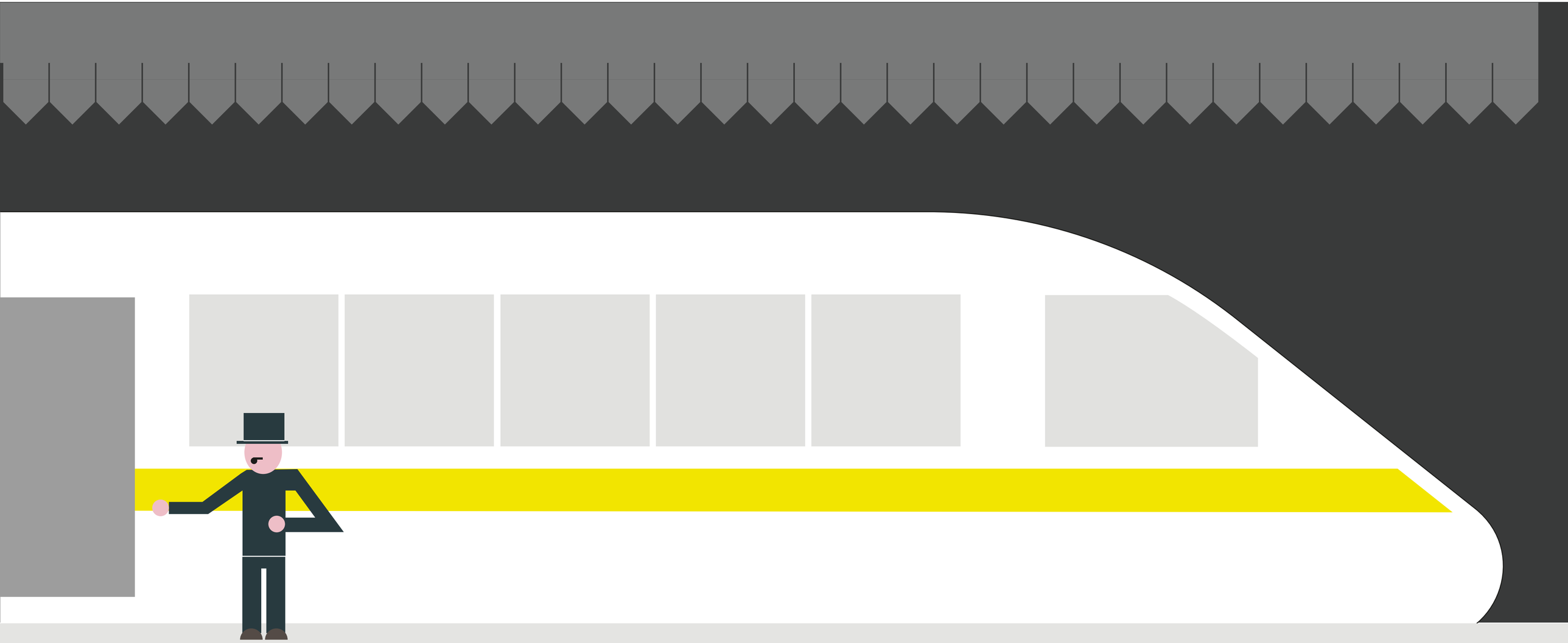
ual:

All on-board…!

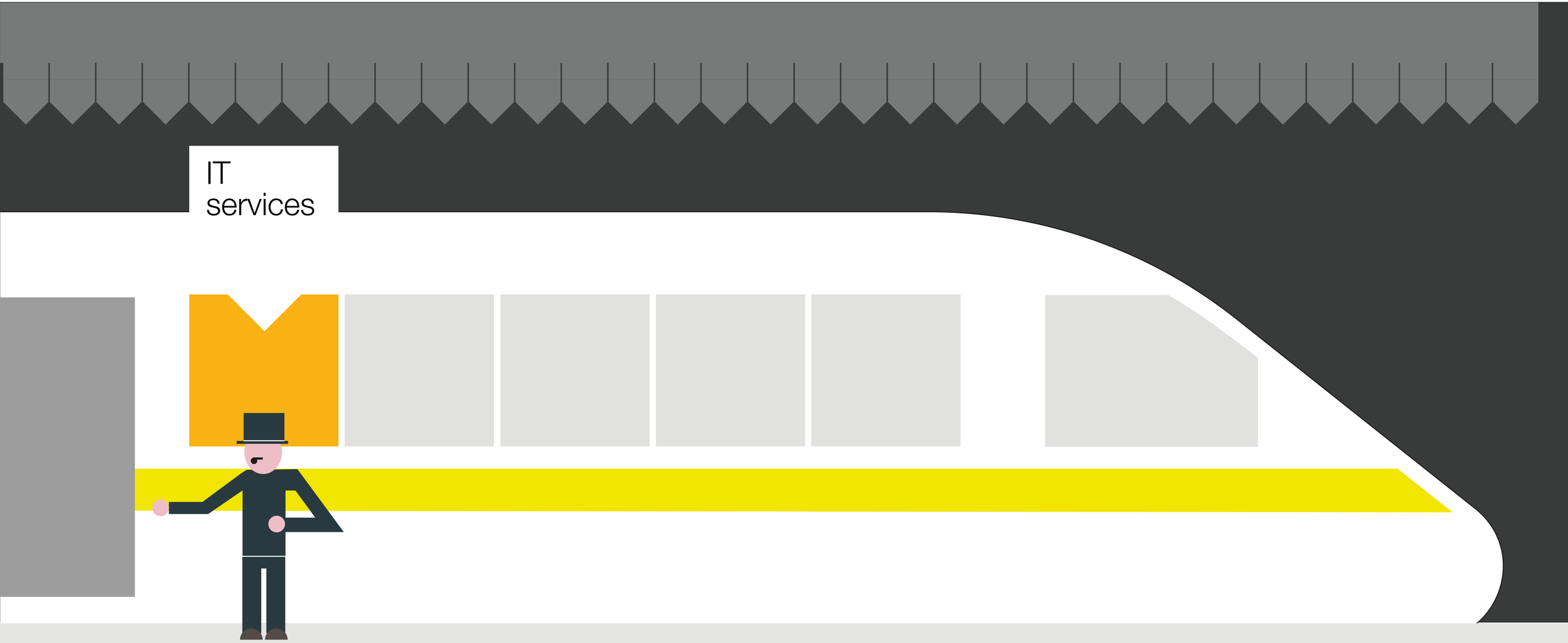
Marval and self-service

1. Brief introduction to our Marval implementaion
2. On-boarding process / other helpdesks
3. Self-service development
4. Improved service metrics / stats
5. Working group to discuss Marval development
6. Working relationship with Marval
7. SDI certification

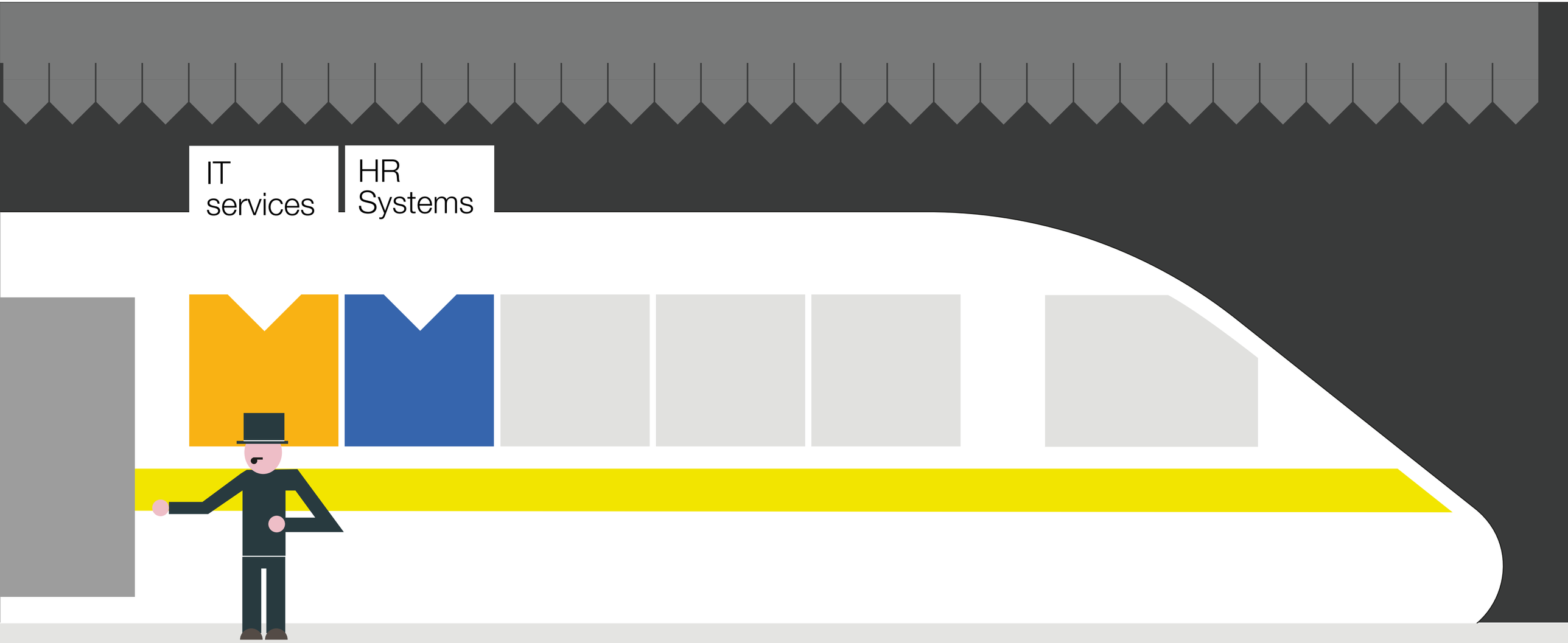
On-boarding of Marval



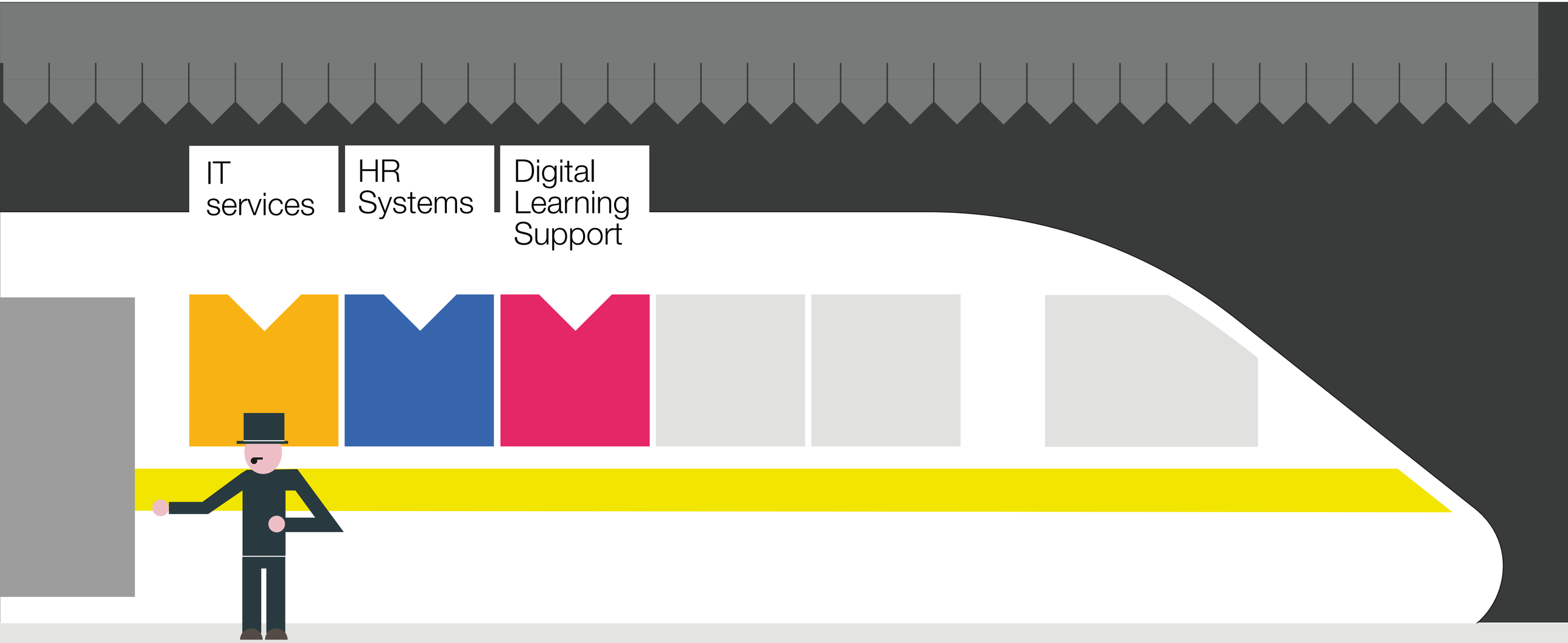
On-boarding of Marval



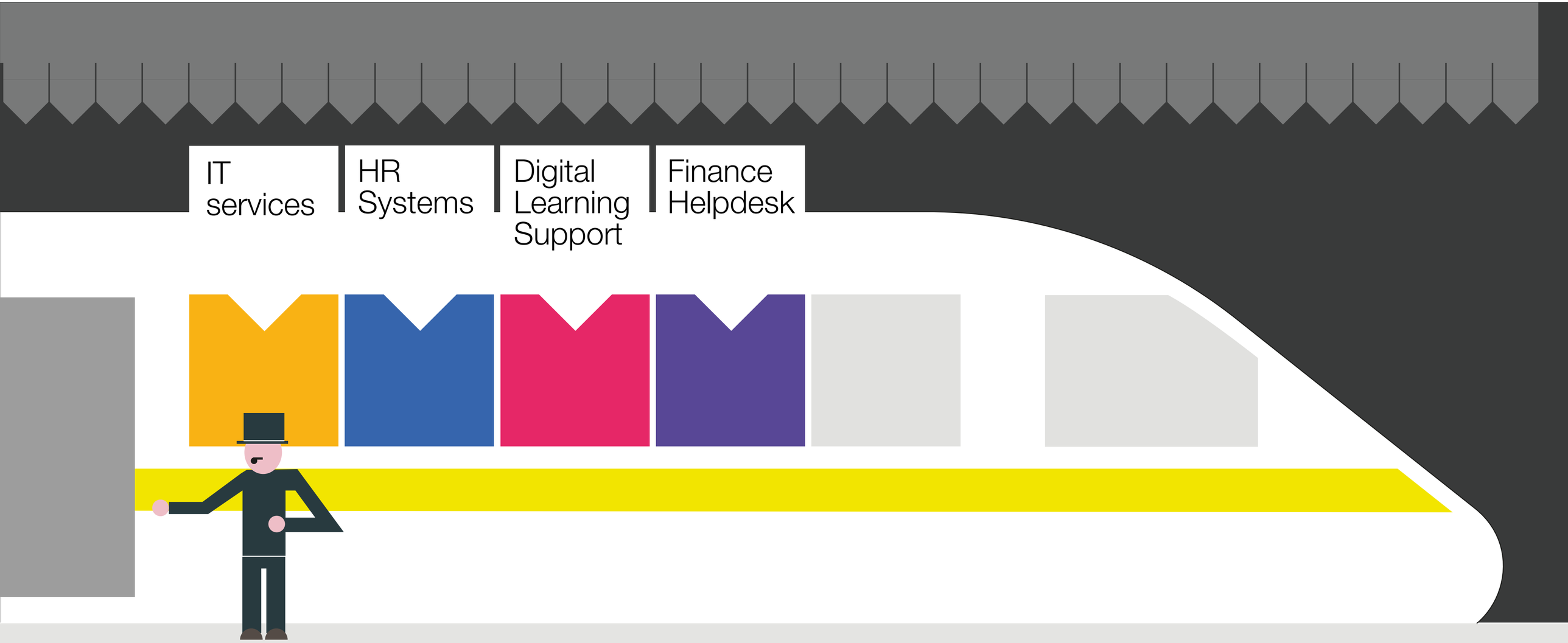
On-boarding of Marval



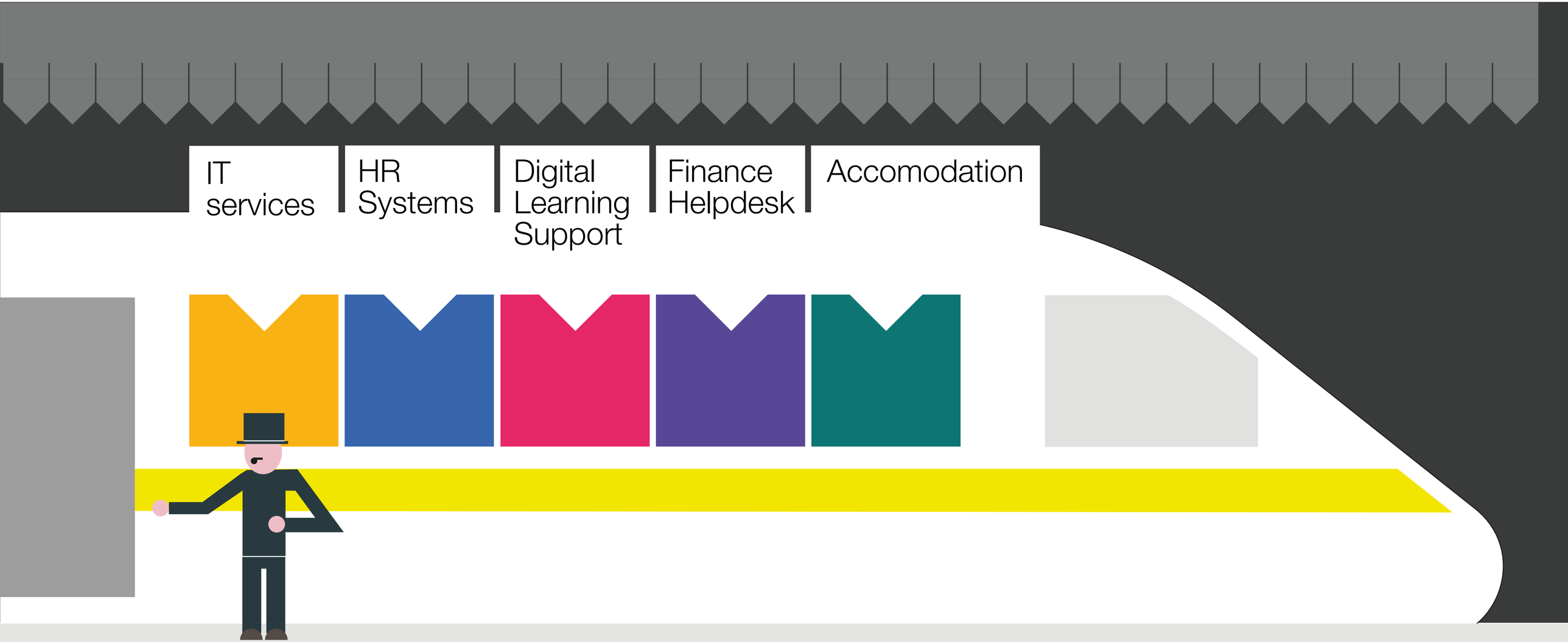
On-boarding of Marval



On-boarding of Marval



On-boarding of Marval



In the pipeline

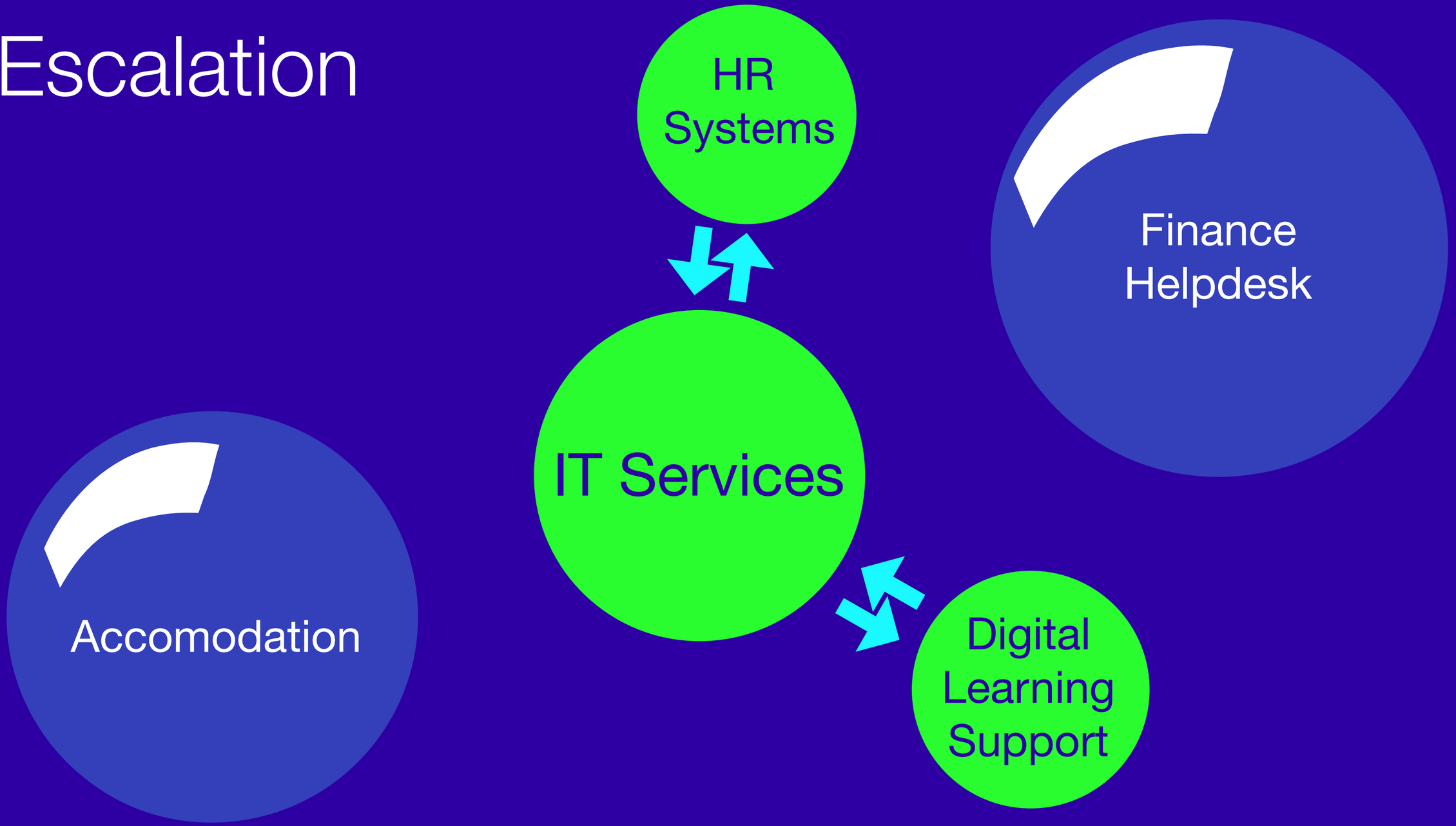
AskHR

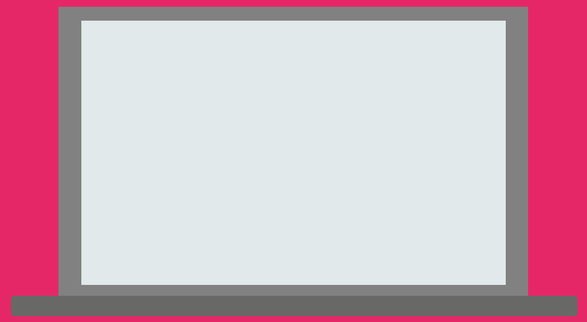
Student Finance

Finance Procurement

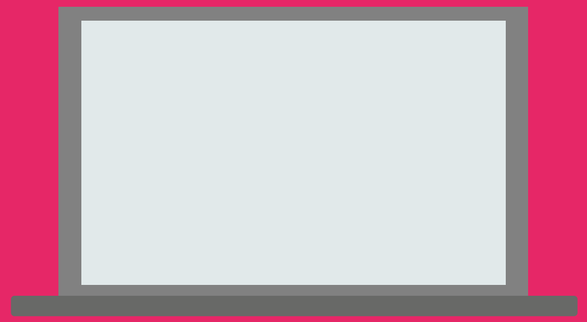
Registry Helpdesk

Escalation


HR Systems
Finance Helpdesk
IT Services
Accomodation
Digital Learning Support



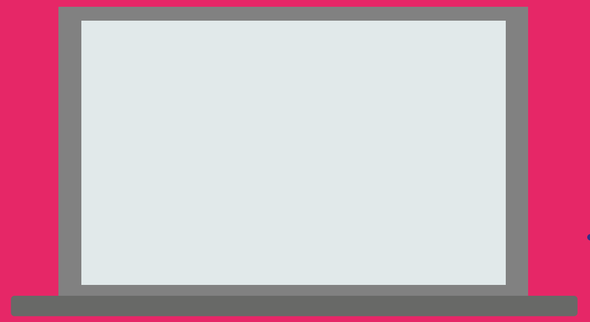
Self-service development



Self-service development

IT Services

Finance

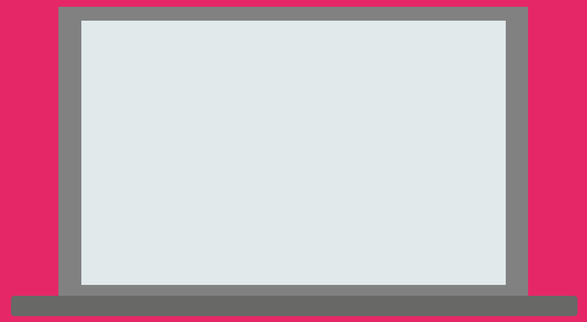


Self-service development

IT Services

Digital Learning Support

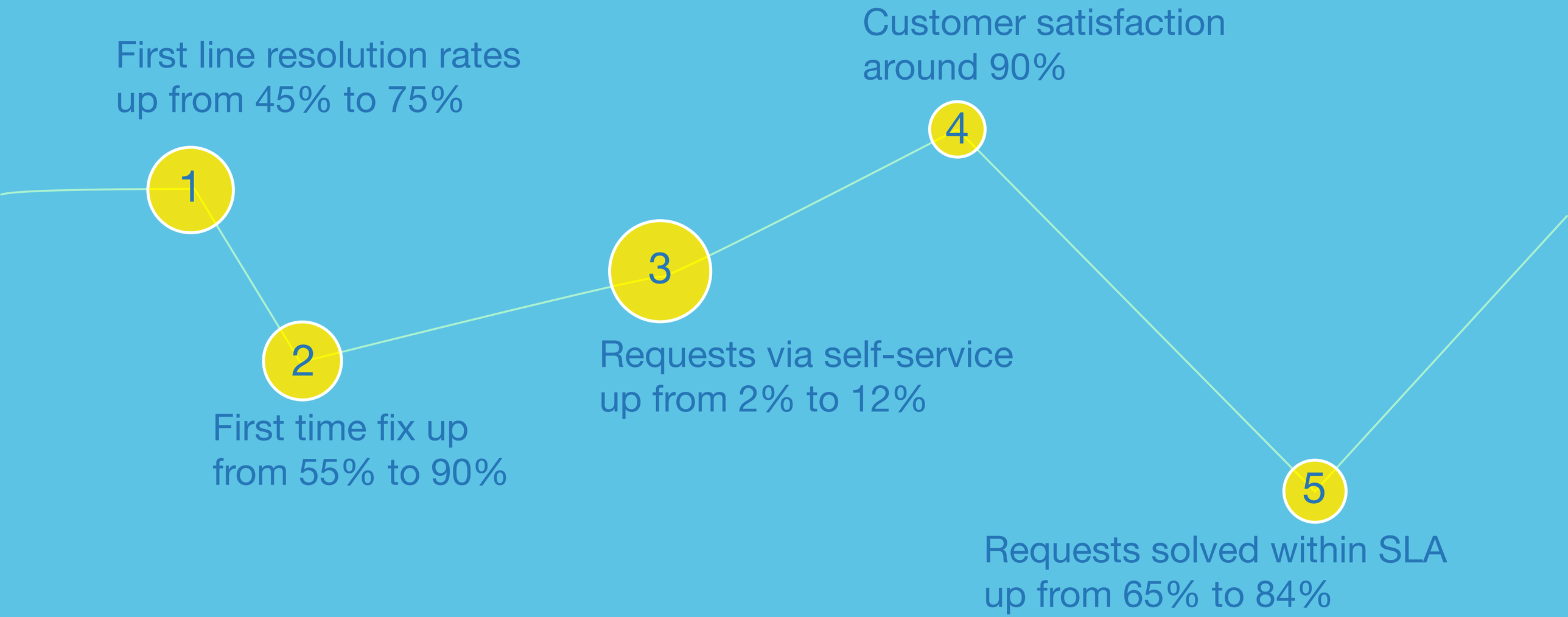
Finance



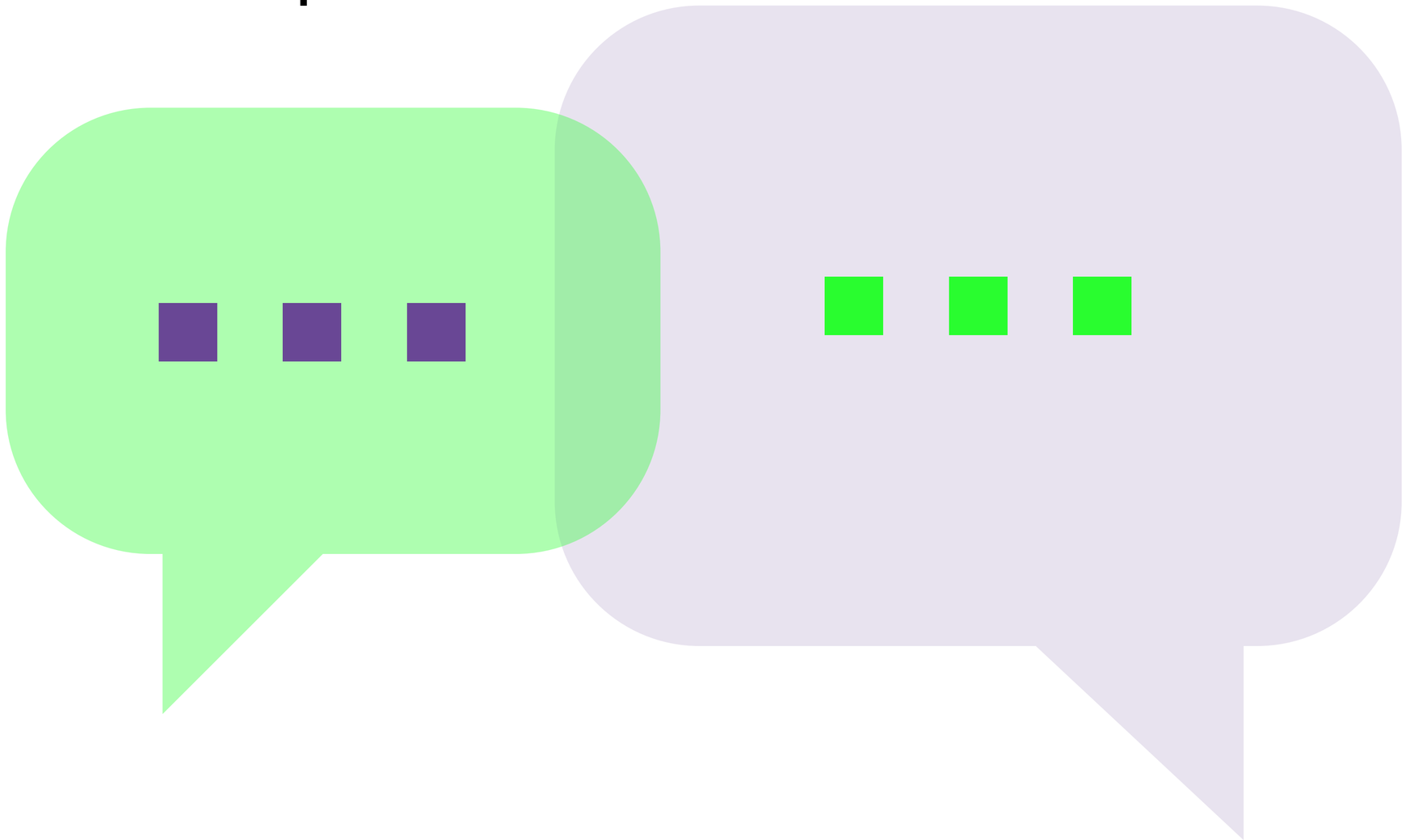
Self-service development

IT Services

Improved metrics



Working group to discuss Marval development



Working relationship with Marval

S D
I
Service
Desk
Institute
Certified
customer-led
service desk

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Thank you.