

Performance improvement hypotheses by Service Tower (IV)

Voice services	Helpdesk	Facilities
<ul style="list-style-type: none">• Rationalise mobile phone and/or blackberry fleet• Reduce or remove facsimile machines• Reduce telephony volume• Use Skype instead of VC or Office Communicator• Consolidate or remove 13, 1300 and/or 1800 numbers• Implement IP telephony or consolidate services onto IP• Review telecommunications contracts• Optimise or reduce video conferencing volume, equipment or services• Optimise or reduce telecommunications services and/or bandwidth• Test market for telecommunications services: bundle, outsource, renegotiate• Outsource blackberry management services	<ul style="list-style-type: none">• Remote servicing of PCs and staff• Helpdesk call rationalisation and automation• Reduce SLAs<ul style="list-style-type: none">– take away specialised support– remove on-call arrangements– reduce helpdesk hours• Reduce factor cost through offshoring of helpdesk services	<ul style="list-style-type: none">• Whole-of-Government data centre panel• Rationalise physical data centres (incl. centralisation of state and territory offices)• Review data centre redundancy/failover arrangements• Implement green data centres• Consolidate storage facilities• Rationalise accommodation (less buildings)• Rationalise offshore locations (incl. potential repatriation of work)• Implement e-Learning to reduce face-to-face training