



## Testimonial

# Macquarie University



## Strategic ITIL Assessment, Consulting and Mentoring

### Customer Profile

Macquarie University is a modern research-intensive institution with a mission to serve the needs of industry and the community. Macquarie's relaxing and spacious 126 hectare park-like campus is strategically located within the high-technology corridor of Sydney's north-west. The University, at just 50 years old, has attained a ranking within the top 200 universities in the world and is ranked 8th in Australia, with a student population of 20,000.  
[www.mq.edu.au](http://www.mq.edu.au)

### Business Need

The University required outside help from experienced firm to assess, advise and mentor the University to take ownership of an ITIL based program.

### Solution

Planwell's *ITSM Consulting Services* provide the expertise for the programme and delivers ongoing mentoring aimed at ensuring that the university implements sensible processes in a cost-effective manner.

### Reviewer Profile

**Joseph Riizzo** is the **Head of Operations – IT Services at Macquarie University**. Aside from his day to-day operational commitments, Joseph is directly responsible for the University's IT Service Management improvement programme.

### Review

"Planwell Technology has been engaged to perform strategic ITIL-based consulting and mentoring services for Macquarie University.

The initial engagement was directed toward Change Management and addressed the following issues;

- Assessment of current situation – Largely based upon a paper-based Change Management,
- System and interviews with senior management and key staff,
- Document 'to be' process and gain senior management agreement – This includes Scope, Process Steps, Roles & Responsibilities, Prioritisation, Reporting, KPI's and others,
- Drive functional tool requirements to enable process automation,
- Project Management activities - such as project and resource planning, requirements and defects tracking

- Developed tool based tests scenarios/scripts against the 'to be' Change Management process
- Alignment of Change Management process documentation to University Policy documents
- Drive communication program including update presentations to the Central IT Division
- Present and promote Change Management process to other impacted IT Division and Faculties to gain approval
- Development of process led tool based training material

Additionally, Planwell delivered ITIL Awareness training to highlight the essentials associated ITIL process;

- Deliver ITIL best practice service management awareness training to 40 Central IT staff
- Undertake testing to ensure knowledge 'take on'

As a result of the success of the engagement described above, Macquarie University have elected to continue to engage Planwell to assist in the next steps.

The next target for the consulting team is Incident and Problem Management – the following areas will be addressed;

- Forensic Analysis: Taking a number of incidents that represent the worse examples to uncover and confirm some of the suspected underlying issues. Also undertake feedback sessions within the user community. As a result compile a report of tool and process based recommendations
- Draft Process: Map the best practice Incident and Problem Management process steps Roles/ Responsibilities, KPI's and reports
- Tool Analysis: Meet with the vendor to walk through the process to make sure it maps to the tool. Also review identified issues and any requirements for new fields or data within the tool
- Finalise Process: Based on the tool review, finalise the process steps together with the data and fields expected at each stage.
- Training: Develop training pack for new and existing employees including,
  - a) Service Management Awareness Training
  - b) Process led tool based training

Joseph Riizzo  
**Head of Operations—IT Services**



## Process Consulting

Planwell Technology established since 1991 is the leading independent specialist of IT Service Management Solutions (ITSM) and Customer Support Solutions in Asia Pacific.

Having developed a solid reputation for providing specialist consulting services with innovation, skill and effectiveness. Planwell has demonstrated professional excellence in the provisioning of holistic ITSM projects, including ITIL, Technical, Implementation and Support services for many leading government departments, institutions and industrial organisations throughout Asia Pacific region.



Planwell Technology  
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