



# TEAM EXCELLENCE COMPETITION 2023

"Innovations for Higher Productivity"



#### **Team Name: Pathfinders**

- Team Members
  - Prashneel Prasad
  - Kaushal Kumar
  - Rajniel Lal
  - Laisiasa Ratodro
  - Olly Daugunu











#### **Project - Service Optimization of IT Helpdesk**



#### **Overview**

"Legacy Service Desk Challenges"

Previous service desk system (developed 5 years ago) faced critical issues:

Security, UI, and reliability problems.

Negative impacts on efficiency, productivity, and service quality.

"Productivity Disruptions"

Valuable company time diverted to maintenance and recovery.

Delays in projects and reduced team productivity.



"New Solution: IT Service Desk Transformation"

Introducing a solution to facilitate communication and collaboration across departments.

Aims to resolve and prevent glitches and breakdowns.

Features include ticket creation, assignment, tracking, and resolution.

Adaptable for various IT service desk roles beyond tech support.



#### Stakeholder

The following stakeholders were identified for communication regarding the project:

- Board
- CEO and Management
- Staff Head office and outer ports
- Vendors

The communication medium used to keep stakeholders engaged are:

- Email
- Board paper reporting
- Face to face and online awareness by IT Department



#### **CODE OF CONDUCT**

Teamwork

Participation

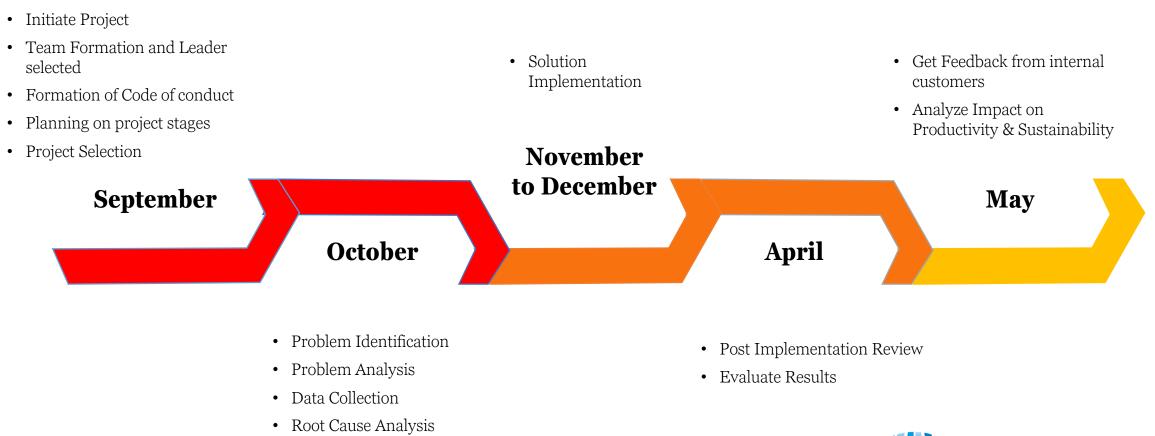
Communication

Problem Solving

Meeting Guidelines



# **Project Timeline**





#### **METHODS**



Plan

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Team Formation and Meeting Planning

**Project Selection** 

**Problem Identification** 

Problem Analysis

**Implement Solution** 

Do



#### Check

**Result Evaluation** Impact on Productivity and Sustainability **Data Collection** 



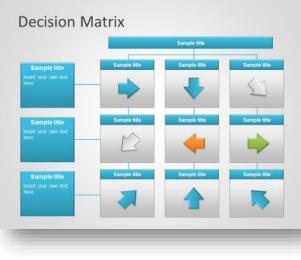
Action

Learning outcome Future Project Analysis



# **TOOLS & TECHNIQUES USED**

- Brainstorming Ideas
- Identifying the Problem
- Problem Ranking
- Decision Matrix
- Fishbone Diagram





#### **Fishbone Diagram**







IDENTIFY THE PROBLEM

#### PROBLEM IDENTIFICATION

After brainstorming the following problems were identified:

NO	PROBLEM
1	Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge
2	Lack of backup storage capacity - Development & Testing Environment
3	High bandwidth utilization from remote offices & low resiliency
4	Usability issues with the ServiceDesk – not being user friendly
5	Scalability issues with the ServiceDesk – lack of reporting capabilities & solution not being flexible for enhancements

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#### **PROBLEM SELECTION – DECISION MATRIX**

Problem	Laisiasa	Olly	Prashneel	Rajniel	Kaushal	Tota I
Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge	3	1	2	2	2	10
Lack of backup storage capacity - Development & Testing Environment	3	3	2	3	3	14
High bandwidth utilization from remote offices & low resiliency	3	3	2	3	2	13
Usability issues with the ServiceDesk – not being user friendly	4	4	4	4	4	20
Scalability issues with the ServiceDesk – lack of reporting capabilities & solution not being flexible for enhancements		5	4	4	4	21



#### **PROBLEM RANKING**

Problem	Score	Rank
Scalability issues with the ServiceDesk – lack of reporting capabilities & solution not being flexible for enhancements	21	1
Usability issues with the ServiceDesk – not being user friendly	20	2
Lack of backup storage capacity – Development & Testing Environment	14	3
High bandwidth utilization from remote offices & low resiliency	13	4
Excessive cost of maintenance i.e., replacement parts, toner/drum/cartridge	10	5

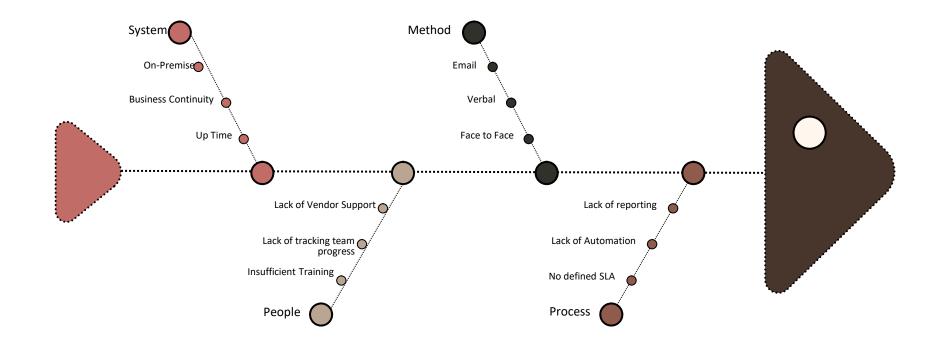


#### **PROBLEM STATEMENT**

The service desk that was present in the organization was not performing as per the expectations and causing operational challenges. Alongside this, the locally hosted server had a hardware footprint on the on-prem server resulting in additional space and compute power requirements to maintain the system.



#### FISH BONE DIAGRAM





# 5 Why's





Why 1

Why are IT requests taking too long to resolve?



Why is there a delay in IT request resolution?



Why 3

Why are IT requests not being routed properly?



Why 4

Why is there a lack of visibility into IT requests?



Why 5

Why are we using a manual process to manage requests instead of an IT service desk software?



#### **Impact on Productivity**

- Customer Service Improved
- Accessibility- Services provided by mobile App is always available.
- Cost Efficient
- Time Management
- Controls in place
- Affordability
- Risk minimized



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#### SOLUTION IMPLEMENTED

The multi-purpose role IT service desks fulfil within any organization requires a range of applications that expand beyond traditional tech support and management. As such, IT service desk software tends to include the following features:

- Ticket Management
- SLA Management
- Knowledge Base
- Service Catalogs
- Dashboards
- Automation
- Analytics



#### **Awareness Session 1**

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#### **Awareness Session 2**

REMINDER - IT Service Des	k Awareness for Nasese Port - Training Room 3   Wedn	esday <u>16</u>	th August 2023					
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H To							Wed 16/0	8/2023 1:59 pm
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Please be informed that service desk aware	ness for IT portal will be conducted on Wednesday 16 <sup>th</sup> August 2023 for Suva port. Th	ne IT service de	esk categories have been	revised after revi	iew by the se	ervice desk tean	n for simplicity to ou	ur users.
The main goal of this awareness is to make 1) Revised Category names and intenti 2) Importance of logging request via se 3) Getting all users accustomed to the The scheduled slots for each sections are as	on rvice desk	We ask that all	staff attend during their	time slots indicat	ed below ar	id we appreciate	e your promptness.	
Remaining sessions:								
Division	Building	Sessions	Time slot					
Border/Customs Revenue	Building 2 Ground floor - Border/Customs Revenue	Session 10	2.00 - 2.30pm					
Revenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team	Session 11	2.30 - 3.00pm					
Revenue Taxation/Customs Revenue	Building 1 level 1 - DMU/Enforcement	Session 12	3.00 - 3.30pm					
	Building 1 Ground floor - CEC/Customs Revenue	Session 13	3.00 - 3.30pm					
	Building 1 level 1 - DMU/Enforcement	Session 14	3.30 - 4.00pm					
	Building 1 Ground floor - CEC/Customs Revenue	Session 15	3.30 - 4.00pm					
Kind Regards, Team IT								
Helpdesk								
Fiji Revenue & Customs Service Complex								
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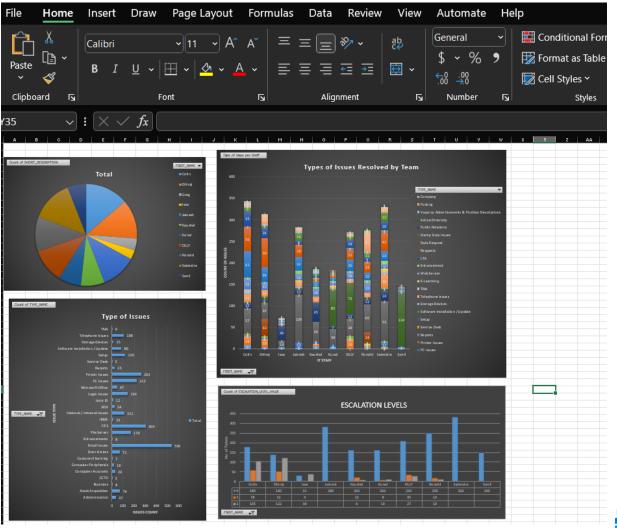


#### System Data Analysis – Legacy System

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66034	35852	0 cshackley	28:33.5 mcavalevu	105 CLOSE	20117 TNA		ce Communication issues	65 HIGH	53 L0001	54 B0002	68 D0001	63 TC	
2 66120	35878	0 cshackley	04:10.0 fnaucabalavu	105 CLOSE	2 Printer Issues	6 Cann	ot print	65 LOW	53 L0001	54 80002	68 D0001	69 TC	
3 66143	35307	0 cshackley	16:46.3 cshackley	105 CLOSE	3 Setup	20472 Relo	cation of PC	65 LOW	53 L0001	54 B0028	68 D0001	63 TC	1010 Setup CGT Counte
4 66150	35908	0 cshackley	33:01.2 cshackley	105 CLOSE	3 Setup	20472 Relo		65 LOW	53 L0001	54 B0028	68 D0001	63 TC	
5 66152 6 66164	35910 35922	0 cshackley 0 cshackley	14:12.2 cshackley 48:26.0 jravulala	105 CLOSE 105 CLOSE	8 Telephone Issues 9 Setup		onnection o Conferencing	65 LOW 65 HIGH	53 L0001 53 L0001	54 B0028 54 B0002	68 D0001 68 D0001	63 TC	
66172	35930	0 cshackley 0 cshackley	40:26.0 [Pavulaia 17:50.5 cshackley	105 CLOSE	2 Printer Issues	41 Vide 4 No c	onnection	65 LOW	53 L0001	54 B0022	68 D0001	63 TC	
66180	35938	0 cshackley	28:01.6 mnata001	105 CLOSE	20090 Microsoft Office	20415 Exce		65 LOW	53 L0001	54 B0002	68 D0001	63 TC	1010 hello team, Colin w
9 66187	35945	0 cshackley	41:12.7 aprasad007	105 CLOSE	2 Printer Issues	8 Insta	llation	65 HIGH	53 L0001	54 B0002	68 D0001	69 T(	1010 Hi requesting for co
0 66132	35350	0 cshackley	16:33.3 cshackley	105 CLOSE	9 Setup	20461 Dash		65 LOW	53 L0001	54 B0028	68 D0001	63 TC	
66201 66230	35353 35388	0 cshackley 0 cshackley	23:43.2 mkotoisuva 48:45.3 cshackley	105 CLOSE 105 CLOSE	20105 Enhancement 4 PC Issues	20430 IT Sy 20412 Mon	stem itor not working	65 HIGH 65 LOW	53 L0001 53 L0001	54 B0002 54 B0028	68 D0088 68 D0001	63 TC 63 TC	
3 66273	36037	0 cshackley 0 cshackley	34:37.3 iyasawa	105 CLOSE	6 Internet / Intranet issues		itor not working ot access link	65 LOW	53 L0001	54 80002	68 D0001	63 TC	
4 66294	36052	0 cshackley	00:20.8 suluiviti	105 CLOSE	4 PC Issues	16 No N	letwork	65 HIGH	53 L0001	54 B0002	68 D0001	63 T	1010 PCO Maraia's PC is
5 66295	36053	0 cshackley	53:16.5 fwalli	105 CLOSE	2 Printer Issues	7 Drum		65 HIGH	53 L0001	54 B0002	68 D0001	69 TC	1010 The printer is giving
6 66304 7 66307	36062 36065	0 cshackley O cshacklev	33:34.2 cwhippy 10:51.3 amalani	105 CLOSE 105 CLOSE	4 PC Issues 4 PC Issues		cation of Staff cation of Staff	65 LOW 65 HIGH	53 L0001 53 L0001	54 B0002 54 B0002	68 D0001 68 D0001	69 T( 69 T(	
66313	36071	0 cshackley	22:18.6 fnaucabalavu	105 CLOSE 105 CLOSE	4 PC Issues 1 Login Issues	13 Belo 2 Cann		65 LOW	53 L0001	54 B0002	68 D0001	63 TC	
66330	36088	0 cshackley	05:16.6 psalaba	105 CLOSE	27 Administration	184 Emai		65 HIGH	53 L0001	54 80002	68 D0001	63 TC	
0 66416	36174	0 cshackley	47:19.0 cshackley	105 CLOSE	1 Login Issues	2 Cann	ot Login	65 LOW	53 L0001	54 B0028	68 D0001	63 T	
66423	36181	0 cshackley	47:06.5 cshackley	105 CLOSE	5 Software Installation / Update	88 Suns		65 LOW	53 L0001	54 B0028	68 D0001	63 T	
2 66424 8 66429	36182 36187	0 cshackley 0 cshackley	38:40.7 cshackley 17:31.9 Ikumar	105 CLOSE 105 CLOSE	5 Software Installation / Update 10059 Email Issues	88 Suns 20476 Retri		65 LOW 65 LOW	53 L0001 53 L0001	54 B0028 54 B0002	68 D0001 68 D0001	69 T0 69 T0	
66488	36187	O cshackley O cshackley	16:31.3 Ikumar 26:36.6 nprasad003	105 CLOSE 105 CLOSE	2 Printer Issues		onnection	65 LOW	53 L0001 53 L0001	54 B0002 54 B0002	68 D0001	69 TC	
5 66431	36248	0 cshackley	18:30.2 dyoung	105 CLOSE	4 PC Issues	13 No P		65 HIGH	53 L0001	54 80002	68 D0001	63 TC	
66435	36253	0 cshackley	36:14.6 Icirikoverata	105 CLOSE	6 Internet / Intranet issues	29 Cann	ot access the Intranet	65 HIGH	53 L0001	54 B0002	68 D0001	63 TC	1010 Request access to
57 66508	36266	0 cshackley	30:03.0 schand003	105 CLOSE	2 Printer Issues		onnection	65 HIGH	53 L0001	54 B0002	68 D0001	63 T	
58 66511	36263	0 cshackley	17:34.3 cshackley	105 CLOSE	4 PC Issues	14 PC v	ery Slow	65 LOW 65 MED	53 L0001	54 B0028 54 B0002	68 D0001 68 D0001	63 T0 63 T0	
59 66537	36295	0 cshackley	13:24.5 mbeg	105 CLOSE	2 Printer Issues	7 Drum	Issues	65 MED	53 L0001	54 B0002	68 D0001	63 TC	1010 Hi there, Need assi



#### System Data Analysis – Legacy System





#### System Data Analysis – Cloud Platform

Helpdesk Dashboard 🗸	(+)			
equests by Technician 🗸			Open Requests by Mode $\checkmark$	
	OPEN	ONHOLD		31
Dhiraj D. Sharma	29	2		
haneel Ram	25	11		
udrau L. Waqalala	23	2		78
aydan L. Alfred	18	2	- 78	
unal V. Prasad	16	11		
lly N. Daugunu	13	21		
rashneel P. Prasad	12	2		
oa Yasawa	11	1	Web Form	E-Mail Chat Not Assigned
equests Last Week 🗸			Unassigned and Ope	Open Requests by Pri
30 25 20 15 15 5 0 5 0 5 0 5 0 0 5 0 0 0 0 0 0	26 19 15 13 Tue Wed	21 5 4 3 7hu Fri Sat		Low High 3 - Low 2 - Medium

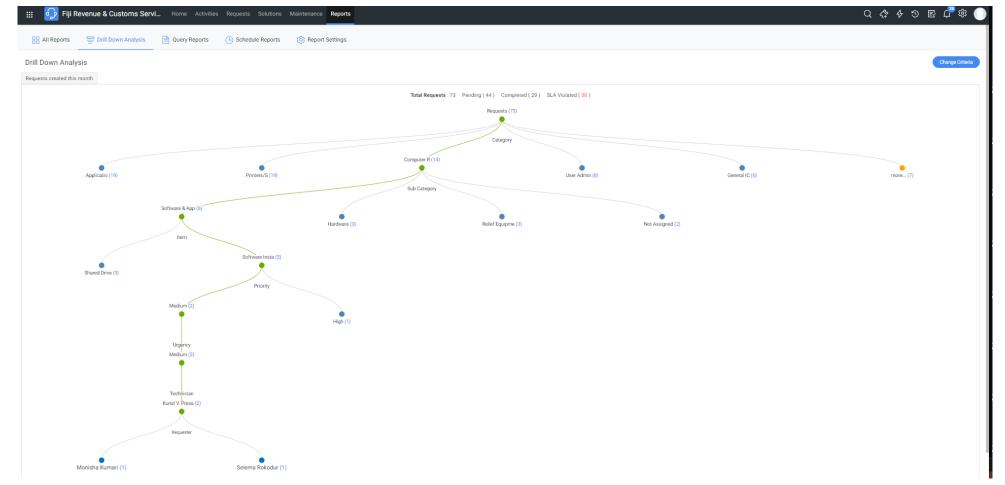


#### System Data Analysis – Cloud Platform

All Reports 🔤 Drill Down Analysis 📄 Query Reports 🕒 Schedule Repo	orts (i) Report Settings					
Completed requests by Category						
Save report as Schedule Mail this Report Cancel						
	Fiji Revenue & Custom	Services				
	Completed requests by Categ					
	Generated by Kaushal Kumar Created or					
	From: 10-01-2023 00:00 To: 10-07-20	23 23:59				
	Total records : 91					
		Printer/Scanarfie lephone/Projector scale = 1 0 0the = 3 Report R		Application Issues - 26		
		Printer 95 canner/f elsphone@ionamari cs Issues = 12 Network Issues = 13	mputer Requests/Issues @ Network Is	Computer Requests/issues = 15	_	
		elephone Biometri cs Issues = 12 Network Issues = 13 Application Issues • Com • Printers/Scanner/Telepho	mputer Requests/Issues @ Network Is ione/Biometrics Issues @ User Admin	Request of sources = 15	7	
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	Application issues	Application Issues * 22     Metnork Issues * 22     Metnork Issues * 2     Application Issues * 0     Printers/scanner/Fielphic     Door Requests/Issues *     Technician	one/Biometrics Issues  User Admini Other  Printer/Scanner/Telephone/ Created Time Completed Time Subject	Requestyfisuues = 15 ssues stration © General ICT Projector issues		
	Application issues 41736 Web Form	Application Issues * 22     Network Issues * 22     Network Issues * 2     Application Issues * Com     Printers/Scanner/Telephc     Door Requests/Issues *     Technician     Oly N. Dasgume 0	one/Biometrics Issues  User Admini Other  Printer/Scanner/Telephone/ Created Time Completed Time Subject 09-27-2023 10:08 10-04-2023 10:14 JAVA plug	Repart/reuse = 35 ssues stration © General ICT Projector issues		
	Application Issues 41736 Web Form 41650 Web Form	Application Issues = 12     Application Issues = 0     Application Issues = 0     Orgeneration	one/Biometrics Issues         User Admini           0ther         Printer/Scanner/Telephone/           Created Time         Completed Time Subject           09/27/2023 16:08         10:04-2023 10:14           09/27/2023 10:08         10:04-2023 10:14           09/27/2023 11:27         10:06-2023 11:25	Projector issues Projec		
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	Application Issues 41736 Web Form 41650 Web Form 41805 Web Form	Application Issues * 22     Network Issues * 22     Network Issues * 2     Application Issues * Com     Printers/Scanner/Telephe     Door Requests/Issues *      Technician     Oly N. Daugunu 0     Pradmeel P. Prasad 0     Oly N. Daugunu 1     Prashneel P. Prasad 0	one/Biometrics Issues @ User Admini           00her # Printer/Scanner/Telephone/           Created Time         Completed Time Subject           09-27/2023 10:14         10-04-2023 10:14           09-2023 11:27         10-06-2023 10:15           09-2023 11:27         10-06-2023 10:15           09-2023 11:27         10-06-2023 10:15           09-2023 12:25         10-04-2023 00:05           09-2023 12:25         10-06-2023 10:14           09-2023 10:14         10-06-2023 10:14	Projector issues pro- projector issues pro- HIGH ALERT HIGH ALERT HIGH ALERT HIGH ALERT HIGH ALERT HIGH CHARLEN LESS		
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	Application Issues           41736         Web Form           41650         Web Form           41692         E-Mail           41692         E-Mail           41694         Web Form           41674         E-Mail           41565         Web Form           41674         E-Mail           41565         Web Form	elephone@inversion     elephone@inversion     elephone@inversion     elephication Issues     elephicatitelephication Issues     elephication Issues     elephication Issu	one/filometrics         Issues         User         Admini           0 Other         • Printer/Scanner/Telephone/           Created Time         Completed Time         Subject           0 0 - 2023         10.04         20.01         3.04         pice           0 - 2023         11.27         10.04         20.01         11.1         3.04         pice           0 - 2023         11.27         10.04         20.02         10.04         20.01         11.1         20.01         10.04         20.01         11.1         20.01         11.1         20.01         11.1         20.01         20.00 <td>Projector Issues stration © General ICT Projector Issues pn HIGH ALERT HIGH A</td> <td></td> <td></td>	Projector Issues stration © General ICT Projector Issues pn HIGH ALERT HIGH A		
	Application Issues           41736         Web Form           41805         Web Form           41806         Web Form           41807         E-Mail           41807         Web Form           40989         Web Form	Application (Susser = 12)     Application (Susser = 12)     Application (Susser = 12)     Orgen Canner/Telephoe     Printers/Scanner/Telephoe     Orgen Request 1/Susure >     Orgen Dargen     Orgen     Orgen Dargen     Orgen	one-(filtemetrics Issues ® User Adminit other ● Printer/Scanner/Telephone/           Other ● Printer/Scanner/Telephone/           Order ● Printer/Scanner/Telephone/           Operation         Completed Time Subject           09-27-2023 16:08         10-04-2023 16:14         MAY play           09-22-2023 11:27         10-06-2023 16:15         SOPHOS           09-22-2023 11:27         10-06-2023 16:15         SOPHOS           09-22-2023 11:27         10-06-2023 16:14         RE.Respective           09-22-2023 12:28         10-04-2023 13:42         SOPHOS           09-22-2023 13:23         10-04-2023 11:48         Respective           09-22-2023 13:35         10-04-2023 11:58         Sophos           09-10-2023 16:59         10-04-2023 11:58         Sophos           09-10-2023 16:09         10-04-2023 11:58         N''''''''''''''''''''''''''''''''''''	Projector issues sues stration © General ICT Projector issues gin HIGH ALERT HIGH ALERT HIGH ALERT HIGH ALERT SUPPORT HIGH ALERT SUPPORT HIGH ALERT SUPPORT HIGH ALERT HIGH ALER		



#### System Data Analysis – Cloud Platform





#### Awareness

Aware	ness Sess	ions for IT Service Desk				
	Helpdesk			🕑 🔶 Reply		
Н	To ⊞ <b>DFRC</b>	S - ALL STAFF				
ı Bula,						
n to advise that	the ICT service team will be pro	widing awareness on the new service desk platform to all ports on Thursday & Friday this week.				
nd Rakiraki ports	will be scheckuled for next wa	il Monday 7 <sup>th</sup> May, 2023.				
neduled slots for	each port is shown below with	the link to join via Teams. Kindly join your session with the correct link below:				
1) ICT Service De 2) Properties Ser		ing:				
	participation in the awareness	scheduled below.				
ate	Ports		ł.			
rsclay 4th May 202	23 Sigatoka 12:00pm - 12:30pm	https://trams.microsoft.com/registration/Nebhysc0NumAdx880Ny6g_Edbudge5x02an/MKUoexNtQ_FAVWisc4jE2Ux88RW4QjgYosfVzW6GEGIXx185MkWecf9ojw_GH4KUVe14P77Vgzvoj4s12Rn9y?_Quals8q+jg2 mode=readkterantid=cad11644382-4835-88071-b5ecfbe5f216				
irsday 4th May 201	Zi Lautoka 2:30pm - 3:00pm	https://kams.microsoft.com/ingistration/httlsRatOk/micLiNeDAGDA/sg_EdbadgtScDaenAMLbooktO_fbb/WidGEDAGBRWADg_wwkkdWxXEWhWeShDTRA_Gwer2W- 9_Dm20dgrMLPW/sgMMg2POCRdsp00g/mode-readditemantid-cad11634-012-14935-8071-bSocRos5215				
sday 4th May 202	3:00pm - 3:30pm	https://bams.microsoft.com/registration/heb/stactWined3000xfgEtbookg8x02wrM4UoexN0_HAYWiddjE2Uo00x7W4QjgBtoidx00_moxMuryLa_gelb130+E8cr4(p001vg17)4sr24gtmindQUinuAg2 modernadikterantid=cad11634-037-4375-8371-b5sefbe52716				
ursday 4th May 202	3:30pm - 4:00pm	https://txamx.microsoft.com/ingistration/https/public				
te	Ports	Registration Link	1			
ay 5th May 2023	Levuka (2 <sup>nd</sup> Session) 9:00am - 9:30am	https://tams.microsoft.com/registration/Withing:DNUmAdx88016/pgEbackg9x02wnM4UooxH0_FM4Widel[2Ux880404qgEback].gb/mkdCuY92q94/9x2kigPmHrAiv2E031wgPel5Q369Ap1b8qUK92ym00hat4402 mode-readiliterantid-cad11E94-0527-4935-8071-55xc/be32126				
y 5th May 2023	Labasa (1st Session) 9:30am - 10:00am	https://toams.microsoft.com/registration/Webhys.CNUmAds0801k/g_Efbackg9x02wnM4LooxNO_PAYWicdjE2Ux08nRW4Qjg_78_P4pGqkESTicFC9ATg_545P+WkU6QjWaYAGDE44_bcH2130015111AMBydw? mode=readkterunttd=ca2111634-0327-4939-8021-b5ec/be32116				
day 5th May 2023	Nadi (1st Session) 10:00am - 10:30am	https://toams.microsoft.com/registration/NBRAys_CMUmAdaoB016/g_Efbadge5cDantMELoopMC_PAIYWic6jEDUo38ntWeQig_a01_3aWg2MVZTPO6g020ux30HPItM+B0U4S07NfUAA_m60Qu4g66009- obt655Q?mode=mad/literamt6=cad11634-08:74-995-8071-b5ecf0es5216				
iday 5th May 2023	Nadi (2nd Session) 10:30am - 11:00am	https://toams.microsoft.com/registration/Websys2014UnAdd/88014rg_Efbackg5x02wrtML0oeH0_HAVWiccjE2Ux08n8W43jg_5jh7l5Q70=TUBUI1120_cWeb326x20=vGP7AaUvg_29wfEDUatEW01m2_02jg502 mode-readiliterantificad11E34-032-4935-8071-65xc08e5f216				
iday 5th May 2023	Ba 11:00am - 11:30am	https://tame.microsoft.com/registration/WebByz.CNUmAdoUSDIxfg_Efbackg5xClaveMU.looxNO_fFAVWickjCLUx0EnRWAQjg_aNaU1607DxU18378zHwg-5.116705CUApje5gWoBxCQ.857gs6xdU/35CNPedDpA7 mode-readiliterantifi-cad11634-0327-4935-8071-55ccDe52716				
iday 5th May 2023	Labasa (2nd Session) 2:00pm - 2:30pm)	https://toams.microsoft.com/registration/Webhys.CNUmAdx0801K/6_EEbwelg/9x02wn/MLlooxNO_FMAYWice[E2Ux08nRWeQ]g_bbtC2Ux4kHidW2IM6U6g/k_C_0[HaSMChHtGyKwLibE5[URVE-A2g.qCMbX0g2 mode=readkterunttd=ad11634-0327-4935-8071-b5ecfbe5f216				
r of Queen Elizab +679 3243000	oms Service Complex eth Drive & Ratu Sukuna fi   www.frcs.org.fi   www.frcs.org.fi   www.frcs.org.fi   www.frcs.org.fi   www.frcs.org.fi   www.frcs.org.fi	Road, Nasese, Suva			2012	ſ



#### Awareness

Service Desk Planned Maintenance								
H Helpdesk To Helpdesk; Kunal V. Prasad Bcc ⊞ <b>DFRCS - ALL STAFF</b> 1 This message was sent with High importance.	) 	0	← Reply	Keply All	→ Forward Wed 31/0	05/2023	3:24 pm	
Good afternoon,								
Please be advised that IT Service Desk will be undergoing urgent maintenance works fro week, Tuesday 7 <sup>th</sup> June, 2023.	m tod	lay, '	Wedne	esday 4.30	)pm until	next		
During this period, for any IT related issues please email: 1. IT Helpdesk: <u>helpdesk@frcs.org.fi</u> – Ext: 3717 2. Kunal Prasad: <u>kprasad003@frcs.org.fi</u> – Ext: 3717								
We do apologize for the inconvenience caused.								
Kind Regards Team IT								
					FIJI R	EV	ENUI	E



#### **Awareness**

Helpdesk To				) 🙂 🕤 Reply	Keply All	→ Forward Wed 16/0	3/2023 1.5
ula vinaka Team,							5,2025 115
and he informed that service dark ou	uses are far IT postal will be approximated an Wedgesday 16th August 2022 f	er Suue port. The IT consists de	sk ostorovice boue boon	route of after routeur by the	constan dark taona	for circuliaity to av	
ase be informed that service desk aw	vareness for IT portal will be conducted on Wednesday 16 <sup>th</sup> August 2023 fo	or Suva port. The IT service de	sk categories nave been	revised after review by the	service desk team	for simplicity to ou	ir users.
e main goal of this awareness is to ma	ake users understand the following:						
1) Revised Category names and inte	5						
2) Importance of logging request via							
<ol><li>Getting all users accustomed to t</li></ol>	the IT service desk platform.						
scheduled slots for each sections are	e as follows: Please note, the venue is at Training Room 3 for all sessions	<mark>s listed below.</mark> We ask that all	staff attend during their	time slots indicated below	and we appreciate	your promptness.	
naining sessions:							
vision	Building	Sessions	Time slot				
			2.00 - 2.30pm				
order/Customs Revenue	Building 2 Ground floor - Border/Customs Revenue	Session 10	2.00 - 2.30pm				
	Building 2 Ground floor - Border/Customs Revenue Building 3 level 1 - Gold Card/Education team	Session 10 Session 11	2.30 - 3.00pm				
evenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team						
Revenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team	Session 11	2.30 - 3.00pm				
Border/Customs Revenue Revenue Taxation/Customs Revenue Revenue Taxation/Customs Revenue	Building 3 level 1 - Gold Card/Education team         Building 1 level 1 - DMU/Enforcement	Session 11 Session 12	2.30 - 3.00pm 3.00 - 3.30pm				

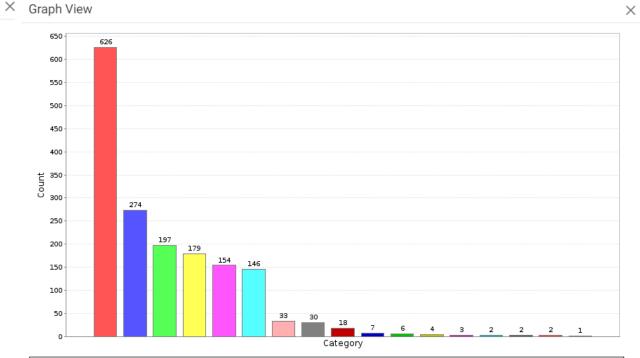


#### **Ticket Lodgment Comparison**

Graph View 450 · 400 -Count 1 1 Category

Other Printer/Scanner/Telephone/Projector issues PC Performance Tax Officer Portal Site Unreachable
Computer Creation Account Installation Password Reset TPOS Portal NTIS Development Door/Biometric Access
ICT Resource Pool Computer Repairs Meeting/Training room facilities General Service kiosk Stolen IT equipment

Jan – May Data



Application Issues Printers/Scanner/Telephone/Biometrics Issues Computer Requests/Issues User Administration
Network Issues General ICT Door Requests/Issues Other Information/Reports Printer/Scanner/Telephone/Projector issues
PC Performance Tax Officer Portal Door/Biometric Access Meeting/Training room facilities Computer Creation Account
Password Reset Computer Repairs

#### June – September Data

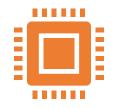


## TANGIBLE/INTANGIBLE RESULTS

Tangible Results	Intangible Results
Improved incident response times	Enhanced Customer Satisfaction
Cost Saving	Increased Productivity
Compliance and Reporting	Prioritization of Work
Knowledge Management	Service Level Agreement (SLA) adherence



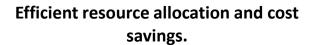
#### **Positive Impact**



Some of the key impacts of completing the implementation of the service desk include:

Improved Efficiency and Productivity: Faster IT incident resolution reduces downtime. Enhanced customer satisfaction and employee productivity.





Streamlined IT Operations: Compliance tracking and reporting. Effective knowledge management and SLA adherence. Centralized communication.



**Enhanced Organizational Resilience:** 

Proactive risk mitigation and remote workforce support. Employee training and data-driven decision-making. Positive impact on the entire organization's success.

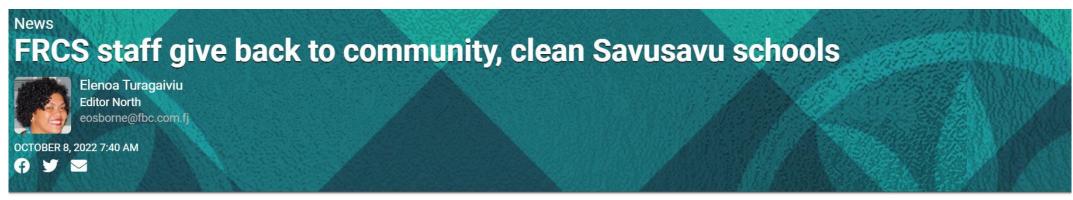


#### **FUTURE TREND**

- After Successful implementation of the cloud service desk solution, similar instances has been
  proposed to be a benefiting medium for other departments such as our customer service center
  alongside the Properties team who receive multiple requests and logging of each request for
  analytical purposes becomes cumbersome.
- Predictive Analytics: Service desks will use predictive analytics to proactively identify potential IT issues, reducing downtime and improving service quality.
- Remote Work Support: With the prevalence of remote work, service desks will prioritize providing secure remote access to corporate resources and efficient troubleshooting for remote employees.
- Enhanced Self-Service: Self-service portals and knowledge bases will offer personalized recommendations, video tutorials, and interactive guides, empowering users to resolve common issues independently.



#### **CORPORATE SOCIAL RESPONSIBILITY**



Around 90 staff of the Fiji Revenue and Customs Service in Suva along with their families, yesterday turned up at the Savusavu Special School and Nasavusavu District School armed with mops, brushes and supplies to clean the schools.

Director Taxation Momina Beg says the staff are members of FRCS's Social Club and they organize and hold events that give out to the community every year.

Beg says this time around they are in Savusavu and one of the events organized is to clean the two schools and help the teachers set it up for the new school term.













# Questions?

Vinaka

