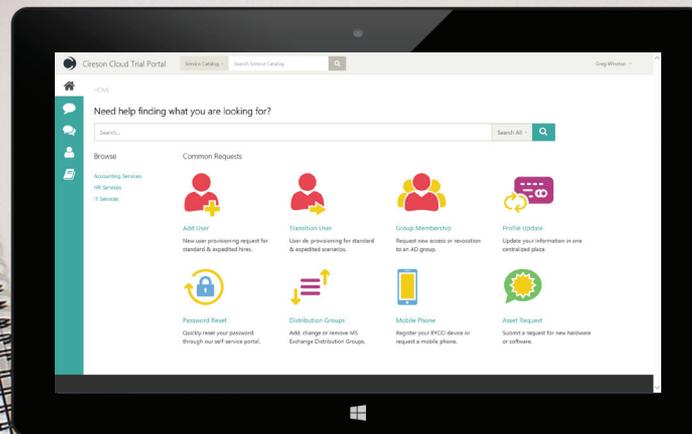


Cireson Supports TAFE SA ICT Delivery



Established in 1971, TAFE SA is the largest provider of vocational education and training (VET) in South Australia delivering more than 1,300 courses to about 80,000 students a year. TAFE SA works with industry and business to deliver relevant, high-quality, vocational education and training to better link skills and training with job opportunities.

Australia

Education

Self-Service Portal, My Active Work Items, Group Assign, Cireson Asset Management

Delivers over 1,300 courses to average of 80,000 students per year

EOL Service Management Suite

COUNTRY

INDUSTRY

CIRESON SOLUTION

SIZE

FORMER SOLUTION

Benefits



User-friendly and intuitive



Enables and promotes automation



Cost savings

Problem

With the existing service management platform approaching end-of-life, TAFE SA began researching possible replacements. As a Microsoft-based organisation, TAFE SA was entitled to Microsoft Service Manager and wanted to leverage the platform for cost-savings and system cohesion.

However, with predicted growth of its online student population, TAFE SA sought solutions for emerging issues.

TAFE SA engaged leading Australian System Centre firm and Microsoft Service Manager expert Systemology to help customise and implement its new service management system. Rather than invest time and money into custom-coded fixes, Systemology recommended Cireson solutions to fill the gaps and achieve the goal of having a user-friendly, intuitive self-service portal.

“With the Cireson apps, our analysts are able to take action from one screen which saves time and allows them to focus on closing tickets instead of jumping around the system.”

Amanda Hore

Service Manager & Automation Lead, TAFE SA

Solution

TAFE SA successfully adopted the Cireson Business Management Solution in early 2015. Like many other organisations, TAFE SA opted to implement the apps in phases, rather than all at once.

First, TAFE SA implemented the Cireson Self-Service Portal, and saw immediate benefits. Thanks to a very intuitive and user-friendly interface, TAFE SA was able to quickly and easily roll out new features and functionality to all staff and lecturers.

“After using the product for 12 months, we discovered that while they’re all used, there were too many offerings to sort through. Using the dynamic forms within, the Cireson Self-Service Portal we are working to condense these 75 forms down to about 30 options. This change will improve our staff’s efficiency by making it easier for them to find what they need.”

With a focus on reducing unnecessary manual effort, TAFE SA has fully automated numerous requests end-to-end, using Service Manager, the Cireson Self-Service Portal and Orchestrator. TAFE SA is continually working to increase the number of fully automated requests.

After implementing the Self-Service Portal, TAFE SA went on to leverage other Cireson apps, including My Active Work Items, Group Assign and Preview Pane.

“Our analysts love the combination of My Active Work Items and Preview Pane,” Amanda said. “My Active Work Items gives everyone a central location to manage their daily work items, instead of having to open multiple windows. In conjunction with Preview Pane, they’re able to take action from one screen which saves time and allows them to focus on closing tickets instead of jumping around the system.”

Following the success of the Cireson Self-Service Portal, TAFE SA could focus on its next challenge: asset management.

“Until recently, we performed very little hardware or software asset management,” explained Amanda. “We were originally performing change management using excel and configuration information was falling through the cracks. We needed controls to confirm and validate our licensing position. We assumed everyone was doing the right thing because we had no systems or processes in place to know otherwise.”

TAFE SA implemented Configuration Manager for out-of-the-box change management. Based on the previous success with Cireson and the integration with their other apps, the Cireson Asset Management solution was selected.

“So far we’ve been very pleased with the Cireson Asset Management tools,” Amanda said. “We’re still tweaking and customizing it to our needs, however the process has been smooth with the knowledgeable, friendly and professional Cireson Services team.”

“With the Cireson Self-Service Portal, we’ve greatly improved our staff’s efficiency by condensing service offerings with dynamic forms, making it easier for them to find what they need.”

Amanda Hore

Service Manager & Automation Lead, TAFE SA