

IT Helpdesk Working Hours Extended



“As we explore new human interface devices and incorporate new interactions into our designs, we have the opportunity to create deep connections between users and their technology.”

Service Management & Support Transformation

We keep improving the way we provide IT support and services on regular basis, our service model is using an approach based on the Information Technology Infrastructure Library (ITIL) framework. This includes a shift away from supporting individual IT services to an approach that provides and supports end-to-end IT services.

In 2012, we began to see measurable benefits. We were able to resolve issues more quickly—improving compliance with service-level expectation and achieving target.

Proactive Client Management

To increase the productivity, enhance the user experience, and to minimize support efforts we adopted a more proactive approach. We monitor the health of desktops to identify problems so that we can fix them before disastrous failures strike. We implemented tools that move resource-intensive maintenance tasks, such as anti-virus scans, to off-peak times and the deployment of SCCM to monitor the performance. This improves end-user efficiency and UAEU community no longer faces performance degradation during working hours. The impact is expressive.