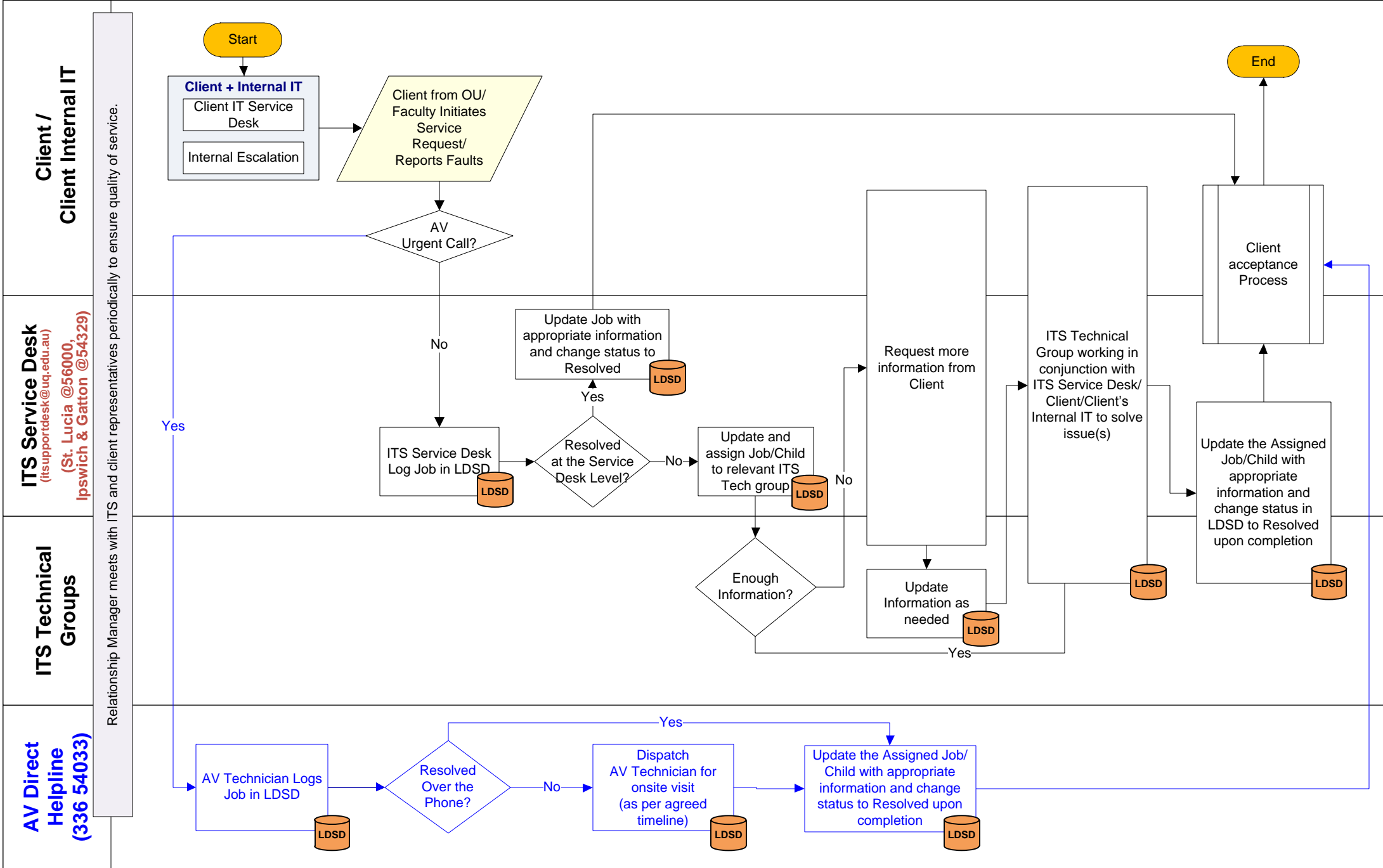


High Level ITS Portfolio Support Workflow (AV + Client's Own Internal IT)

rm@its.uq.edu.au



Client /
Client Internal IT

ITS Service Desk
(itsupportdesk@uq.edu.au)
(St. Lucia @56000,
Ipswich & Gatton @54329)

ITS Technical
Groups

AV Direct
Helpline
(336 54033)

Relationship Manager meets with ITS and client representatives periodically to ensure quality of service.

Change No.	Change Description	New Version	Date of Issue	Approved by ITS RM Manager
1	Issued	v1.0	10/12/2009	Thitima Sinadyodharaks
2	- Update Diagram name to "High Level ITS Portfolio Support Workflow" - Insert helpdesk contact information and rm email address	V1.1	28/05/2010	Thitima Sinadyodharaks
3	Updated ITS groups names Updated ITSM and relevant information to LDSD	V1.2	17/09/2012	Thitima Sinadyodharaks