

# Avans Hogeschool



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## Avans Hogeschool: three locations, one service desk

Avans Hogeschool was founded in January 2004, the result of a merger between the Hogeschool 's-Hertogenbosch and the Hogeschool Brabant. This medium-sized educational institution has branches in Breda, Den Bosch and Tilburg. Avans Hogeschool was faced with the challenge of harmonising its organisation as well as its auxiliary operations for these three locations. One of the aspects involved was streamlining incident management. This was far from an easy task, seeing the differences in work strategy and applications used at the various locations.

### IT helpdesk set-up

Avans Hogeschool's operations are supported by three service units: Administration (student, financial and HR administration), Marketing & Communication Affairs and, lastly, IT & Facility Management. The IT and Facility Management service unit is regarded as a single department in which a distinction is made between front and back office activities. The front office comprises the helpdesk, janitor's desk, telephony facilities and reception. The back office is engaged in troubleshooting activities as well as the management of systems, networks, applications, configurations and buildings. After the merger of the three educational organisations into a college, the IT helpdesk had to be reorganised. The 's-Hertogenbosch organisation was already using Clientproof by Mproof, while another suite was used at the other two locations. "Based on our forecasts, a selection was made between these two suites towards the end of 2004," comments Ina Kluijtmans, Application and Data Management Co-ordinator at Avans Hogeschool. "Apart from our forecast for the future, the fact that we use a development environment based on .NET formed an instrumental factor in our selection of Clientele ITSM by Mproof, the follow-up to Clientproof, which offers a broad variety of new features and capabilities." Avans Hogeschool has been working with Clientele ITSM for approximately a year. At 's-Hertogenbosch, its implementation went very smoothly, since this branch already worked with Clientproof. Ina Kluijtmans: "For the branches in Tilburg and Breda, the migration turned out to be a lot more complex. Thanks to Mproof's expert assistance, we eventually managed to get the entire helpdesk up and running at all locations."

The helpdesk uses Clientele ITSM as an incident management tool. However, the back office also uses the solution to support the other ITIL processes. The facility staff uses Clientele ITSM for incident management purposes as well.

### Multiple identities

Colleges of higher education have a different structure to commercial organisations. Kluijtmans: "Clientele ITSM is a standard product that is suitable for a broad target group. However, we wanted Clientele ITSM to reflect a particular degree of stratification so that it would be possible, for instance, to assign multiple identities to a single person. Among other things, we want to be able to assign students to an academy as well as a training programme, or to assign teachers to service units. This was not a default feature of the suite. Thus, we were highly pleased with the fact that Mproof is open to such issues and actually offered a solution that gets us where we want to go. The assignment of multiple identities is now a standard feature of the product, which means that organisations with branches or subsidiaries can benefit from this functionality as well. In short, we have been able to proactively contribute to the further development of Clientele ITSM."

### Forms and reports

Various default incident and request forms are used at Avans Hogeschool. These forms are used for specific incidents, such as the loss of an Avans chip card by a student. Using the forms, incidents can be reported. In the case of a missing chip card, it is also possible to identify the student on the basis of a number of standard details.



**About Avans Hogeschool**

Avans Hogeschool is a knowledge institute for higher education in the province of North Brabant with branches in Breda, 's-Hertogenbosch and Tilburg. The medium-sized academy was founded as the result of a merger between Hogeschool 's-Hertogenbosch and Hogeschool Brabant. Avans Hogeschool offers innovative fulltime and part-time higher vocational education to 18,000 students at nineteen different academies. The curriculum offered by Avans Hogeschool comprises the disciplines of Engineering, Economy and Management, Health, Law, IT, Art and Design, Education and Welfare. Besides these educational programmes, Avans Hogeschool offers various dual training programmes and a number of master's programmes.

"This feature is of great importance to Avans Hogeschool and constitutes another reason for using Clientele ITSM. The incident and request forms automatically generate a call, which makes it possible to handle these incidents in a structured way," Kluijtmans explains. The default management reports that Clientele ITSM offers are mainly geared towards commercial use and do not quite match the needs of the academy. Kluijtmans: "After a couple of months, we wanted to engage in trend analysis, but found it was not possible to perform the analyses we required. Consequently, we decided to call someone in to add the required reporting features in Clientele ITSM. However, in all fairness, this is an issue that is not limited to Clientele ITSM, but rather a generic problem inherent in all IT service suites."

**Service desk and IT desk**

The service desk at Avans Hogeschool is available via the phone as well as via email. It forms the location where incidents are reported and calls are created. In addition, all branches have their own IT desk, a janitor's desk and a reception where incidents are reported. Students in particular prefer to report problems at these locations rather than using the phone. "When students are confronted with a problem, they like to be able to talk to someone and receive immediate assistance wherever possible. However, all of these calls are registered in Clientele ITSM, irrespective of the location of origin. At the beginning of the academic year, issues and queries from students cause a peak volume of no less than 1.700 calls a week. After a certain period has passed, this number will reduce to two hundred calls a week during a quiet spell."

The organisation also uses Clientele ITSM for facility management. Staff members and students were used to accosting someone whenever they experienced a problem, such as a blocked toilet. The organisation has now standardised the reporting for these types of problems, and calls created for them. "According to our initial forecasts, staff members and students would not consider

this a very customer-friendly approach. However, as a result of our experience in the field of call registration for IT-related issues, we were able to set up this process in an easy way. Everybody quickly became accustomed to the new approach."

**Incident management across the organisation**

The registration of calls in Clientele ITSM has gone so smoothly that Avans Hogeschool considers using the software for the administrative department as well as for IT and facility services. After all, this department also receives a large amount of queries, requests and notifications, and consequently is in need of a logging system as well. "An example would be an administrative unit that receives the request to provide an overview of the number of registrations received for a particular academy. The colleagues at this department do not currently have the ability to check whether this request has already been received by someone else. This could mean that the same request is handled by another staff member the next day who will have to check things a second time," explains Kluijtmans.

Avans Hogeschool has launched a pilot project at the Marketing, Communication and Student Affairs service unit, and is currently investigating whether Clientele ITSM can be used to steer calls to the right person. "At our academy we really use the incident management features of Clientele ITSM in every possible way. The application is very user-friendly, and everybody is able to get up to speed with it very quickly. Anything you can think of has been included as a feature in Clientele ITSM, far more than we are currently using", Kluijtmans concludes. "The people at Mproof are very customer-focused. They think along with us and are readily available for questions and comments. They simply want to be good at what they do, which has resulted in a good product."



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