

## Service Management & Digital Workspace Workshop – Agenda

29 Oct 2020

Zoom VC - <https://qut.zoom.us/j/9269730639>

### 9:00 **Welcome & Introductions**

*Suraj Thapa, QUDIT Service Management CoP Chair*

### 9:10 **Tier 0 Development / Self-Service Roundtable**

*How are universities providing support for remote users and increased online services? Using the knowledge base more effectively to handle support queries.*

*Service Management CoP = ACU, CQU, GU, JCU, QUT, SCU, UQ, USC, USQ (50 Minute session - 5 Minutes each)*

### 10:00 **Enterprise Service Management Roundtable**

How have universities transitioned from a service, focused on an IT service management model to enterprise service management?

What was the business case and was a roadmap agreed to within the business on priority adoption of ESM in specific business areas and what criteria/stories was priority assessed on? Have people established Centres of Excellence internally or outsourced?

What is the governance model and how are resources allocated for licensing, people, skill build?

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10:50 Break

### 11:00 **Application Streaming Roundtable**

*Sharing success stories on the usage of Turbo and other application streaming solutions used during Covid-19.*

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### 11:55 **Covid-19 Response Roundtable**

Sharing experiences on the challenges faced during Covid-19 and how communities were maintained (human and technical response).

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12:50 Lunch Break

### 1:30 **Configuration Management Data Base Roundtable**

*How are universities using their CMDB? What makes it successful and what tools & technology are being used to automate the population of the CMDB.*

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2:20 **Chatbot Presentation** – QUT sharing knowledge on the planned chatbot pilot, what will change due to Covid-19 and what can chatbot offer in the future (e.g. how to service the internal staff and assist support staff).

*Ashton Mossop, QUT (40 Minute session)*

3:00 Break

3:15 **Business Continuity Planning Discussion**

*Learning experience on what BCP resemble, how the business changed with Covid-19 and how will BCP be implemented.*

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4:00 **Closing Comments**

*Suraj Thapa, QUDIT Service Management CoP Chair*