

DM NEWS

IMPROVED IT CUSTOMER SERVICE ON ITS WAY

THE ON-LINE SERVICE request system is being upgraded to an enterprise-wide Customer Relationship Management System (CRM). The Facilities and Commercial Services Division (FCSD) and the Information Technology Services Division (ITSD) are behind this improvement in customer service delivery for IT. The goal is to have a 'single window service at the UN' with a

customer self-service system that receives, manages and tracks requests and projects related to building and IT services, as well as broadcast and conference services, helpdesk services, IT resource management, and special events service requests. Important functionalities of the new web-based system also include contract management, workflow / process

automation, improved billing / chargeback modules and support for hand-held devices.

Implementation is expected to begin in June 2006. Following successful implementation at Headquarters, it is planned to be implemented at offices away from headquarters and Regional Commissions.