



A voyage to the stars

Lorraine Brown
Business Support Director





What's coming up

- Brief introduction

Before, during & achieving 4 star SDI certification

Further discussion

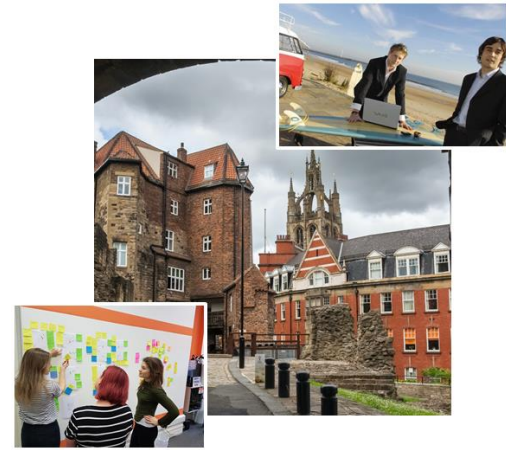


Introductions

- Brief introduction
Lorraine Brown - Business Support Director at Orange Bus

Joined Nov 2016 to establish and develop the Service Desk.

My role covers SD, InfoSec, GDPR, ISO:9001 & 27001, business support, client partners / external support





Voyage to the stars

- Previous post SD Manager University of St Andrews between 2006 - 2014

SDC journey between 2012 - 2015

St Andrews still the only University worldwide to achieve 4 star status.

Hope to embark on SDC journey next year with Orange Bus



Voyage to the stars

- Before, during and achieving 4 star certification

2006 joined St Andrews - brought in to change things

Service Desk V The World



Voyage to the stars

- Before, during and achieving 4 star certification

2008 - New Head of Service Delivery

2010 - New CIO



Voyage to the stars

- February 2012 - SDI initial contact

March 2012 - Exchanged contracts

April 2012 - Assessment audit

May 2012 - Audit results



Voyage to the star

- Leadership
 - Policy and Strategy
 - People and Management
 - Resources
 - Processes
 - People satisfaction stats
 - Customer satisfaction stats
 - Performance results
 - Social responsibility



Voyage to the stars

1.67

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Voyage to the stars

- Leadership 2.0
- Policy and Strategy 1.25
- People and Management 2.36
- Resources 1.56
- Processes 1.64
- People satisfaction stats 3.0
- Customer satisfaction stats 1.0
- Performance results 0.8
- Social responsibility 3.33



Voyage to the stars

- Read report

Create improvements register

Form project team

Got to work

Voyage to the stars

- Weekly project meetings

Regular communications updates with all ITS staff

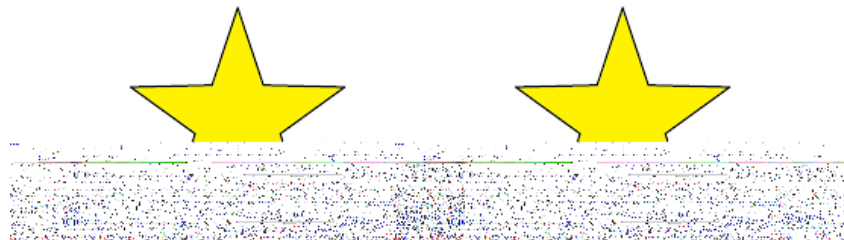
Expand project team when required

We must do this - SDI said!

Evidence folders



Landed
2.84



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Reaching the Stars

• Leadership	2.0	3.27
Policy and Strategy	1.25	3.25
People and Management	2.36	3.27
Resources	1.56	2.83
Processes	1.64	2.5
People satisfaction stats	3.0	3.25
Customer satisfaction stats	1.0	2.4
Performance results	0.8	2.52
Social responsibility	3.33	3.33



Reaching the Stars





We want more stars

- January 2013

Refreshed project team

Amended the service improvements register

Planned for the surveillance audit in Dec

We want more stars



Computer and IT Support

Data Warehouse e-Vision iSaint MMS Moodle SaintMail Unimail

IT

Service status

⚠ Partial service

One or more systems are currently experiencing a partial service.

[Full details](#)

Quick guide

View and download

02:38

HD vimeo

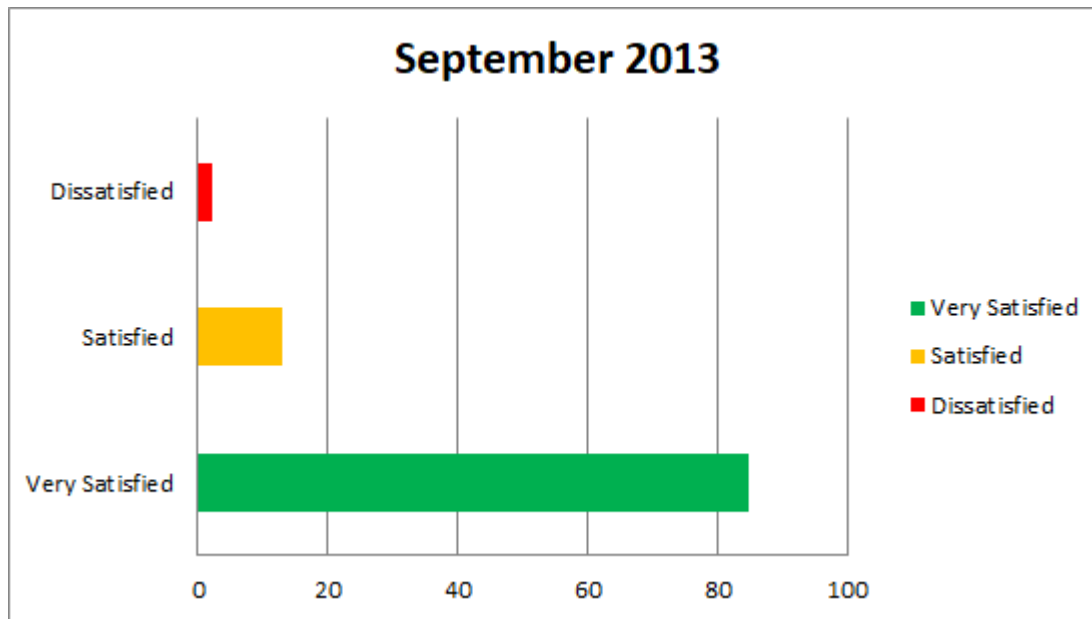
Getting started

Academic support

Email and accounts

Help and support

We want more stars





We want more stars



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We want more stars

- December 2013
Surveillance audit
New SDI standards

**We got more stars
3.28**



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We got more stars

Leadership	2.0	3.27	4
Policy and Strategy	1.25	3.25	3.78
People and Mgmt.	2.36	3.27	3.36
Resources	1.56	2.83	2.96
Processes	1.64	2.5	2.91
People satisfaction	3.0	3.25	3.67
Cust satisfaction	1.0	2.4	3.14
Performance results	0.8	2.52	2.83
Social responsibility	3.33	3.33	3.4

We want more stars

Scottish Microsoft Apprentice of the Year 2014



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We want more stars

2014

University of St Andrews

1st for IT Support

iGrad student satisfaction survey



We got all the stars



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Top certification tips

Create a project team

Have weekly meetings

Create improvements register

Assign tasks

Create evidence folders as you go

Keep on top of it

Don't give up - Gin helps!

**Thank you.
Any Questions?**

