QON No. 5

LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS
VICKI DUNNE MLA (CHAIR), TARA CHEYNE MLA (DEPUTY CHAIR), BEC CODY MLA, NICOLE LAWDER MLA

Inquiry into referred 2017–18 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE

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Asked by MISS C BURCH MLA:

CMTEDD Annual Report 2017-18, Volume 1- Output 7.1 Shared Services

In relation to: Service desk operation indicators

1. Why were sufficient Service Desk resources not allocated in anticipation of a significant increase in call volumes as a result of the planned Microsoft Office upgrade to ensure compliance with the "average time for telephone service requests to be answered by a Service Desk Officer" accountability indicator?
2. What specific changes have been made in the management of Service Desk resourcing to improve call waiting times?
3. Why were sufficient Service Desk resources not allocated in anticipation of the increase on volume and complexity of requests due to the introduction of Invoice Automation?
4. What processes have been introduced to improve the timeliness of resolving finance service requests?

Minister for Government Services and Procurement: The answer to the Member's question is as follows:–

1. Due to the required lead time to recruit and adequately train new service desk staff, the employment of additional staff to cover a short implementation period was not practical or fiscally responsible noting the average time of calls were not raised as a significant issue by Shared Services customers at the time.

   Shared Services will continue to monitor call volumes and implement strategies as deemed necessary.

2. There has been no change to full time employee levels on the Service Desk in 2017-18 compared to 2016-17, with any increase in call volumes being absorbed.

   With the view to reducing the volume of calls associated with the Microsoft upgrade, Shared Services ICT completed a range of education activities. These education activities included FAQs issued to users and Shared Services staff walking the floor at multiple office sites across ACT Government.

3. Unlike the broader Microsoft Upgrade, the Invoice Automation rollout impacted a significantly smaller user base. As such the Service Desk strategy revolved around first point resolution rather than speed and turnover of calls. Due to the subject matter required to answer such calls, short

term recruitment was not deemed a viable option. Callers to the Finance Service Desk experience a good quality service, with 88% of calls currently being resolved at first contact.

4. Shared Services aims to resolve all finance service requests in 2 working days. As is normal with any change to business processes, the introduction of invoice automation has seen an increase in enquiries and therefore average resolution times have increased slightly during this period of change. It is anticipated that response times will return to normal levels in due course.

Approved for circulation to the Standing Committee on Public Accounts Signature: Date: 26/11/18 By the Minister for Government Services and Procurement, Rachel Stephen-Smith MLA