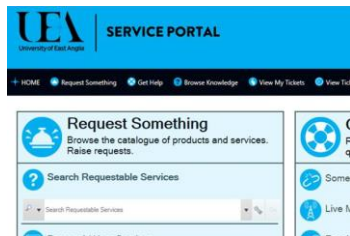


Our new on-line Service Portal



A **new Service Catalogue** providing clarity of the Services ITCS offer, allowing our service management processes to support you better



A **new online service portal** to help you easily request services from ITCS, log and track IT issues, and find useful IT information such as self-help guides



Incidents and requests routed automatically to the correct place, avoiding the need for Service Desk triage speeding up resolution for everyone

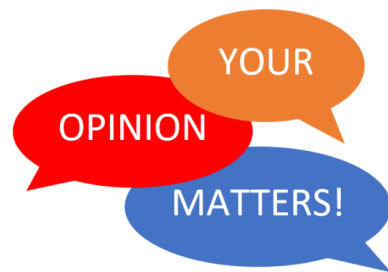


We're going paperless - all ITCS forms, including visitor access requests, will become online forms, reducing effort and helping the environment

Our new on-line Service Portal



We'll agree with you the **service levels** so you'll know what to expect when you need us to fix something or request something new



Complementing the new **Customer Satisfaction** survey, a new form will be available on the Service Portal to provide generic feedback, helping ITCS to continually improve the service we offer



When we're all confident, raising requests via **email will be switched off** as we won't need it anymore!



If someone requires a service that ITCS do not already provide, you'll be able to submit a **request via the new Service Portal.**