

**CASE STUDY**

# **SERVICEDesk PLUS BRINGS ITIL TO LULEA UNIVERSITY**

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**ServiceDesk Plus**

# ServiceDesk Plus Brings ITIL to Lulea University

## Fast Facts

### Organization

Lulea University of Technology

### Industry

Institutions and Universities

### Location

Sweden

### Challenges

- Managing large volumes of tickets
- Lack of visibility on service requests and inability to create custom reports
- Lack of integration with other processes

### Why ServiceDesk Plus?

- Well-integrated ITIL processes
- Better ticketing workflows
- Better visibility and SLAs to ensure ticket compliance

## About

Lulea University of Technology or Lulea Tekniska Universitet as it's called, is a university in Sweden. Lulea has an annual revenue of EUR 160 million. Lulea conducts research in close cooperation with companies such as Shell, Ericsson, Scania, LKAB, Airbus, Volvo Aero, IBM, and international universities. Research conducted within Lulea University of technology has a turnover of more than EUR 90 million.

## The Challenge

Lulea University of Technology has a centralized help desk that supports five campuses in different cities. Lulea has a large end-user population that includes 1,700 employees and 19,000 students from a variety of backgrounds around the world.

Lulea has a three-tiered incident management team that consists of 17 people categorized into service desk first line, second line, and third line. Prior to ServiceDesk Plus, Lulea used tools like Request Tracker and CA Unicenter to handle its IT help desk operations.

It was a very complex and daunting task to manage the large number of tickets coming in from both the employees as well as students. The help desk technicians were in a constant fire fighting mode to handle the large volumes of tickets.



Lulea was in need of a help desk tool which supported ITIL processes. At the same time, they were looking for a tool, which had integration with other ITIL processes other than incident management.

### Lack of visibility on service requests and inability to create custom reports

Lulea's end users lacked visibility into the service requests. It was difficult for them to track tickets or identify the technicians who were responsible for the tickets. On the other hand, technicians found it difficult to prioritize the tickets, leading to slower first response and resolution times, which in turn affected the service level agreements.

Managing assets was another important concern at Lulea. The university has about 3,500 client computers of which approximately 700 are student lab machines. Lulea also runs nearly 300 servers with Linux and Windows operating systems. Approximately 95 percent of those servers are set up to support virtual machines.

In addition, there was no easy way to present help desk information in different types of custom reports. Lulea wanted to generate help desk reports, customize them according to their needs, and export them in a variety of formats. This wasn't possible with the existing system in place.

### Solution: ServiceDesk Plus streamlines ITIL processes at Lulea

To overcome shortcomings in their current IT help desk applications, Lulea evaluated a variety of help desk tools including ServiceDesk Plus.

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Most of the other tools were very complex to install, lacked guidelines and procedures to setup or maintain, or lacked ITIL capabilities.

After a thorough evaluation, Lulea's help desk team chose ITIL-ready ServiceDesk Plus for its ease of use, minimal learning curve, and its integration capabilities. Lulea's help desk team implemented ServiceDesk Plus in 2009. Soon after the implementation, the ticketing mechanism has become more organized and streamlined.

ServiceDesk Plus has helped bring order to the help desk. The tickets are now automatically prioritized and routed to the right technicians. The end users and technicians have better visibility of the tickets. The technicians can now collaborate better, and it is easier to track the tickets. The technicians can easily get into conversations with the end users from inside the ticket or get the complete history of a ticket from within a ticket.

With better ticketing workflows, it's now easier for the technicians to meet the SLAs. Notifications are sent out from the application to Lulea's technicians throughout the ticket lifecycle.

The support managers are able to easily create custom reports, export them in various formats and make better decisions based on the reports. "ServiceDesk Plus is very easy to install, works out of the box, and is easy to maintain unlike the tools that we used before. Thanks to ServiceDesk Plus's built in support for interactions between Incident, Problem, Change, Configuration Management. It is much more process oriented at Lulea and much easier to see all changes, associated incidents, and problems aligned together," says Bernt Granbacke, change manager at Lulea.

The well-built request module gives Lulea's technicians the ability to manage all the issues and support requests with ease. Ticket creation and tracking is much more visible with ServiceDesk Plus in place.

Tech admins created tasks for tickets; and with the worklog feature, they knew how much time other tech agents worked on tickets, which makes everything trackable and smooth. Not just incident and service request management, things are more integrated in rest of the IT processes at the university.

Lulea makes extensive use of the Change module in ServiceDesk Plus. Now their change management processes are much more organized and well planned with standardized procedures and workflows in ServiceDesk Plus.

The IT team employ various custom templates for all types of changes and built custom change workflows. Technicians now know what is the status of the change at each stage of the change process. Each stage in the change lifecycle goes through an approval process before processing the change to the next stage. This ensures better control over the changes.

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Similarly, other important aspect which is helping Lulea a lot is the dashboard which gives an visual overview and a tactical insight of the daily service operation .The dashboards and reporting capabilities of ServiceDesk Plus is helping the management to get a sense of all the help desk operations and how they are faring at the university. Some of them include number of requests which are open, on-hold, and overdue for each tech agent; SLA violated requests or the ones which are approaching SLA etc.

### Bottom Line

Bernt Granbacke says, "ServiceDesk Plus with its robust functionality and out of the box ITIL best practices provides us with the power to both satisfy our customers' needs and to support process management."