Kia ora ██

Thank you very much for getting back to me, I really appreciate you looking into this for me. Sounds like you've got things in hand, and I trust this will mean an easier process for myself and anyone else with a similar in future.

Thanks again,

██████████

From: "████████████████████████████████████>

Date: Friday, 31 January 2020 at 10:48 AM

To: "██████████████████████████████████████>

Cc: "████████████████████████████████

Subject: RE: [S176833] Service-Desk : Resolved : access to smb://wel-cocaiis1/

Good morning ████████

Apologies for my delayed response regarding your concerns. ████is currently away from work until mid-march recovering from a serious accident earlier this month.

I have reviewed both of the requests in detail as well as discussing the requests with the Infrastructure Support team. The first request, S174808, was not resolved by the Service Desk but was resolved by the Applications Support team based on the fact that this is a departmental server/virtual machine that we generally do not provide any support for. Departmental servers are generally not touched by the Service Desk based on the possible complex configurations that may have been set up and that the department usually has a technical contact who manages the access/setup.

The second job, S176833, was resolved by the Service Desk based on the information provided in the first request. The Service Desk analyst who looked at the second request should have compared it with the first to see if there was any additional information provided. I agree that this request should have been assigned to Infrastructure Support for processing.

I have spoken to the Infrastructure Support Manager and have decided to update our process to prevent this from occurring again in the future.

Going forward any requests from departments that require changes to a virtual machine that we have provisioned (as in the case of this request) will be assigned to Infrastructure Support to update the permissions/access.

The Infrastructure Support team has the appropriate access to make these changes and are happy to make these changes going forward.

Please do not hesitate to contact me should you have additional queries or concerns surrounding Service Desk processes.

Kind regards,

██████████

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████████████████████

From: ████████████████████████████

Sent: Thursday, 30 January 2020 4:29 PM

To: ███

Subject: FW: [S176833] Service-Desk : Resolved : access to smb://wel-cocaiis1/

Kia ora ███████████████

Sorry for coming to you directly, but I haven't heard any response to my email below and I can see that my ticket is now marked as closed with no record of my below email against the call in Assyst. I'd really appreciate an explanation as to the incorrect and unhelpful response I had from the Service Desk both times I inquired about this issue. As you can

imagine it is very frustrating to be told that ITS cannot help when it was in fact an issue that someone in ITS could, and did, resolve, but by someone I had to reach by other means.

Thanks,

███████

From: "██"
Date: Monday, 27 January 2020 at 2:43 PM
To: Service Desk ████████████████████████████
Cc: "██"
Subject: Re: [S176833] Service-Desk : Resolved : access to smb://wel-cocaiis1/

Kia ora team

Can you please explain why my calls S174808 and S176833 were closed without resolution, instead of being escalated to the Infrastructure team? After your unhelpful responses I spoke to ████████████████████████ who pointed me directly to ████████████ who was able to help immediately – indicating your response was incorrect and ITS did in fact have access to the server.

I look forward to hearing from you.

Ngā mihi

███████

From: Service Desk <████████████████████████>
Date: Friday, 24 January 2020 at 2:04 PM
To: "██"
Subject: [S176833] Service-Desk : Resolved : access to smb://wel-cocaiis1/

Dear ███████

Your request has been resolved from a Service Desk perspective.

Please check that the request is resolved from your perspective - if it is not, please **reply to this email within 5 days** providing details on the on-going issues or queries. After this time, you will need to log a new request through AskUs or by calling the Service Desk (details below).

Reference Number : S176833
Description : access to smb://wel-cocaiis1/

Action Taken:
As per the response to the previous job, the server wel-cocaiis1 is a departmental server not managed by ITS. Because of this we have no oversight or access to this server, or information beyond that which Tim Turnridge has provided.

Should you have any questions please visit our self-help website or click AskUs.
Unless advised otherwise, this request will be closed automatically after five working days.

Regards

Service Desk
Massey University
████████████████████████████

Note: Please ensure that you have provided as much detail as possible, as described at:
http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/help/asking-for-help.cfm

From: ███████████████████████████████████████

To: ████████████████████████████████

████████████████████████████

█████████████████████████████████

Date: 12/9/2020 10:32:06 PM

Subject: RE: COMPLAINT RE: (s230306) Video Conference Booking - 03/12/2020 - 9:15am &
9:45am - ISC1.10 - Zoom

Hello

I have spoken to ██████ to explain the missed facilitation was human error and that she followed the correct process. She was understanding of the situation and is happy with my explanation, she does not require any followup emails so this complaint can now be closed.
██████ has some bookings for next year and she'll sort that out with you ████ as and when required.

Regards,

██████████

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*It is recommended, wherever possible, that you ring the Service Desk on extension 82111 to log requests, faults etc. If you are a Massey staff member you can also log a request via the web - type (or copy and paste) ***askus.massey.ac.nz*** into your web browser address bar, press enter and then follow the on line instructions. You can also visit the ITS Intranet ***https://masseyuni.sharepoint.com/Sites/ITS/*** for more information.*

From: ████████████████████████████
Sent: Wednesday, 9 December 2020 8:26 AM
To: █████████████████████████████
Cc: ██
Subject: RE: COMPLAINT RE: (s230306) Video Conference Booking - 03/12/2020 - 9:15am & 9:45am - ISC1.10 - Zoom

Hi ██████

If you could please email the customer explaining the situation, most important would be to re-assure the process they followed was correct.

Please cc me into the reply.

Kind Regards,

██████

From: ████████████████████████████████████
Sent: Tuesday, 8 December 2020 4:30 pm
To: ██
Cc: █████████████████████████████
Subject: RE: COMPLAINT RE: (s230306) Video Conference Booking - 03/12/2020 - 9:15am & 9:45am - ISC1.10 - Zoom
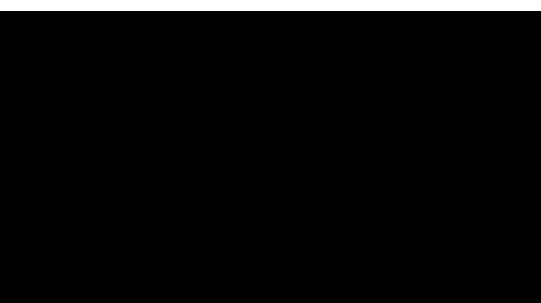
Hello

I followed up with ▮▮▮▮

He was intending on facilitating but ended up getting tied up with a conference he was supporting and then forgot to ask someone else to facilitate, so this was human error. Also with the lack of facilitations now other analysts aren't in the habit of checking the calendar because most days there is nothing happening.

All we can do is apologise to the customer, yes they should have had a facilitator. I'm happy to ring/email customer and discuss – please confirm if you want me to follow up.

I can remind the team to start checking the facilitations daily but I think we need a better process.
If we had software that manages the bookings and sends out an alert if there is no facilitator assigned this could help. I looked into software around this time last year and wasn't able to find something, but there might be something now. If there isn't, maybe we can get app development to come up with something basic? I think using workflow management in Sharepoint / BI apps might allow us to do something simple.

Regards,

▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮

From: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Sent: Tuesday, 8 December 2020 2:15 PM
To: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Subject: FW: COMPLAINT RE: (s230306) Video Conference Booking - 03/12/2020 - 9:15am & 9:45am - ISC1.10 - Zoom

From: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Sent: Tuesday, 8 December 2020 1:13 pm
To: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮
Subject: COMPLAINT RE: (s230306) Video Conference Booking - 03/12/2020 - 9:15am & 9:45am - ISC1.10 - Zoom

Kia ora ▮▮▮▮▮▮

Apologies that I have to bring this complaint regarding the IT Service for the confirmed booking below to your attention. However, as this is regarding a service for the Massey University Council meeting held on 3 December 2020 on the Manawatū campus where the ▮▮▮▮▮▮▮, ▮▮▮▮▮▮▮▮▮ and ▮▮▮▮▮ members were present, I would like you to be aware of this lack of service provided from IT.

As indicated in the Video Conference Booking email confirmation below from the Service Desk, this request was accepted and instructed that a facilitator would arrive to connect our 2 video conference calls at 9.15am and 9.55am. I was present from 8.40am onwards and a facilitator never arrived for either of these bookings.

I note that the only Manawatū facilitator included in the initial work request was ▮▮▮▮▮▮▮▮, the other IT staff are either at the Albany or Wellington campus, which is odd as it was clear this was a work request for the Manawatū campus.

Can you please respond to acknowledge receipt of this complaint and an explanation as to why a facilitator never attended this work request so I can report this information back.

Can you please also advise if this is the correct process to organise the setting-up of video conference requirements for ██████████████ meetings at all campuses moving forwards.

Thank you for your understanding and assistance.

Ngā mihi

████████████████████

██████████████████████████████████

█

MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

From: Service Desk < ████████████████ >
Sent: Monday, 30 November 2020 12:02 PM
To: Service Desk < ██████████████ >; ████████████████████
██
██
████████████████ ████████████████████████
████████████████████████████████
Subject: (s230306) Video Conference Booking - 03/12/2020 - 9:15am & 9:45am - ISC1.10 - Zoom

Hi ██████

Please find confirmation of your facilitator booking below

NOTE: As there are no resident PC's in any of our ITS VC rooms you will need to provide your own equipment (i.e. laptop, cables etc.) for any presentations.
If you have booked a facilitator, they will only arrive between 5-10mins prior to your start time (unless arranged otherwise). If you are late or not present when the facilitator arrives, they will still connect your video conference but will leave once the connection has been established (as they may have other appointments they need to attend). If your conference involves presentations or you are unfamiliar with the technology/equipment in the room please let us know as soon as possible.

Date:	03/12/2020			
Time In:	9:15am (9:30am start) 9:55am (10am start)			
Time Out:	9:55am 4:30pm			
From Turitea:	Yes	ISC1.10 ZOOM ROOM	IP:	
To other destination:	Yes	Zoom	9:15am	██████████ ███████████████████████
			9:55am	████████████ ██████████████████████
Presentations involved	No	Hosting Site	None	
Contact name and telephone number:	██████████████		Extn:	██████ —

Meeting Description:	Council Meeting
Facilitator required:	Yes – ▮▮▮▮▮▮▮
Reference:	S230306

Please advise the Service Desk as soon as possible if you wish to CANCEL your booking.

IMPORTANT: Please be aware that the performance of the Massey University Video Conferencing Service may occasionally be impaired by excessive network traffic. Further information about video conferencing may be found on the IT Services video conferencing web page at http://www.massey.ac.nz/?v88da0803g.

Kind Regards

▮▮▮

Good Afternoon ██

Thank you for raising this with us. Initially I must apologise for the service you received. This falls well short of our normal level of service and I can only apologise it was not dealt with correctly.

To answer your question, yes this was a training issue as the 'on-site technician' we queried was not at the level of knowledge to be able to answer your query. Our normal process would be to follow the escalation process, unfortunately this was not followed.

I have personally spoken to both technicians involved, clarified our processes and can expect this to not happen again.

Once again, I do apologise for the service you received.

If you want to discuss the issue further, please feel free to reply to this email.

Kind Regards,

████
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█████████████████████

Hi
I delivered a lecture in Albany main campus room QB5 11.00-12.45 today.

After leaving the room and driving back to Albany Village I realised I had not logged out of the computer screen although I has shut the room (screens retracted etc)

I was not sure I had logged off correctly and I have confidential and sensitive info on my computer, I called the service desk at 1.16pm when I got back to my desk and spoke to someone who told me there was nothing IT could do and I would need to go back to the room. She spoke to colleagues who confirmed I had to go back

I drove back to the main campus and interrupted another lecturer who said the whole room was shut down and the computer was logged off.

As a safety check I called IT before I left the campus and spoke to ███ who was helpful and able to confirm and assure me that I was now logged out of the QB5 computer as was only logged on to my desk

I have just wasted 30 minutes driving back to the other campus when you could have helped. So unimpressed with poor service, wasted time I did not have. Is this a training issue or was someone just having a joke?

I await your reply to this complaint

Regards

███
▌

Good afternoon ██████

Thank you for your response and again, my apologies for my delayed response.

To answer your queries:

What measures have you done to date to assess my IP address in your system?

- We have checked with our Information Security and Risk team to ensure that your IP address was not blocked from accessing the system during the dates mentioned in your complaint. Should you have been blacklisted or blocked from accessing Stream you wouldn't have been able to download anything at all.
- We have also checked to see if you were blocked/throttled on our Firewalls at any time over the past few months. The Security Engineers who checked this for me confirmed that at no point during this year were you blocked or had your speed throttled whilst using Stream.
- I also checked with the Stream team and they have looked into your access to Stream and cannot see any issues from their side of things.

Trying to be proactive, can we create a new portal for me?

- In my last email, I detailed the process of connecting to http://remote.massey.ac.nz. This will allow you to log into the Massey lab environment as you would if you were physically located on campus. When you log in to this system, the session is unique to you and is the closest we can provide to a new portal for you.
- Changes that you make within this portal will be saved until your next login.

With regards to the notes from ████████████ it states that they were unable to download from Stream using wireless on your laptop. These steps would rule out completely an issue with your laptop.

- Do you know if they checked if they could download material using the wired connection?
- Have you tried removing the Kaspersky VPN software installed (or at the very least disable this from working while you access Stream)?

Geeks on Wheels also mention that they tried to download videos from other sites. Do you know which sites those were? Many websites will scale down the quality of the videos presented to visitors as it puts less strain on their servers. In my previous email, I talked about the higher quality of the videos uploaded to Stream. This provides an almost seamless experience for our distance students who are accessing the course material outside of the normal business day.

Should you wish to continue with the complaint, here is a link to the process - https://www.massey.ac.nz/massey/about-massey/calendar/studying-at-massey-university/student-grievance-procedures.cfm

Kind Regards,

██████████

I ████████████████████████
██████████████████
████████████████████

From: ████████████████
Sent: Thursday, 3 June 2021 5:07 PM
To: ████████████████████
Cc: ████████████████████████████████████
Subject: Re: Issues with stream downloading important lectures

Hi ████████

Thank you for your response.

I am not satisfied with this response as I have clearly highlighted that the fault is not by the laptop as per the report below

He has outlined that is is an issue with stream and does not seem to be with the laptop

He explained a possible issue is my IP address has been black listed

What measures have you done to date to assess my IP address in your system?

I can download from other internet sources and they worked fine it is limited to stream only

Please advise the complaint process this is still not satisfactory and will affect my future study

My laptop is more than sufficient for the purpose of study it is your portal that has a bug in it that is preventing me from accessing these videos

Trying to be proactive, can we create a new portal for me?

Talk soon

██████████

On Thu, Jun 3, 2021 at 4:23 PM ██████████████████████████ wrote:

Hi ████████

Apologies for the delay in responding to you regarding your enquiry. Since my last email, actions taken are:

- We have reviewed the correspondence between yourself and Massey University and while we acknowledge that you had a poor experience, we do not believe that the summary from the ████████████████ in the invoice is accurate.
- In the notes provided to us from ████████████ we can see that the technician has identified software on your laptop that appears to be limiting your connection to stream due to the low bandwidth associated with the software. They have also noted that they can download from a different machine on a different type of connection without issue.
- Although they were able to view videos on other websites, these were likely to be of low density and scaled down to provide a faster playback.
- The videos in Stream are designed to be high definition and with high quality to allow distance students to not miss out on any key information from the course.
- I have spoken to your lecturer and while he provided you with a link to the resources for the first seven weeks of the paper, he was under the impression that you would seek an alternate device to access the relevant course material. We also received no other correspondence from anyone in the course over this period and can see that you were able to access the required material, albeit at a slower rate.

With regards to the 1st of March, where you contacted ████████████████████████ for support, it appears that there may have been a communication breakdown between departments and your call appeared to disconnect when being transferred across to my Service Desk. For this, all I can do is apologise and assure you that at the time of disconnection ████████ called us to log a ticket on your behalf and it appears the information given to us was incomplete. The Service Desk analyst who logged a request based on this information tried to contact you via email and assumed the issue had resolved when there was no further contact from yourself, therefore resolved the ticket.

If you are not in the position to source a new device for the balance of your course, we would recommend the following options required due to the high definition of the video from Stream:

· that you start the video, then pause to allow your device to buffer, which may improve your experience.

· Alternatively, you could go to remote.massey.ac.nz and select VMware Horizon HTML Access, Put in your student ID login and password, (do not change the default domain) and click on *Login*. This will create a session to enable you to access the virtual desktop environment. Click on General Labs and a virtual desktop will appear. From here you can click on Google Chrome and access the STREAM portal as you would normally by clicking on the Stream link at the top right of the

page. Please ensure you log out of the virtual session when completed.

In summary, we believe that your laptop and the configuration/settings that have been set are the cause of your issues. Whilst not being able to look at the laptop, we would recommend that you either get the laptop reimaged or source another computer should these issues happen again. Due to these findings, we will not be reimbursing you for the amount noted in the ████████████ invoice.

Regards,

████████

██████████████████

██████████████████████

██████████████████████

From: ████████

Sent: Wednesday, 2 June 2021 1:23 PM

To: ██████████████████████████████████████

Cc: ██████████████████████████

Subject: RE: Issues with stream downloading important lectures

Hi ████████

Thank you for your email.

I am sorry to hear about your experience with Massey University and IT Services.

This email is to let you know that both myself and my Team Leader (CC'd) are investigating your email and the experience that you have outlined below.
I will come back to you via email once I have investigated what has gone on.

Kind regards,

████████

I

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From: ████████████████████

Sent: Wednesday, 2 June 2021 1:01 PM

To: ██████████████████████████████████████

Subject: Issues with stream downloading important lectures

Hi ████████

I have been having issues with my stream from the get go and have finally forked out a bill to have a professional IT person to check the reason into why I cannot download the lectures from my stream login

I am a distant students so this is imperative towards my study and has created alot of stress toward my study

I work full time and it is difficult to call constantly and deal with IT departments (massey ones) who just end up running around in circles with no resolution

To give you an idea a video from stream (20 minutes) can take up to 8 hours to download

I have eliminated the following as not being the issue

- My laptop
- My wifi connection
- Myself as an operator

What I have done is paid ██████████████████████ to assess what the issue is because my voice and concerns raised was not sufficient in the IT eyes because NO resolution was offered.

Please see below conversations I had with my lecture

Having issues with stream ➜ Inbox ×

Thu, Apr 22, 10:12 PM

Hi ████████

I am having issues with the lectures, in all honesty I have not been able to watch any of them to date because they take so long to download

I have taken a screenshot of the length of time I am having to wait to watch just a 20 minute video.

I try to download them before i go to bed but they don't always work.

It is only happening with stream, I have approached the IT department but had no resolution unfortunately.
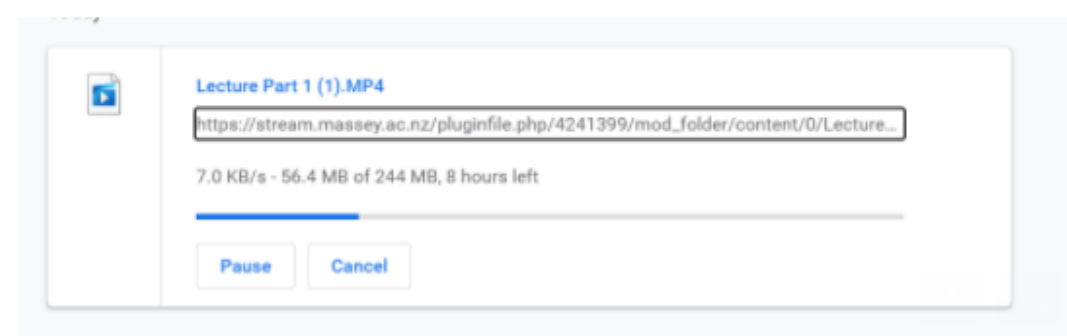
Are you the right person to talk to about this?

Could you help me out by maybe sending them directly to me?

I'm really sorry and understand that this would be an inconvenience to send me them individually but I am not sure of what else to do.

Looking forward to what your thoughts are :)

Talk soon

Lecture Part 1 (1).MP4
https://stream.massey.ac.nz/pluginfile.php/4241399/mod_folder/content/0/Lecture...

7.0 KB/s - 56.4 MB of 244 MB, 8 hours left

Pause   Cancel

My lecturer was kind enough to send me the videos via google drive but only for 7 weeks and then after that he could no longer do this as he is too busy (not his fault).

Please see further emails outlining the issues I have

From: ████████████████████████████

Sent: Monday, 1 March 2021 10:28:00 PM

To: Massey University

Subject: Further issues

Hi there,

Can i please have somebody contact me from the IT department ASAP on ████████

I have been locked out of my stream AGAIN

I expressed last email dated 15th of Feb that i have written down my password changed it numerous times called numerous times and I STILL am having issues with my stream this cannot be of my own fault and i feel there is a serious issue with my Stream

I cannot watch the recorded zoom meetings and other videos uploaded on stream even though i have fiber internet and no matter what time of the day OR what devise i try watch it from (PC and Laptop)

This is causing far to much barriers and hindering on my opportunities and i'm very stressed out over this

Can somebody please call me ASAP

Last email i didn't have a reposence for 3 days and i cannot afford to wait that long for a response
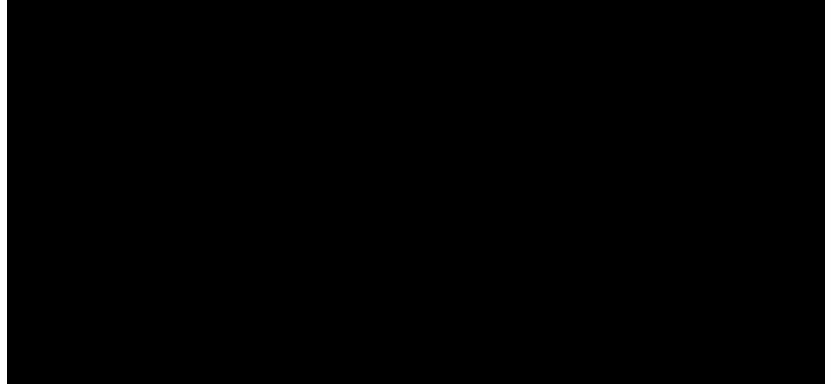
Furthermore communication from IT

Kia ora ████

Your Incident has been opened and assigned.

Reference Number : 164974
Event Description : Problems with opening Zoom meetings on my courses 176101, 179110

Should you have any further information, questions or concerns,you can access or update this event by either:
1. Clicking here to go directly to your request in AskUs
2. Calling the Service Desk (details below) and quoting your Reference Number
3. Replying to this email **without changing the subject line**.

Ngā mihi

Note: Please ensure that you have provided as much detail as possible, as described at:
http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/help/asking-for-help.cfm

My response

to Service ▾   Thu, Mar 11, 2:22 PM   ☆   ↩   ⋮
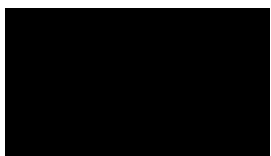
Hi there

You have the incorrect information

I have issues watching the videos uploaded to stream

Not zoom

Regards

↩ Reply   ➡ Forward

To conclude i hate to be THAT person but i have NO CHOICE

I am expecting reimbursement considering that it has been found that Massey is at fault
I am expecting reimbursement around the barriers that have been present and noted by me and the lack of support from massey

Please see the report from Geeks on wheels

Please see the Stream website trace done by geeks on wheels:

```
C:\Users\Wide Span Hamilton>tracert stream.massey.ac.nz

Tracing route to stream-ns.massey.ac.nz [130.123.10.96]
over a maximum of 30 hops:

  1     3 ms     2 ms     3 ms  ultrahub.hub [192.168.1.1]
  2    26 ms     9 ms     5 ms  203-96-218-254.pppoe.dyn.ihug.co.nz [203.96.218.254]
  3     8 ms     7 ms     7 ms  203.97.78.54
  4     8 ms     8 ms     7 ms  203.97.78.53
  5     9 ms     7 ms     8 ms  reannz.ape.nzix.net [192.203.154.57]
  6     8 ms     6 ms     9 ms  210.7.39.61
  7    21 ms    17 ms    17 ms  210.7.39.62
  8     *         *         *     Request timed out.
```

My contact details are:
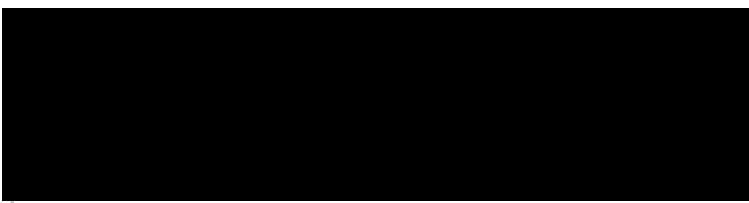
I am expecting a response no later than tomorrow

Talk soon

Hi ████

Thank you for your email.

In response to your queries.

- In the first phone call to Niki it was mentioned that she should not be emailing the Service Desk. While I appreciate the preference is not to email the Service Desk she replied to an email that she received which seems like a perfectly logical thing to do.
  We turned off email as a method for logging requests for the Service Desk on the 04/12/2017 and whilst we still get some staff who will continue to email the Service Desk, most staff will log an AskUs Request (based off the fact that they received an automatic reply from the Service Desk stating that email is no longer supported). There are, however, some instances where email is still accepted (i.e. when responding to a job logged via Assyst).

- ███asked to extend the user code which she didn't have authority to do so she was instructed to get an account controller to log a service request. By ███talking to the Service Desk would this not have raised the ticket and then whoever extends the account could have checked with an account controller rather than her having to ask me to raise a ticket?
  I agree with you on this and when the email was processed by my team, a job should have been logged. Once logged, the team should have sent an email to you from the request requesting approval for ███to be added as an Account Controller.
  If this process had been followed, a job would have been logged and you would have received an email requesting approval thus removing the requirement for you to log a ticket as the account controller.

- I asked for two tasks against the same user code in the ticket I raised; extend and add ███as an account controller. The response was for me to log another call to get the account controller change actioned. I don't understand why I needed to log a separate all for that. Then to find out ███ had already been added and this extra step was unnecessary was frustrating.

  Generally, when two requests come in on the same job, our process is to log a new job for the second request – this is required if the two separate jobs need to be handled by two different sections within ITS. With regards to this situation, there are two different systems in which ███would need to be added/changed (in Client Maintenance as the owner of gmitsini and in the Account Controller register as an account controller for GL19390).

  The first is the account controller register, which is managed by ███and should be used by the Service Desk when querying tasks which have a financial implication on the University. The request to add ███as an account controller should have gone to ███ to update the list. As of today, ███is an account controller for GL19390. The second relates to the owner of a generic mailbox (not an account controller) as detailed in your request (S136190). Normally, when a staff member leaves the University, the account controller is contacted to see who should inherit their access (if required) once they leave the organization.

There is a separate process that runs every week in which an email is generated listing all NAS accounts with Inactive contacts. Our current process is for the team to log this into assyst and then assign to me to follow-up.

On Monday 20th May, I noticed that ███████████ was still listed as the owner of the ITS New Initiatives mailbox (gmitsini) and automatically updated this to be ████ (as per ████████ email about ████ taking over █████ role). The resolution to the request related to the update of the ownership of this mailbox.

I have talked to the staff members concerned and will work with them to ensure that this scenario doesn't happen again.

We are always looking for ways to improve our service and make the Service Desk "easy and enjoyable to engage with".

Regards,

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From: ████████████████████████
Sent: Tuesday, 28 May 2019 11:57 AM
To: ████████████████████████
Cc: ████████████████████████
Subject: Logged call last week

Morning████

Last week I had to log a call regarding a user code expiring and I wanted to touch base about the process. Here is a brief explanation of what happened.

New initiatives were sent an email regarding a user code expiring, which ████ responded to as she monitors the mailbox. She replied to the email asking it be extended, the Service desk rang her and explained that she can't extend it as she is not account controller. They told her who the account controllers are and that they needed to log a call to extend the user code. I am an account controller so logged the call to extend in which I also asked P███████████ to be added as an account controller. The extension was done and in the resolution email I was told I needed to log another call to add ████ So I logged another call from which the Service Desk rang and said this had been completed two days before when they got notification that ████ had replaced ████ (who was an account controller). ████ was not mentioned as an account controller in the phone call with ████

Overall I found the process overly cumbersome and want to clarify if this is the process and ask if there is an opportunity to improve it from the customer experience perspective.
   - In the first phone call to ████ it was mentioned that she should not be emailing the Service Desk. While I appreciate the preference is not to email the Service Desk she replied to an email that she received which seems like a perfectly logical thing to do.
   - ████ asked to extend the user code which she didn't have authority to do so she was instructed to get an account controller to log a service request. By ████talking to the

Service Desk would this not have raised the ticket and then whoever extends the account could have checked with an account controller rather than her having to ask me to raise a ticket?

- I asked for two tasks against the same user code in the ticket I raised; extend and add ███ as an account controller. The response was for me to log another call to get the account controller change actioned. I don't understand why I needed to log a separate all for that. Then to find out ███ had already been added and this extra step was unnecessary was frustrating.

For a rather simple task, it involved three engagements with the Service Desk. The response from the Service Desk staff was very prompt and they were friendly and professional – a great team. In this instance, I feel the process did not support ██████ vision of 'make it easy and enjoyable to engage with'.

Ng mihi.

███████

Hi ████████

Thanks for your suggestion – I will be adding this into the resolution template for resolving mailbox access request jobs in future.

Regards,

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From: ████████████████████
Sent: Thursday, 28 May 2020 1:04 PM
To: █████████████████████████
Subject: RE: ITS Complaint

Hey ████ – I got involved in this yesterday when ████████ contacted me directly to ask me to take a look. All I did was reapply the permissions, making sure the 'automapping' option was enabled. Then I contact ████████████ and did a remote session to confirm both mailboxes were now accessible. I'm still waiting to hear from ██████ if the other user is ok.

TBH I'm not sure if reapplying the perms actually helped, or they were already ok and the user just hadn't checked. In future though, when full access to a mailbox is requested, it might be a good idea for the job close message to also provide instructions on opening the mailbox via OWA. At least this can be done straight away by the user if they urgently need access, so no need to wait for the mbx to appear in Outlook.

I'll do another follow-up on the request now to see if further action is required.
Regards,
████████████████

From: ████████████████████
Sent: Wednesday, 27 May 2020 4:01 PM
To: ████████████████████████
Cc: ██
██
Subject: RE: ITS Complaint

Good afternoon ████████████

My apologies, firstly for the time taken to respond to your complaint, and secondly for how the request was handled.

I have followed up with my team and have identified a gap in the process that we follow when a request to provide access to a particular mailbox comes in. The team will be retrained to ensure that the mistake encountered below will not happen again.

We aim to solve most tickets when they come in at the Sevice Desk without needing to send them through to the rest of ITS.

Should you wish to discuss this further, I can be contacted either via 83775 or by responding to this email.

Kind Regards,

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Hey there,

Not sure if you can help me with this or point me in the right direction but I want to lay a complaint about a request that I put in with ITS last week that we have had serious problems resolving.

The reference is S199553 and its in regards to email access to 2 of our shared mailboxes for 2 of my colleagues with in the National Events and Sponsorship team. I put a request in last week to have ████████ and ████████████ granted access to ✉✖✖_____ and ✉✖✖_____ mailboxes, as they require this to be able to respond to queries and nominations to our campaigns via those mailboxes.

I have requested updates on it made several calls and spoken to your team members as follows: ████████████████ and my colleagues ████████████ and ██████████ have also called and spoken to various people also. We were all given the same message this has been done and give it 30 minutes and close your outlook and then open and try again and it still hasn't been working for them. My colleagues needed access on Monday and I have still been trying to get this sorted this morning and we are now at Wednesday. It isn't good that we have had to go through all this trouble (including this email as well) to have this resolved when it seems to be (from my point of view) a simple request I even received a "this has been resolved" notification email for this request when it still hadn't been.

I am wondering if you can please discuss this with your team. I realise they are a busy team servicing the entire university but this definitely needs mentioning so that this doesn't happen again in the future as it is very frustrating.

Thanks heaps

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From: "████████████████████████████████
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         ████████████████████████████████

Date: 3/21/2023 9:32:43 PM

Subject: RE: RE: Experience with setting up a webinar

Kia ora ████

I am very grateful and appreciative of your expansive research and addressing my concerns, thank you. As a te tiriti-led university it would be greatly helpful for us to have the simultaneous translation function (at least for te reo). The simultaneous translation would facilitate learning te reo Māori (and other languages) easier. It would be also cost effective in the long run. I am also grateful for your information about the cost of licenses. Would it be possible to distribute this information to all of us in the collage? (for example make it available on the page for requesting a webinar). That would give us a much better guidelines before contacting you. Unfortunately I had to change the time of the conference by couple of hours because one of our speakers was called into a meeting at the United Nations Security Council and there was no way we could keep the time. These changes could also happen in short notice in international roundtables. I wonder if it would be helpful to mention the limitations you have for change in your instruction. Now that I am thinking back, may be using a different platform would have been a better option for that particular event, due to some changes I had to make.

I wish you all the best and thanks again for your support.

Ngā mihi nui

████████

From: ██████████████████████████████████
Sent: Wednesday, 22 March 2023 9:31 am
To: N███
██████████████████████
████████████████████████████████
Subject: RE: Experience with setting up a webinar

Kia ora ████████

Thank you for your email 9th February 2023 regarding your experiences regarding your Webinar setup, and the issues experienced with IT Services.

Firstly, I would like to start off by apologising for the lengthy delay in responding to your concerns and for the experience that you had with the Service Desk. It is not our intention to provide a bad experience for staff using our services. We intend to use this as a training exercise to build on our services, to ensure that this series of events does not happen again.

The current Webinar service offered to Massey staff via Zoom is not well defined, and the setup of Webinars by the Service Desk used to be managed by a role within my team that we are yet to replace. To support the setup of webinars I have assigned these requests to ████ to ensure continuity of service.

The current state of the setup of webinars is that "we will setup when we can", but well in advance of the requested date of the webinar. To meet our end user requirements and set an expectation of when it will be available, the form in AskUs does state a minimum of 5 days' notice to allow enough time to configure the Webinar based on information provided, as the setup can take anywhere from 30 minutes to 2.5 hours depending on what elements have been requested.

I have reviewed the phone calls and interactions between yourself and Kelvin, especially with regards to the following criteria:

- Number of participants
- Interpretation functionality
- Timeframes and support channels

NUMBER OF PARTICIPANTS

With regards to the interaction regarding the number of participants, the Massey ITS license for webinars has three different license levels that can be applied based on number of participants that are <u>expected /confirmed</u> attendance to

join the webinar. Each licence level has different costs to the university, which is why we need to right-size the webinar to the appropriate licence. If participation numbers are not known/confirmed at time of booking, this would have been discussed in further detail with the requester. If for example a Webinar for 500 participants is booked/created, the charge to the university would be higher, plus it could jeopardise another staff member at Massey wanting to book same size webinar for same date/time as licence would not be available.

Licence levels:
- Webinar 100 - for 100 webinar attendees
- Webinar 500 – for 500 webinar attendees
- Webinar 1000 – for 1000 webinar attendees

INTERPRETATION / TRANSLATION FUNCTIONALITY

As a result of your email comments regarding Zoom offering the functionality to interpret languages being enabled on business accounts, I have done some research and can confirm that this is the case however extra development of our accounts would be required. At the time of your request however, it was not a feature that was enabled.

I have discussed the ability to turn this feature on with one of my colleagues, and while there is no additional cost, turning the feature on could potentially open Massey up to compromises of staff information due to the way in which additional features within the Zoom application are configured. If the University requires this functionality, I can put forward a request to investigate and evaluate the security risks and mitigations to remove potential data breaches. This could take some time but happy to do this if across Massey this is a feature of interest for national / international Webinars.

TIMELINES AND SUPPORT CHANNELS

With regards to your original request (S358002) the ticket was logged by yourself at 3.28 pm on 01/02/2023 and was assigned to a technician at 3.52pm, on that same day. On 02/02/2023, you called the Service Desk to follow-up on the ticket as it was "quite urgent", and ▆▆▆▆ picked up the ticket and had emailed you with the details of the webinar by 4.41 pm. Your request was then set to resolved. An additional update to the ticket and a modification to the configuration of the webinar and a clarification of the requirements was made on the 03/02/2023 with you thanking ▆▆▆▆ via email at 2.04pm.

Our Service Management System (AskUs) has been designed to be able to re-open a ticket with a pending closed status for 5 days before closing permanently. Once permanently closed, we cannot use the original request. Your original request was closed permanently on 08/02/2023. In the case of your request, Waitangi Day fell in the middle of this period, thus reducing the amount of time available for this ticket to be reopened before reaching the closed state.

On receipt of your next request to make a change requesting the Webinar time be changed, unfortunately the original request was closed as per comment above. From listening to the recording of your call, ▆▆▆▆ indicated to you that you would need to submit a new request (as previous once had closed). In hindsight he perhaps should have logged on your behalf, however due to large volumes of calls on the day, did not offer to do so. It appears that you logged a new request, (S358678) for the webinar however it was logged using an incorrect form (Book a video conference hosted by ITS) as opposed to Request a Zoom webinar booking.

It is vital that the correct form is used as we require key information regarding the webinar booking which the form walks the end user through to make sure all required information is gathered correctly and applied to the Webinar booking.

A third request was then logged (S358737) on the 07/02/2023 and allocated to ▆▆▆▆ on 08/02/2023. During your conversation with him and the time required to setup / the functionality that we couldn't provide at the time (language translation), you indicated that you would approach the parliamentary service for the setup and creation of the webinar. ▆▆▆▆ then resolved the request stating, "User has advised this is no longer required".

▆▆▆▆ should you wish to organise a Webinar in the future, you can call me directly to do so, as we are likely to be short staffed for supporting this service for the balance of this year, and would like to ensure you have a better experience going forward. Again, I would like to apologise for the experience you had with your previous booking.

▆▆▆▆, thank you for your offer to discuss Webinar requirements going forward in your response to ▆▆▆▆ email. Please note that we can setup a meeting between yourself, ▆▆▆▆▆▆ (ITS Smart Collaboration Manager) and myself (or insert

██████████ if I am sending email)to work out a solution to ensure that the lack of service experienced by ████ is not repeated in future. The more we know about your ongoing requirements the more we can configure to reduce the amount of information required to setup Webinars.

Nga Mihi,

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Good afternoon all,

Apologies for my delayed response in relation to your queries and thank you for the time taken to provide the examples of email correspondence between your staff and the Service Desk.

I have reviewed the requests that have come in to the Service Desk and have provided a timeline below. These jobs have been linked for future analysis if required.

From my review of the provided PDF file, there are a number of missing emails where the Service Desk has requested additional information or have provided a solution or work around to the issue at hand. For future reference, updates to open or viewing of closed requests can be seen at any time by the customer by reviewing the request(s) in their AskUs portal. If a chase up or escalation is required, or additional information is available, the customer can apply this to the open request viewable in the customers' AskUs queue.

The crux of the issue appears to be a breakdown in communication with the processing of these jobs as well as a lack of understanding of how to handle these types of jobs when they arrive at the Service Desk. I will be looking to develop the process for providing SPSS via RDS across the entire Service Desk team so delays like this will not happen again in future.

For example, in request S144399, the Service Desk requested that ████████fill out the paper environment form so that the required distance students could gain access to the SPSS resource, which was never provided. The reason that the paper environment had been subsequently setup, was at the request of ████████████s (refer S159029 below) who was teaching the internal offering of this paper.

In jobs 115219 and S159209, there are significant delays to the processing time as the team have had to seek clarification from either myself or the Service Desk Support Coordinator and as above, will look to educate the entire team of the process for handling these types of requests.

To resolve the issue(s) going forward, I propose the following:
1. The previously requested paper environment form be completed and provided to the Service Desk so that future request for SPSS via Remote Desktop Services (RDS) will have an audit trail for the setup of this environment. Please use this link to complete the form for any future distance offerings: ████████████████████████
2. Further training for the Service Desk to ensure that these requests are handled in a more timely manner.
    Instructions on how to access these environments be sent as part of the resolution when the originally paper environment request is resolved. These instructions will need to be updated to include:
 i. troubleshooting steps for students advising them of how to fix their own issues (or who to contact should they have issues)
 ii. information on how to access the student home drive via the RDS environment (the ITS Infrastructure Support Team have indicated that this will map automatically when

they access the RDS environment).

Finally, SPSS is available to all enrolled students regardless of the delivery method (i.e. distance or internal) for the period of time where they are enrolled in the course.

Should students have issues with the provided resource, they can either contact the National Contact Centre who will transfer the call through to the Service Desk, or the student can purchase a copy of SPSS directly from our vendor, ██████, who provides this software for purchase at a discounted price. For more information, please see███████ ███████. Although the Service Desk's primary function is to support Staff with their requests and incidents, should we receive a call from a student we will try our best to support them or provide an alternate solution to their issue.

Please let me know if there is any further information that you require,

Regards,

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S144399 – logged by ██████████████ on 11/07/2019
- 12.12pm 11/07/2019 - ██████ logged a job with the Service Desk requesting SPSS for 156.233.
- 12.14pm 11/07/2019 – Job resolved by the Service Desk using the following resolution
  Information on paper environments can be found here: http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/labs-and-teaching-rooms/for-staff-and-paper-coordinators/request-a-paper-environment.cfm
  It looks like your course requires SPSS via RDS.

  To run SPSS remotely, Windows users can go to rds.massey.ac.nz and sign in with their student ID number and network password.
  Mac users will need to use the Microsoft Remote Desktop app, and add a RemoteApp feed using their Massey student email address.

From what I can see in our system we received no further communication from ██████ until the 17th of September where a request was logged stating that the students were not being able to access the SPSS resource (See 112453 below). ███████ has not provided the Service Desk with the completed paper environment form.

112453 – logged by ██████████████ on 17/09/2019
- 11.06am 17/09/2019 – Job logged and was sent to IBISS in error, where it was passed between departments before being sent back to the Service Desk.
- 2.29pm 20/09/2019 – Job sent back to the Service Desk from IBISS
- 10.16am 23/09/2019 - Job was re-classified and sent to ITS Infrastructure Support to verify if SPSS had been published to the remote environment.
- 1.50pm 23/09/2019 – ITS Infrastructure Support verified that the SPSS resource had been published to that environment and the request was sent to the Service Desk

- Support Coordinator to verify if students had been enrolled.
- 2.26pm 23/09/2019 – Service Desk Support Coordinator emailed ██████ requesting confirmation that this was still an issue. SLA clocked stopped at this point.
- 3.28pm 24/09/2019– ██████ replied stating that a request had been logged on the previous day as his students were unable to access the resource.
- 3.48pm 24/09/2019 – Further investigation into the paper environment was conducted and it was found that only the internal students (██████████ paper) had been added to the environment. We emailed ██████ of this and advised that they had now been added and that the request would be left open until we confirmed that the request was working.
- 4.08pm 24/09/2019 – ██████ replied stating that he would contact the students and would let the Service Desk know at the earliest.
- 10.34am 25/09/2019– ██████ replied stating that his students were still unable to access SPSS.
- 10.45am 25/09/2019 – Service Desk Support Coordinator checked the paper environment offerings and confirmed that these were correct.
- 11.36am 25/09/2019 – Email sent to Vishnu apologising for the inconvenience that the students had been experiencing and requested the ID's of the students who were having issues accessing the resource.
- 9.32am 26/09/2019 – Follow up email sent to ██████ requesting if the students were still having issues accessing SPSS and if so, could he provide the IDs of the students who were having trouble accessing the resource.
- 12.25pm 1/10/2019 – ██████ contacted the Service Desk to advise that 3 students were unable to login to the remote server and requested that we check their access.
- 8.18am 10/10/2019– Requested was resolved by the Service Desk as there was a duplicate job logged for this issue (see 114474).

S157647 – Logged by ████████████ on 20/09/2019
- 10.39am 20/09/2019 – Job logged over the phone with ██████ as he believed that the paper environment had SPSS access. The job was then passed to the ITS Infrastructure Support team to confirm access.
- 2.16pm 23/09/2019 – SPSS access published to the requested environment and job passed to Service Desk Support Coordinator to send instructions to ██████.
- 2.33pm 23/09/2019 – ██████ as emailed by the Service Desk Support Coordinator to advise that the paper environment had been setup and provided instructions so that students can access the required resource. These instructions are for Windows (http://www.massey.ac.nz/?a851e4540s) and Mac (http://www.massey.ac.nz/?a87574427c) users. The job was then resolved stating that SPSS had been published to the paper environment and instructions had been sent.

S159029 – logged by ████████████ on 23/09/2019
- 2.31pm 17/09/2019 - ██████ contacted the Service Desk to request a paper environment be setup. A job was logged and the SDA who dealt with the request, replied to ██████ with an email for her to attach the request for the paper environment be added into.
- 2.47pm 17/09/2019 – ██████ replied to the Service Desk with the completed paper environment form attached.
- 2.59pm 17/09/2019 – Request assigned to the Service Desk Support Coordinator to setup the paper environment
- 2.16pm 23/09/2019 – Paper environment setup by Service Desk Support Coordinator and ████████ was contacted to advise that all enrolled students had been added to this environment.
- 9.18am 26/09/2019 – ██████ contacted the Service Desk to provide the updated GL code
- 11.50am 26/09/2019 – Job resolved advising Alexandra that the paper environment had been setup.

No further correspondence has been received by ████████, so we are assuming that she or her students have had no further issues.

114474 – Logged by ████████████ on 03/10/2019
- 10.38am 03/10/2019 – ██████ phoned the Service Desk to advise that many of his students "were unable to figure out how to move a dataset file onto a drive they can browse to in SPSS (via RDS)" and provided an example of one of the students were experiencing.
- 11.18am 04/10/2019 – An email was sent to Vishnu requesting additional information on the issues that his students were experiencing.

- 11.33am 04/10/2019 – ███ emailed back to confirm that his students were now able to access SPSS via RDS but were unable to open the data set file provided via Stream.
- 11.21am 09/10/2019 – An email requesting a screenshot was sent out from the request to another student who was having issues accessing the resource.
- 11.24am 09/10/2019 – Student emailed back with the requested screenshot.
- 4.09pm 16/10/2019 – A follow up email had been sent to Student B requesting confirmation that they were still having issues accessing the resource.
- 10.55am 23/10/2019 – Job resolved using the no-contact template.

It is Service Desk policy that if we have made reasonable attempts to contact our customer (e.g. student, lecturer, professor, general staff member), then we can resolve the request using this template. The customer then has 5 days to reply before the request is fully closed.
In looking into this request there have been multiple attempts made to contact ███ and the affected students that had been identified.

S159959 – Logged by ███████ (13136194) on 03/10/2019
- 3/10/2019 1.12pm – Job logged via phone to the Service Desk. Request prematurely resolved and student was referred to the National Contact Centre.
- 3/10/2019 3.40pm – Student called back and the SDA who managed the request talked her through the process of accessing the required files using the following information. Job was then resolved.

115219 – Logged by ███████ on behalf of ███████ on 10/10/2019
- 11.57am 10/10/2019 – Job logged on behalf of ███, SLA clock was stopped due to further clarification needing to be obtained from Service Desk Team Leader.
- 3.10pm 14/10/2019 – Clarification sought from Team Leader and request was assigned over.
- 4.15pm 14/10/2019 – Email sent to ███ and ███ requesting confirmation that the issue was still occurring. A solution to accessing the .sav file via the Remote Desktop Environment had been provided in this email.
- At the bottom of the email, the Team Leader has requested that if the issue is still occurring for students that the student contact the Service Desk on a one-on-one basis as we may be able to assist with their issues.
- 10.58am 11/11/2019 – No further correspondence received from either ███████ and the request was resolved.

From: ███████████████████████
Sent: Monday, 18 November 2019 3:06 PM
To: █████████████████████████████████
███████████████████████████████
Subject: RE: SPSS issue- ITS response

HI ███

███, the lecturer I charge, had completed the necessary paper work, and followed the process of lodging requests with ITS about the issue. This still remains unresolved.

Attaching his correspondence to give you an idea. A lot of the follow up was over the phone in addition to above, apart from students in the course contacting ITS directly.Please contact ███, cc me in please, if you need any specific clarification.

Cheers!

██

From: ████████████████████████
Sent: Monday, 18 November 2019 8:24 AM
To: ████████████████████████████████████
Cc: ██
Subject: RE: SPSS issue- ITS response

Good morning all,

SPSS is available to all students, either internal or distance via Remote Desktop Services. Lecturers and Supervisors of students who have SPSS as a requirement will need to fill in a request for a paper environment, which will in turn provide a method for the student to access the SPSS resource regardless of their location.

This change was made at the start of 2018 due to the limited number of work-at-home licenses that are provided to us from the vendor. The work-at-home license count is calculated each year based on the enrolled number of full-time equivalent students and providing SPSS via the Remote Desktop Services method ensures that students are not left disadvantaged without access to this resource.

Would you be able to provide a copy of the correspondence that you have had with ITS to date, so that we can work to resolve this and any further SPSS issues as soon as possible?

Regards,

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From: ████████████████████████
Sent: Monday, 18 November 2019 8:01 AM
To: ██████████████████████
Cc: ██
████████████████████
Subject: RE: SPSS issue- ITS response
Importance: High

Good morning ████████

Thanks for bringing this to my attention. The Service Desk Team will make sure that this issue is resolved and any future engagement or process improvement worked through with the School ████████████████████████████████████.

If SPSS analysis software is not currently provided or supported by ITS, we will need to a) solve the immediate student experience in a pragmatic way; and, b) work to resolve this for the future. SPSS is one of the more commonly used qualitative analysis tools.

████████████████ please give this matter priority and keep both ████████ and I in the loop.

Regards and have a great week everyone

████

Kia ora ████

The following has been sent to me from the School ██. My understanding is that while the school has tried numerous times to have the issue with SPSS fixed this failed to materialize in S2. The implications were significant and included the cancellations of an assessment item requiring SPSS and the use of an alternative approach. From a student learning perspective this is unacceptable as you would appreciate. Can you please look into this noting that this is being sent to you now to ensure that we do not have a repeat in future semesters. If you have any specific questions ████ reading copy would be the ideal go to. I would appreciate hearing how this is resolved and assurances that such an outcome will not happen in the future.

Regards

MASSEY UNIVERSITY
TE KUNENGA KI PŪREHUROA
UNIVERSITY OF NEW ZEALAND

MASSEY BUSINESS SCHOOL

AACSB ACCREDITED

ASSOCIATION OF AMBAs ACCREDITED

From: ██
Sent: Tuesday, November 5, 2019 2:57 PM
To: C███
Subject: FW: SPSS issue- ITS response

Hi ███████████████████

Forwarding ████████ email and attachment that has communication with ITS re availability of SPSS to distance students enrolled in 156.233. The issue has not been resolved still. To avoid serious concerns amongst students regarding completion of the assignment with a 35% weighting, an alternate assessment was developed that focused mainly on interpretation of SPSS output that was equivalent.

We request that this issue be raised to the appropriate level to ensure that SPSS is available in a reliable manner to students in the Distance cohort in 2020. If this requires that the licensing conditions need to be changed with possibly a higher fee, then this should be pursued. Failing this, we will not be equipping our students with the required skills.

Cheers!

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From: ██████████████████████████████████████
Sent: Tuesday, 5 November 2019 11:25 AM
To: ██

Subject: Re: SPSS issue- ITS response

Hi ██████

Please find attached my correspondence with ITS (from earlies to latest). As mentioned, I talked to them mostly over the phone. Many students contacted them as well.

Best Regards,
██████

██

From: ██ >
Date: Tuesday, 5 November 2019 at 10:11
To: "████████████████████████████████
Subject: SPSS issue- ITS response

Hi ██████
Can u pl put together a sequence of requests you lodged with ITS re SPSS and responses u got? This is needed for sending to ██████ and higher

Cheers!
████