## **High Level ITS Portfolio Support Workflow (No AV + Client's Own Internal IT)** rm@its.uq.edu.au Relationship Manager meets with ITS and client representatives periodically to ensure quality of service. Start Client Client + Internal IT Client from OU / Faculty / Client IT Service School Initiates Desk Internal IT ServiceRequest Client's / Reports Faults Internal Escalation Client acceptance Process ITS Technical Group working in Request more Update Job with conjunction with ITS Service Desk (itsupportdesk@uq.edu.au) information from (St. Lucia @56000, lpswich & Gatton @54329) appropriate information → ITS Service Desk/ Client and change status to Client/ Client's Resolved Internal IT to solve LDSD ▲ Yes issue(s) Update and assign Resolved ITS Service Desk Job/Child to at the Service Log Job in LDSD relevant ITS Tech Desk Level? Νo group LDSD LDSD Update the Assigned LDSD Job/Child with **ITS Technical** appropriate LDSD Update information and Groups Enough change status to Information on Information? Resolved upon LDSD completion LDSD

Change No.	Change Description	New Version	Date of Issue	Approved by ITS RM Manager
1	Issued	v1.0	12/06/2009	Tania Moor
2	included sample of client workflow	v1.1	10/12/2009	Thitima Sinadyodharaks
3	- Update diagram name to "ITS Portfolio Support Workflow" - Insert helpdesk contact information and rm email address	v1.1	28/05/2010	Thitima Sinadyodharaks
	Updated ITS group names Change ITSM to LDSD and updated process to take out "Tasks"			
4		v1.2	17/09/2012	Thitima Sinadyodharaks