central view of process so new staff often started without hardware and system / building access and were unable to do anything for days

Case Study 2: Employee Onboarding

The Solution:

- 'Onboarding' form added to the vFire Self-Service Portal
- Process initiated by HR from SAP and emails link to pre-populated vFire form to hiring manager
- Manager submits form and all activities required for new starter are kicked off immediately and can be viewed from within a single request in the vFire portal

Case Study 2: Employee Onboarding

The Solution:

- Business areas engaged include
 - IT (desktop/laptop, mobile phone, tablet, software, phones, system accesses, printer setup)
 - HR (payroll, learning portal)
 - Facilities (building access)
 - Finance (credit cards)
- vRO used to automate:
 - Account creation (Active Directory, Office 365, home drive, Lync/VoIP, SAP, vFire)
 - Access to file shares, shared mailboxes & email distribution lists
 - Software installation

ONBOARDING REQUEST

- [Onboarding - Network Shared Drives](#)
- [Onboarding - Purchase or Requisition](#)
- [Onboarding - Content Manager 9 \(CM9\)](#)
- [Onboarding - Application Access](#)

Onboarding

We've pre-filled some of your new starter's details. Please confirm these are correct and complete the required information.

NEW STARTER DETAILS

My new starter: *

Does not have a DPE network login

What's your new starter's first name? *

Tester

What's your new starter's surname? *

McTesterson

Which office will your new starter work from? *

If your new starter is no longer joining the organisation, tick 'Cancel Onboarding Process' below and then click the Confirm Cancellation button to cancel any email reminders you are receiving about this new starter.

☐ Cancel Onboarding Process

ROLE DETAILS

What is the title of the Position? *

Testing

Which employment status applies for this role? *

Ongoing (eg Permanent)

Who will be the new starter's line manager? **

Michael Fusco

Which part of the organisation is your new starter commencing in? **

DPE - Arts Screen Culture - Create - Strategic Policy Resear Proj - Strategic Policy

What date can we expect our new colleague? *

31 08 2018

Please select the relevant email suffix from the list *

What is an email suffix?
The email suffix is the domain which makes up the second half of an email address. For example: [firstname.surname@domain.nsw.gov.au](#) 'domain.nsw.gov.au' is the agency you're working in.

ADDITIONAL REQUIREMENTS

We're almost there!

Please use the checkboxes below to indicate other items your new starter may require. Please note some requests may require additional information. Once you've checked the appropriate boxes, click Next Page to continue the request.

- | | |
|---|---|
| ☒ Business Applications | ☒ Computers, Mobiles and Software |
| ☒ Content Manager 9 | ☐ Printers |
| ☐ SAP Client Access (excludes ESS and MSS) | ☐ Mailboxes & Distribution Lists |
| ☒ Network Drives | ☐ Purchase Cards |

Next Page

APPLICATION ACCESS

[Onboarding - Network Shared Drives](#)

[Onboarding - Purchase or Requisition](#)

[Onboarding - Content Manager 9 \(CM9\)](#)

Onboarding - Application Access

[Onboarding \(Completed\)](#)

Use this form to request access to new applications, or to modify access to your existing applications.

Please select one or more systems.

- ☐ Accelo
- ☐ AHIMS
- ☐ Archer
- ☐ HHIMS
- ☐ IAR
- ☐ Nearmap
- ☒ PowerBI - Planning Services Reports
- ☐ Other

▼ POWERBI - PLANNING SERVICES REPORTS



If you are ONLY looking to install PowerBI Desktop, this can be done from the Software Centre on your Computer. To install PowerBI Desktop, click on your Start Menu, type Software Centre and click on the application when it comes up. Find PowerBI Desktop in the list of available software, click on it then click Install.

What do you need to do? *

New Access

Staff member in Business Unit with similar access:

Please describe your access requirements *

Please attach any relevant documentation

Browse...

Previous Page

Next Page

CONTENT MANAGER 9 (CM9)

[Onboarding - Network Shared Drives](#)

[Onboarding - Purchase or Requisition](#)

Onboarding - Content Manager 9 (CM9)

[Onboarding - Application Access \(Completed\)](#)

[Onboarding \(Completed\)](#)

Please refer to the CM9 FAQs, which can be found [here](#).

What would you like to do? *

Request or Modify CM9 Access

Employment Status *

Ongoing (eg Permanent)

What are you requesting? *

A new CM9 account

Requested Access Level *

Action Officer

Previous Page

Next Page

PURCHASING & REQUISITION

[Onboarding - Network Shared Drives](#)

Onboarding - Purchase or Requisition

[Onboarding - Content Manager 9 \(CM9\) \(Completed\)](#)

[Onboarding - Application Access \(Completed\)](#)

[Onboarding \(Completed\)](#)

Please select the categories of items you would like to view

- ☒ Computers * ☐ Accessories ☐ Printers ☐ Software
☐ Phones ☐ Tablets & Data Devices

▼ COMPUTERS

The organisation is moving to increase its mobile computing fleet by issuing laptops to reflect changing use patterns. The desktop computer previously ordered here has been removed to reflect this change and avoid confusion. If you require a standard computer, please select the laptop from the below choices. There are still valid business scenarios for a standard desktop computer, however we do ask that you contact [BIS Tech Refresh](#) to discuss prior to submitting this form.

The high performance desktop offered here is only ordered for those staff with specialist requirements.

If you need to order a computer that is not listed below, please raise a ticket [here](#).

- ☐ View full specifications for all models
☐ Lenovo "P720" High Performance Desktop PC - 310020 (\$3633.50) * ☐ Lenovo ThinkPad "T480S" Laptop - 310877 (\$1618.00)



☒ Lenovo ThinkPad T480S - Starter Bundle - 310878 (\$2129.08)

Quantity *

1



☐ This order is to replace existing computers

▼ CONTACT & DELIVERY DETAILS

Please enter the delivery location for the requested items *

Street Address

☐ I can't find my location or the street address is incorrect

Please provide specific delivery instructions ONLY (no additional items to be purchased should be listed here)

▼ PAYMENT DETAILS

The cost of your order is:

\$2129.08

☐ I acknowledge that freight charges may also apply *

Cost Centre *

Allocation % *

100

Organisation *

ONBOARDING REQUEST

Search

Add Note

Add Attachment

▼ TICKET NO 198265 ONBOARDING

We value your feedback. Please rate our performance using one of the buttons below.



User David McKinney

New Starter Type Does not have a DPE network login

First Name TestName

Surname TestSurname

New Starter's Name

Line Manager Alexandre Petrov

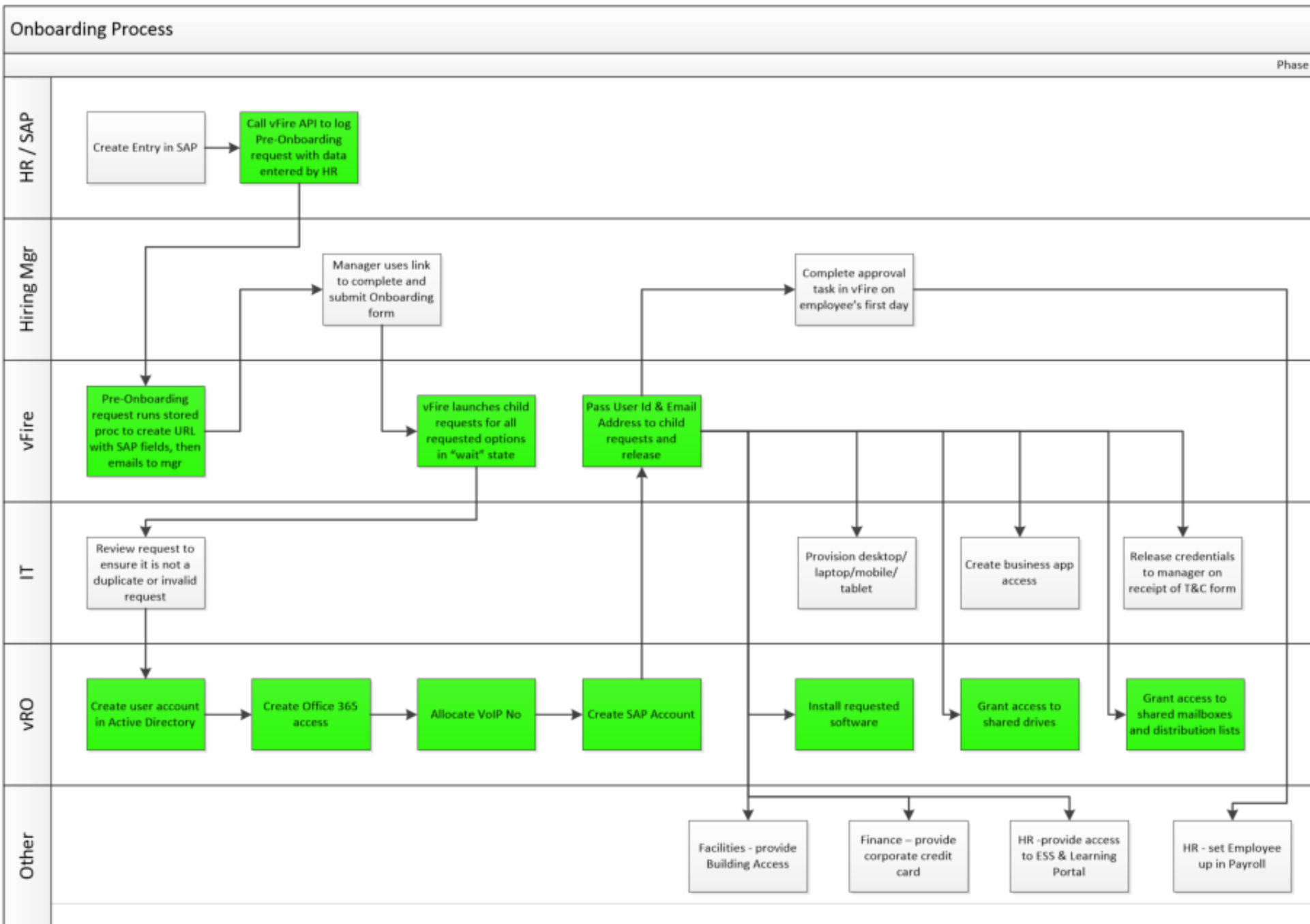
Status Partially actioned

State Open

Logged Date 25/07/2018 11:10 PM

▼ ADDITIONAL REQUIREMENTS

Ticket No	Description	Status
198257	Purchase Cards	New Ticket Logged
198261	Building Management	New Ticket Logged
198266	Account Management	Pending Approval



Case Study 2: Employee Onboarding

Next Steps:

- Initiate the process directly from the recruitment agency via Taleo (rather than having HR re-key data)
- Automatically create Payroll profiles (replacing 20 SAP screens)
- Use vRO to automatically create access for a wider range of business apps
- Create network shares and distribution lists as Config Items to allow full end-to-end automation

Agile IT/DevOps Simulation

James Gander, IT Consultant



Agile IT/DevOps Simulation

James Gander, IT Consultant







Australia and New Zealand User Conference

12 - 14th September 2018

The Distinction, Christchurch, NZ



Agenda: Day 2 – Friday, 14 September

- 8:25 Introduction
- 8:30 Making your portal a success
- 10:00 Morning break
- 10:15 Dashboards & Syncfusion
- 12:15 Lunch
- 13:15 Dashboards & Syncfusion
- 14:45 Closing remarks/QA panel
- 15:00 Conference closes

Introduction

Kenny Little, Regional Director, Asia Pacific



Making your Portal a Success

Chris Jones

Agenda

- Plan for Success
- User Experience
- Driving Adoption



Agenda

- Plan for Success (**Preparation**)
- User Experience (**Execution / Build**)
- Driving Adoption (**Continuous Improvement**)



Plan for Success

(great portals are not born great)



Plan for Success - Concepts

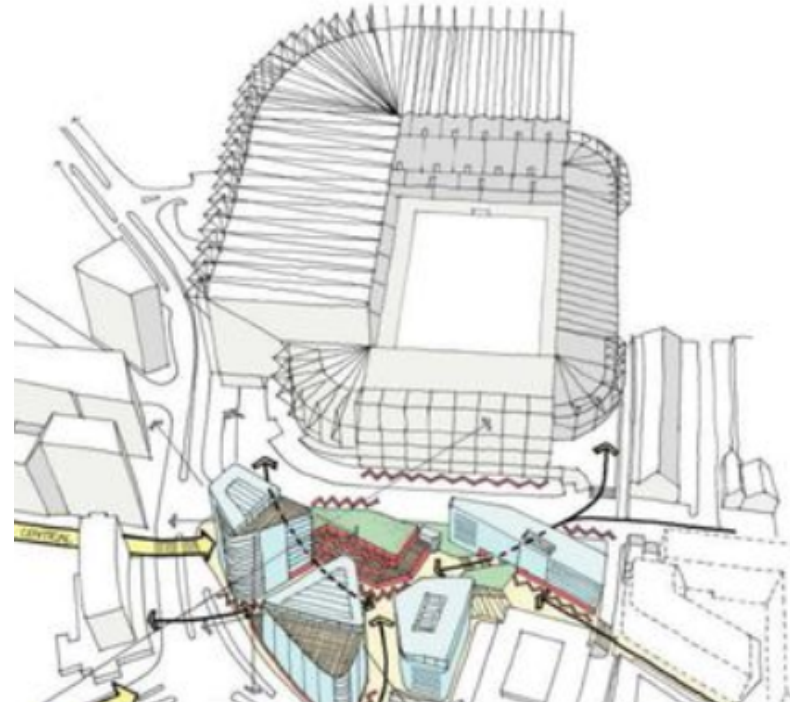
- Who / What / Why
 - Focus groups, expectations, etc.
- Fit for purpose
 - Goals / measures of success
- Communication
 - What's happening, when and what to expect



Plan for Success – Practical Ideas

- Make it Yours
 - Naming / Branding
 - Welcome message
- Make it Easy
 - ✓ “Snappy Portal Name”
 - ✗ <http://long.url.that.no.one.will.remember>
- Make it Fun / Compelling
 - Minimum viable content
 - Regular updates

(Prepare)



Demo

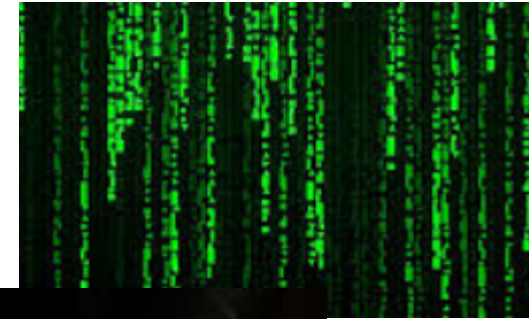
User Experience

(if you build it they will come)



User Experience - Concepts

- Branding (again!)
- Navigation
- Intuitive / Easy to Use
- Everything you need to know, when you need to know it
(especially for those things that are not quite intuitive)
- Customisations



User Experience - Concepts

Remember

- Not just a GUI
- User's Frame of Mind
- Time / need of interaction

Wherever we want to go, we go. That's what a ship is, you know. It's not just a keel and a hull and sails; that's what a ship needs. Not what a ship is. What the ship really is, is freedom.

User Experience – Practical Ideas

- Interactive
 - Feedback form / Suggestion box
 - Distributed CMDB maintenance (User updates)
 - Point of use instructions
 - Dynamic forms for review not just submission
- Discoverable
 - Bulletins
 - Catalogue aliases
 - Help! for help
- Data driven requests
 - Easily add new content

(Implement / Build)



Demo

User Experience – Practical Ideas

If implemented, these must make sense
and be correct

- Setting Expectations
- Statuses
- Updates

otherwise

- you lose credibility, and
- the user loses interest

Driving Adoption

(the beginning of a beautiful friendship)



Driving Adoption - Concepts

- Easily Accessible (again!)
 - Don't fight the user
 - Floor walkers
 - Genius bar
 - Feedback / suggestion box
- (again!
but this time with a little dedication)



Driving Adoption – Practical Ideas

- Regular updates
- Magic forms
- Status updates
- Out of office / Email Signature
- User ownership

(Continuous Improvement)



Demo

*To find something,
anything, a great
truth or a lost pair of
glasses, you must
first believe there will
be some advantage
in finding it.*

Demo

*You're gonna
need a bigger
boat.*

Dashboards & Syncfusion

Simon Hunter-Ward & Vaemoa Sasagi

Dashboards & Syncfusion

Simon Hunter-Ward & Vaemoa Sasagi

Closing Remarks/Q&A



