



## Richmond SupportDesk Underpins IT and Site Support at Townley Grammar School

Townley Grammar School (TGS), based in Bexleyheath, is a high performing selective school with specialisms in the Performing and Visual Arts, together with Maths and Computing. The school has in excess of 1,400 students and 200 staff. The school's IT infrastructure includes at least 600 computers and servers and an array of different peripheral devices. TGS have implemented Richmond SupportDesk to manage their IT and Facilities support throughout the school.



### Why change help desk product?



Up until May 2009, TGS was using a web-based help desk for managing IT support requests in the school. Whilst this had served TGS satisfactorily, James Ayres, IT Manager at TGS, recognised that the support and IT management needs of the school moving forward had outgrown the capabilities of the incumbent system.

As TGS invested more in IT, and relied more on it for pupil attainment objectives, there was a need to make support provisioning more accessible to staff, to allow them to easily raise incidents and requests at any time and from any location. Moreover, there was a greater need for analysis of support requests and IT issues to facilitate pro-active management of IT and training.

### Why Richmond SupportDesk?

After evaluating and comparing different solutions from several companies TGS decided to adopt Richmond SupportDesk as it was felt to be the most suitable for a school environment. It integrated with active directory automatically creating new users and adding all computers. It also allowed for ancillary equipment to be added separately, such as projectors and printers.

**SupportDesk**  
FOR SCHOOLS

## Getting Started



The initial benefits of using SupportDesk were soon realised. The system allowed IT support staff to quickly log and assign new incidents to themselves and other members of the IT team whilst the underlying workflow for the IT department was easily managed and monitored.

Staff members accessed support by simply opening a web browser to log their request. Automatic authentication removed the need to remember additional user names and passwords and support requests were automatically associated with the correct user in SupportDesk. Staff could also email the support department as SupportDesk processed emails as “tickets” in the system, allowing greater freedom of choice for staff members when interacting with the IT department.

TGS adopted the Customer Bulletin Board feature to post important messages to staff via their SupportDesk portal interface (Self Service Portal). This means that they are made aware of issues with IT systems that they use, which reduces the number of support calls about issues that are already being worked on.

## Helping Staff

TGS have extended the support desk so that all IT Support staff using Blackberries™ receive an email when an incident is raised. This allows staff to respond to a request if they are around the school fixing another problem without having to return to their desk. It has also resulted in staff fixing those problems which are closest to their current location so end-users get a prompt response and feel they can always get help when they need it. This has the added benefit of reducing the time period between raising a request and providing a fix.

IT Staff also raise incidents via web interface or via emailing into SupportDesk. They can view the progress of the incident online or via email and, most importantly, now know when the incident has been resolved. This also means that IT Staff log incidents and requests as they occur and those quick “can you help me?” conversations in the corridor now end with “Sure, I’ll raise an incident!”

The High School Helpdesk

Home Add Incident Incident List Knowledgebase Contact Us Log Out

**Add an Incident**

Thank you. We have some additional questions that will help us respond to you quickly:  
Please complete all questions marked "Required" and the others if you can. Then click NEXT.

Application Name:

How is this affecting you?

## Expanding to Site Support

Due to the success of the SupportDesk for IT processes, TGS decided to expand system usage to include the Site Services team so that all problems associated with the school's site and facilities are logged in the system. Typical examples include broken windows, doors not locking, spillages and lighting failures.



The Site team has their own dedicated requests queue independent of IT Support and they now produce reports by type of request and location.

This also helps in deciding when further action is required as plots potential trouble spots, like drains not flowing properly. In the past, multiple staff could have been called to the same incident as there was no way of conveying who was working on which request; in some cases staff would arrive to site to find the issue already fixed. Now that incidents are correctly assigned to appropriate staff with team-level visibility, such inefficiencies no longer occur.

## Future Plans

As well as increasing the scope of the SupportDesk system, TGS have started using some of the additional features within the product such as resource booking, knowledge base, problem management and service management.

## Impact of Richmond SupportDesk



Now that incident logging is easy and accessible to everyone, all incidents get logged in the TGS SupportDesk system making comments such as 'Don't you remember me telling you about that?' a thing of the past. Colour-coded lists and notifications ensure that Incidents, once logged, are not overlooked and are dealt with in a timely manner.

Potential issues or areas needing further investigation are identified by underlying facts rather than guess work and there is a more systematic approach to support, which has facilitated and encouraged the sharing of knowledge about fixes and how they are applied. Incidents are easily escalated to the appropriate member of the support team with clear visibility of the actions carried out so far thereby improving problem diagnosis and correction.

James Ayres concludes about TGS's decision to use SupportDesk: "Richmond showed itself to be a good product for us when we needed just an IT helpdesk and it subsequently proved more than capable of scaling up as our requirements have grown and evolved. We would recommend Richmond SupportDesk for Schools."