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