# INDIGO Help Desk Response to the Client Satisfaction with the INDIGO Help Desk

## *Introduction*

INDIGO is the Indigenous Education Online system used by DEEWR to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk team provides support to both DEEWR officers and External Providers whom seek assistance when using the INDIGO system.

The INDIGO Help Desk team ran an online satisfaction survey over July and August 2010 to determine how effectively they meet the needs of INDIGO users. In addition to collecting client satisfaction data the survey was also used to gather information about client preferences when using the Help Desk, and suggestions to improve the INDIGO Help Desk service. A copy of the survey questionnaire is available at Appendix A.

## *Methodology*

The survey was conducted online and there were 285 respondents. In statistical terms, with a sample size of 285 respondents and a population size of 2310 INDIGO users, where respondents indicate they are 80 per cent satisfied, we can be 95 per cent confident the whole population is 76 to 84 per cent satisfied. The relative standard error (RSE) of the survey result is low (2.8%), thereby making the data presented in this report reliable and a reasonable basis on which to consider future decision making in relation to the Help Desk service.

Just over half of the respondents were Providers (performance reporting), approximately one third were DEEWR officers and the remainder are split evenly between IYLP and IYMP. Further demographic information about the respondents is available at Appendix B, including distribution of respondents across states, territories and metropolitan, regional and remote areas.

For the purpose of this report, client satisfaction is defined as the sum of those respondents that indicated 'very satisfied' and 'satisfied', or 'strongly agree' and 'agree' to the client satisfaction statements. For more detailed data please refer to Appendix C.

## Survey results

### Key findings

Overall, **88 per cent** of clients were **satisfied** with the service provided by the INDIGO Help Desk.

DEEWR officers reported a higher level of overall satisfaction than providers[1], **91 per cent** compared to **87 per cent**.

Clients were also asked to respond to a range of specific statements about the Help Desk service. Their responses in rank order according to highest to lowest level of agreement were as follows:

- **90 per cent** agreed 'The INDIGO Help Desk staff were **courteous** when dealing with me '
- **89 per cent** agreed 'The INDIGO Help Desk staff **understood** my query or problem'
- **87 per cent** agreed 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'
- **86 per cent** agreed 'The explanation I received from the INDIGO Help Desk staff was **easy to understand'**
- **85 per cent** agreed 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO'
- **85 per cent** agreed 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem'
- **80 per cent** agreed 'My INDIGO Help Desk problem or query was resolved in a **timely manner'**

**Just over half** of all survey respondents indicated they were **most satisfied** with a particular aspect of the service. In most cases, respondents identified a particular task or enquiry which they had received assistance with. The courteousness of Help Desk staff was also identified by several respondents.

Other issues were also noted, such as the depth of understanding of staff, thoroughness and the improvement in the service over the last twelve months. A selection of client comments about the facets of the service in which respondents were **most satisfied** follows:

*'The depth of understanding about grants/projects and their quick response to questions/follow up.'*

*'Explaining the 'why' behind the problem'*

*'There has been a great improvement with INDIGO Help Desk in 2010'*

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[1] Includes performance reporting providers, IYLP and IYMP.

Approximately **20 per cent** of respondents identified an aspect of the Help Desk service they were **least satisfied** with. Clients providing a response were most commonly least satisfied with the availability of staff, expressing frustration when they regularly reached the Help Desk voicemail rather than an operator:

*'Sometimes it is very difficult to speak to anyone and messages sometimes take days to be returned.'*

*'Not answering their phone or returning calls when you need them most.'*

*'Not often available. Line often busy or no-one available.'*

Other aspects of the service with which respondents were least satisfied included the repeated follow-up calls and emails they had to make to resolve their query, and the type of email advice issued to new users. A number of respondents identified issues that were outside the scope of the Help Desk services, such as frustrations with the INDIGO system (such as password procedures) and the format of project/program reporting.

INDIGO Task Cards (step-by-step guides) are available on the DEEWR intranet to assist DEEWR staff in the use of various functions in INDIGO. Of the 105 DEEWR officers responding to the survey, 73 per cent were aware of the Task Cards and 63 per cent were able to find the Task Cards on the intranet page.

Those DEEWR officers aware of the Task Cards had used them to varying degrees:
- 49 per cent had used the Task Cards 1-5 times
- 16 per cent had used the Task Cards more than 5 times
- 34 per cent had never used the Task Cards

**84 per cent** of the DEEWR officers that used the Task Cards found them **helpful**.

**Management Response:**

*The INDIGO Business Support Team (IBST) is pleased with the results. The results verify that the INDIGO Help Desk is delivering a high quality service to INDIGO Users.*

*We note that DEEWR officers reported a higher level of **overall satisfaction** than Provider users (**91 per cent** compared to **87 per cent**). Given that **66 per cent** of the enquiries received on the INDIGO Help Desk between 1st January 2010 and 31 July 2010 were from DEEWR Users, the results show that the vast majority of Help Desk clients are satisfied with the service they receive. Further, the comments of dissatisfaction from Provider users include issues with Program administration which are separate from, and should not reflect on, the assessment of the INDIGO Help Desk service.*

*Graph 1 (below) indicates the number of DEEWR Users vs. Provider Users (this includes Performance Reporting Provider Users, IYLP Provider Users and IYMP Provider Users) that have contacted the INDIGO Help Desk with an enquiry between 1st January 2010 and 31st July 2010.*

Graph 1 – INDIGO Help Desk Stats for Period 01-Jan-2010 to 31-Jan-2010



**INDIGO Help Desk Stats for Period 01-Jan-2010 to 31-Jul-2010**
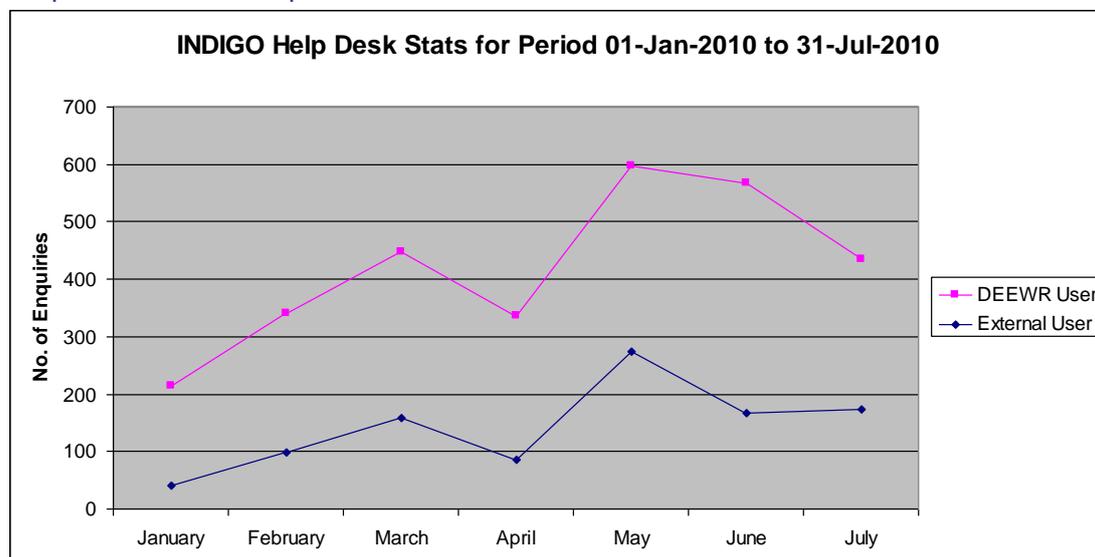
*The issues raised by INDIGO Users who were **dissatisfied** with the INDIGO Help Desk centred on the availability of the INDIGO Help Desk staff. For the majority of the period covered by the survey, IBST had four full-time staff to provide Help Desk service. Since then, the IBST reduced to one Help Desk staff (with part time support from other staff). With reduced staff resources, **improvement in levels of satisfaction is unlikely**. The reduced staffing means there will be an increase in occasions where the Help Desk is not staffed at all (e.g. due to conducting training exercises or staff absences due to illness).*

## INDIGO Usage

There was wide variation in the frequency of INDIGO usage among respondents:
- 20 per cent were daily users
- 17 per cent were weekly to fortnightly users
- 14 per cent were monthly users
- 20 per cent were quarterly users
- 12 per cent were yearly users

**Management Response:**

*The system usage results above further illustrate the diversity and complexity of user circumstance and experience that the INDIGO Help Desk staff face in being able to provide a quality service to all INDIGO users.*

**INDIGO Help Desk Usage**

The most preferred method for contacting the Help Desk was by phone (44 per cent of respondents). A further 31 per cent of respondents indicated their preference depended on the type of query, 20 per cent preferred email and 16 per cent did not have a preference.

Of those respondents that called the INDIGO Help Desk over the last 12 months the frequency of calling was as follows:
- 16 per cent called fortnightly or weekly
- 19 per called monthly
- 46 per cent called quarterly
- 18 per cent called yearly

Of those that emailed the INDIGO Help Desk the frequency of emailing was as follows:
- 13 per cent emailed fortnightly or weekly
- 13 per cent emailed monthly
- 40 per cent emailed quarterly
- 24 per cent emailed yearly

**Management Response:**

*The Help Desk usage results show that the preferred means of contact for INDIGO users is via phone. As illustrated in many of the comments from users, they prefer to resolve issues as quickly as possible and find that by talking to someone they can either resolve the issue immediately or obtain advice as to when/how the issue will be resolved.*

**Suggestions**

Respondents offered a range of suggestions to improve the INDIGO Help Desk service:

- Increase the availability of staff and turnaround queries more quickly
- Let users know you have logged their help desk query and advise them on their place in the queue
- Provide more training and information packages
- Develop more expertise about projects and programs
- Streamline the process for issuing new passwords
- Redevelop the package of advice emailed to new or occasional users
- Make the results of the survey available to INDIGO users

For the full 'free text' list of suggestions refer to Appendix D.

**Management Response:**

*The IBST agrees that many of the suggested changes from INDIGO users can be used to frame further direction for the INDIGO Help Desk. The IBST has categorised the Help Desk survey suggestions in the table below (Table 1 - Suggestions).*

Table 1 - Suggestions

| Suggestion Category | Total |
|---|---|
| INDIGO Access | 3 |
| INDIGO Help Desk Responses | 10 |
| Program Administration | 2 |
| INDIGO Information Sharing Practices | 3 |
| IYMP | 3 |
| INDIGO Help Desk Operating Hours | 5 |
| INDIGO Passwords | 4 |
| Staff Resources | 17 |
| INDIGO System | 6 |
| INDIGO Training / User Documentation | 9 |
| Grand Total | 62 |

From the above user suggestions the IBST have devised the following proposed actions (Table 2 – Action Items):

**Action Items**

| No | Proposed Actions | Timeframe | Status (Feb 2011) |
|---|---|---|---|
| 1 | Review automated INDIGO correspondence | September 2010 | Completed |
| 2 | Discuss contract management preferences regarding first point of contact (contract manager vs. INDIGO Help Desk) for system related issues with the User Group | Next User Group meeting | Not started |
| 3 | Alerting the User Group and Contract Managers to the Agreement Event Tracking Report | September 2010 | Completed |
| 4 | Improve the INDIGO Help Desk presence on the DEEWR website and the DEEWR Intranet (dnet) including publish survey results | April 2011 | In progress |
| 5 | Refer suggestion to the relevant business area | September 2010 | Completed |

| No | Proposed Actions | Timeframe | Status (Feb 2011) |
|---|---|---|---|
| 6 | Continual development of the INDIGO Help Desk staff through training including INDIGO Business Support Team workshops | Ongoing | Ongoing |
| 7 | Review INDIGO Help Desk Operating Hours in line with team resources | As resources change | Ongoing |
| 8 | Review the current timeframe for password expiry and extend to 12 months | October 2010 | Completed (change not possible) |
| 9 | Review the current password reset practice | October 2010 | Completed (change not possible) |
| 10 | Refer the suggestion to the IETA Business Process Redesign Consultation | October 2010 | Completed (Program Managers are responsible, PPM to support this) |
| 11 | Progress recruitment strategy for INDIGO Business Support Team | Ongoing | In progress (EL1s recruited, temp APS5s recruited) |
| 12 | Develop training strategy for INDIGO following from IETA Business Process Redesign Consultancy and in line with relevant program area training strategies | April 2011 | In progress (face-to-face sessions in NO and each State, developing online tools) |
| 13 | Review Work Region Management strategy including advising users to contact the INDIGO Help Desk if current Work Region structure is not appropriate | Ongoing | Ongoing |

For a full list of user suggestions and tailored INDIGO Help Desk responses please see *Appendix D* below.

INDIGO Help Desk Satisfaction Survey

INDIGO is the Indigenous Education Online system used by DEEWR to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk team provides support to both DEEWR officers and external Providers who seek assistance when using the INDIGO system.

The INDIGO Help Desk team is running this satisfaction survey to assess how effectively they meet the needs of INDIGO users. The feedback you provide will be used to guide improvements to the Help Desk service.

The survey will take approximately 5 to 10 minutes to complete.

The information you provide will remain private and confidential. To complete the survey now select the 'next page' button below.

Questions

1. In which **state or territory** do you **work**?

- NSW
- VIC
- QLD
- SA
- WA
- TAS
- NT
- ACT

2. Select the category which best represents your **place of work**:

- Metropolitan
- Rural/Provincial
- Remote
- Very remote

3. How **often** have **you logged** onto INDIGO **over the last six months**?

Select the option which best represents your usage.

- Never
- Daily
- Weekly
- Fortnightly

- o Monthly
- o Quarterly
- o Yearly

4. Ideally, do you **prefer to** <u>call</u> **or** <u>email</u> the **INDIGO Help Desk** with your enquiries?

- o Call
- o Email
- o It depends on the type of enquiry
- o No particular preference

5. How **often** have **you** <u>emailed</u> the INDIGO Help Desk **over the last six months**?

Select the option which best represents your frequency of emailing the Help Desk.

- o Never
- o Daily
- o Weekly
- o Fortnightly
- o Monthly
- o Quarterly
- o Yearly

6. How **often** have **you** <u>called</u> the INDIGO Help Desk **over the last six months**?

Select the option which best represents your frequency of calling the Help Desk.

- o Never
- o Daily
- o Weekly
- o Fortnightly
- o Monthly
- o Quarterly
- o Yearly

7. The INDIGO Help Desk is **considering** developing **answers to frequently asked questions which would be available** via the internet. Would you find this kind of written information helpful?

- o Yes
- o No, I prefer to call or email my enquiries

8. Select the category which best represents your **user type in INDIGO**:

- o DEEWR Officer user --------go to question 9
- o Provider user--------go to question 13
- o IYMP Provider user--------go to question 13
- o IYLP Provider user--------go to question 13

9. Are you **aware of the Task Cards** for INDIGO users on the DEEWR intranet?

- o Yes
- o No
- o Unsure

If you answered 'No' or 'Unsure' and would like to know more about Task Cards, follow this link: http://dnet.hosts.network/services/indigenous/Pages/INDIGO.aspx

10. **How often** have you used the **Task Cards** for INDIGO over the last six months?

- o Never (go to question 13)
- o Once
- o More than once, but less than ten times
- o More than ten times

11. Which Task Card(s) have you used?
*Free text*

12. **How helpful** do you find the **Task Cards** for INDIGO?
- o Very helpful
- o Somewhat helpful
- o Neither helpful or unhelpful
- o Somewhat unhelpful
- o Very unhelpful

13. The following questions relate to **experiences during any contact** you had with the INDIGO Help Desk staff over the last six months.

(If you have not had contact with the INDIGO Help Desk staff over the last six months please leave this question blank and proceed to the next question.)

Considering all your experiences with the INDIGO Help Desk staff over the last six months please indicate how much you **agree or disagree** with the following **statements**.

|  | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|---|---|---|---|---|
| a) The INDIGO Help Desk staff **understood** my query or problem | ☐ | ☐ | ☐ | ☐ | ☐ |
| b) The INDIGO Help Desk staff were able to **answer or resolve** my query or problem | ☐ | ☐ | ☐ | ☐ | ☐ |
| c) The INDIGO Help Desk staff were **knowledgeable** about INDIGO | ☐ | ☐ | ☐ | ☐ | ☐ |
| d) The explanation I received from the INDIGO Help Desk staff was **easy to understand.** | ☐ | ☐ | ☐ | ☐ | ☐ |
| e) My INDIGO Help Desk problem or query was resolved in a **timely manner** | ☐ | ☐ | ☐ | ☐ | ☐ |
| f) The INDIGO Help Desk staff were **courteous** when dealing with me | ☐ | ☐ | ☐ | ☐ | ☐ |
| g) I generally **achieved my original objective** when contacting the INDIGO Help Desk | ☐ | ☐ | ☐ | ☐ | ☐ |

14. Now thinking about the service you received from the INDIGO Help Desk, **how satisfied were you overall**?

- o Very dissatisfied
- o Dissatisfied
- o Neither satisfied nor dissatisfied
- o Satisfied
- o Very satisfied

15. What advice or experience with the INDIGO Help Desk were you **least satisfied** with?
*Free text*

16. What advice or experience with the INDIGO Help Desk were you **most satisfied** with?
*Free text*

17. Do you have any suggestions for **improving the service** provided by the INDIGO Help Desk?
*Free text*

18. Are you happy to be contacted regarding your suggestions? If so please provide your contact details.

You have now completed the survey.  Thank you for your participation.

## *Appendix B- Demographic Data*

Table 1: Frequency (Count) and Distribution (%) of respondents by user type

| User type | Count | % |
|---|---|---|
| DEEWR officer | 105 | 37 |
| Provider – performance reporting | 155 | 54 |
| IYLP | 14 | 5 |
| IYMP | 11 | 4 |

n=285

Table 2: Frequency (Count) and Distribution (%) of respondents across states and territories

| State/Territory | Count | % |
|---|---|---|
| New South Wales | 99 | 35 |
| Victoria | 21 | 7 |
| Queensland | 57 | 20 |
| South Australia | 20 | 7 |
| Western Australia | 24 | 8 |
| Tasmania | 6 | 2 |
| Northern Territory | 21 | 7 |
| Australian Capital Territory | 37 | 13 |

Table 3: Frequency (Count) and Distribution (%) of respondents by user type by state and territory

| | DEEWR officer | Provider | IYLP | IYMP |
|---|---|---|---|---|
| New South Wales | 24 (24%) | 72 (73%) | 3 (3%) | 0 (0%) |
| Victoria | 3 (14%) | 16 (76%) | 1 (5%) | 1 (5%) |
| Queensland | 13 (23%) | 29 (51%) | 8 (14%) | 7 (12%) |
| South Australia | 10 (50%) | 7 (35%) | 1 (5%) | 2 (10%) |
| Western Australia | 6 (25%) | 17 (71%) | 1 (4%) | 0 (0%) |
| Tasmania | 6 (100%) | 0 (0%) | 0 (0%) | 0 (0%) |
| Northern Territory | 10 (48%) | 10 (48%) | 0 (0%) | 1 (2%) |
| Australian Capital Territory | 33 (89%) | 4 (11%) | 0 (0%) | 0 (0%) |

Table 4: Frequency (Count) and Distribution (%) of respondents by level of remoteness

| Level of remoteness | Count | % |
|---|---|---|
| Metropolitan | 134 | 47 |
| Regional | 110 | 38 |
| Remote | 34 | 12 |
| Very remote | 7 | 2 |

n=285

# Appendix C- Client Satisfaction Data

Chart 1a: Overall satisfaction of respondents with the service received from the INDIGO Help Desk (Count)
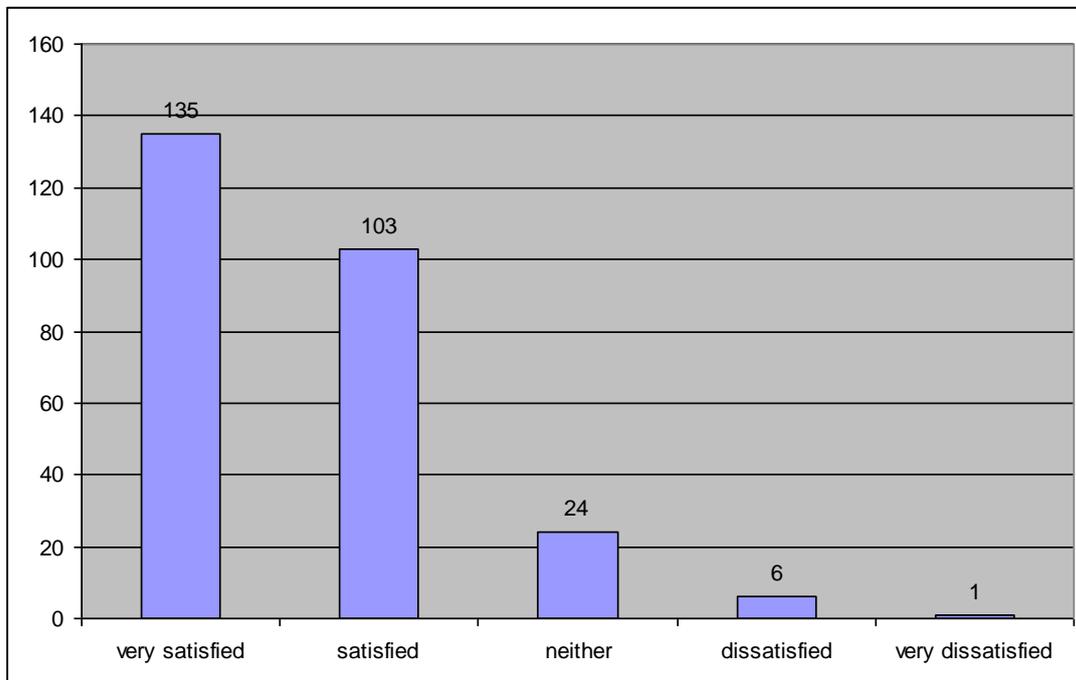


n=269

Chart 1b: Overall satisfaction of respondents with the service received from the INDIGO Help Desk by user type (Count)
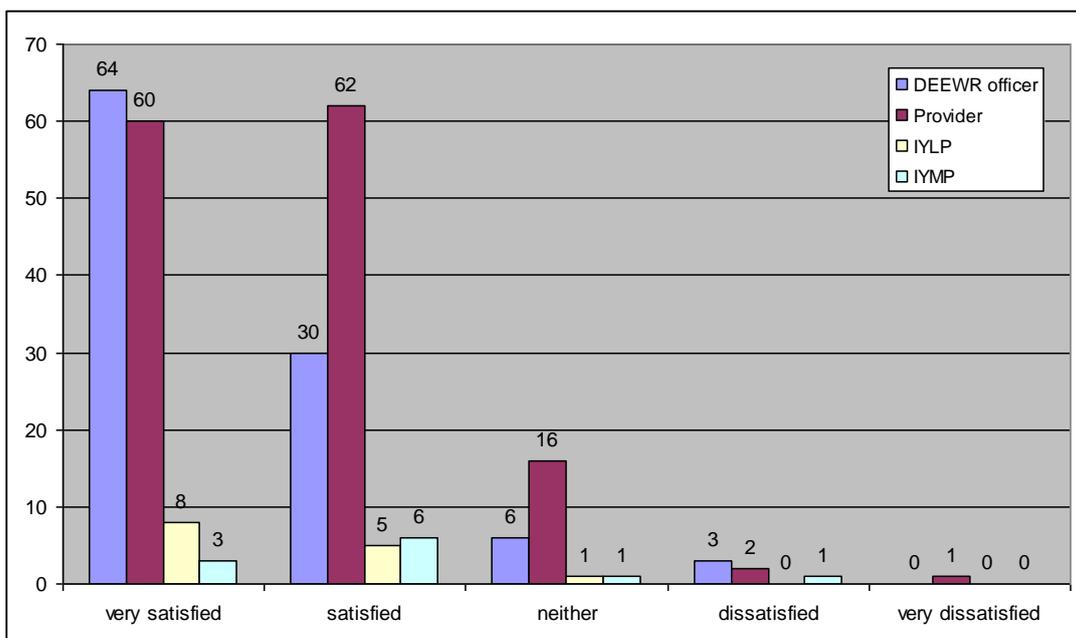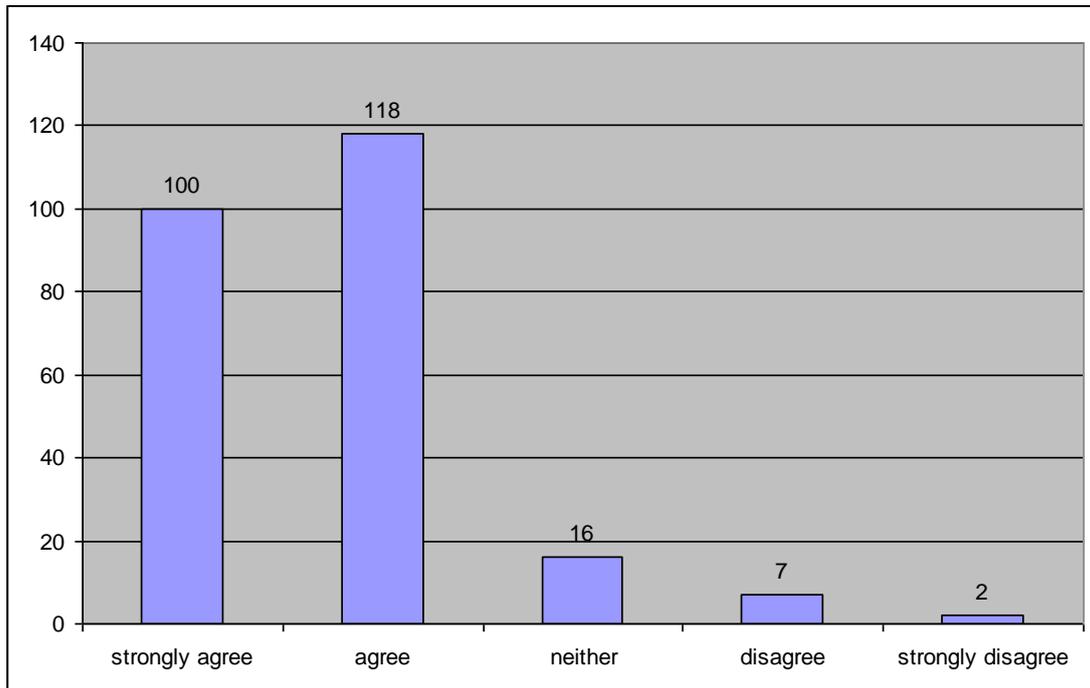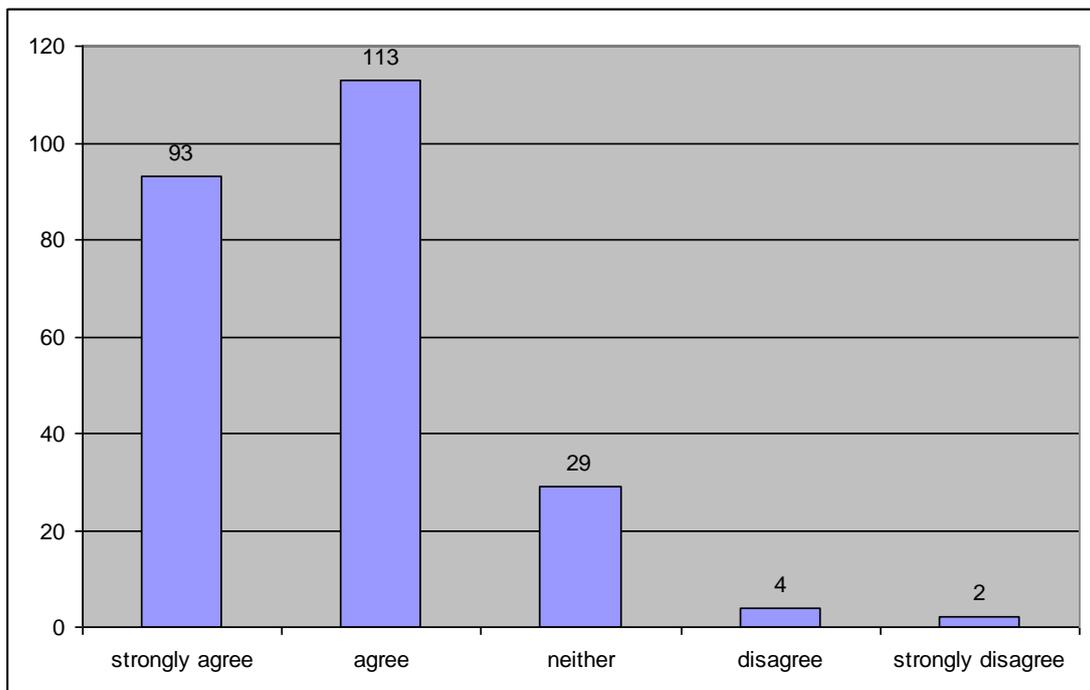
Chart 2a: Response to the statement 'The INDIGO Help Desk staff **understood** my query or problem' (Count)
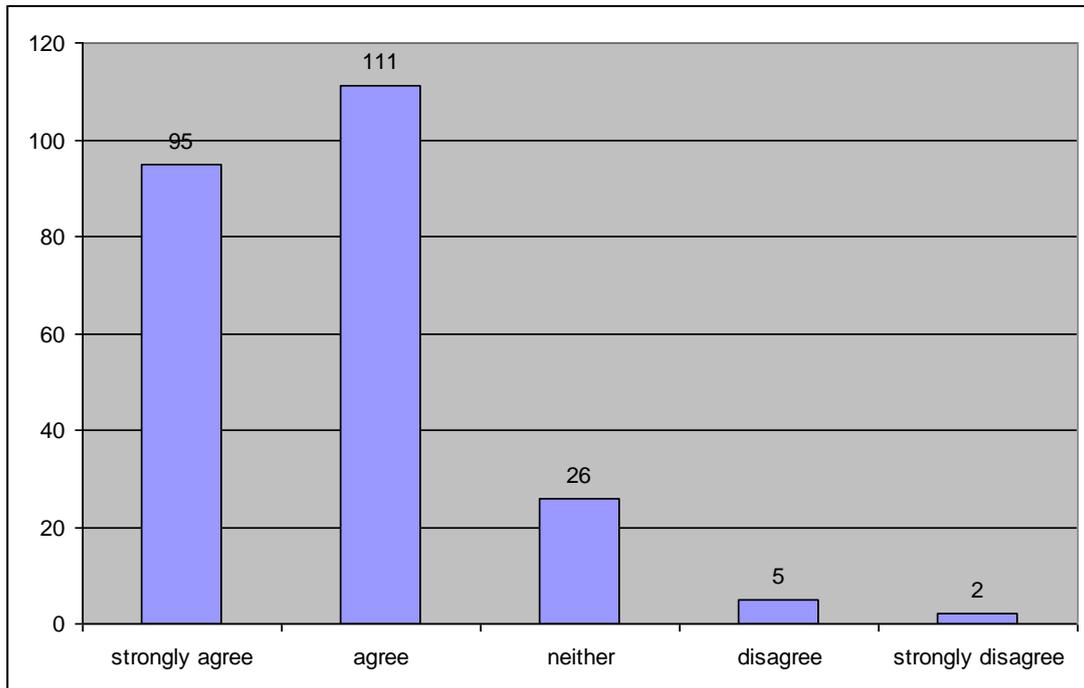


n=243

Chart 2b: Response to the statement 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem' (Count)
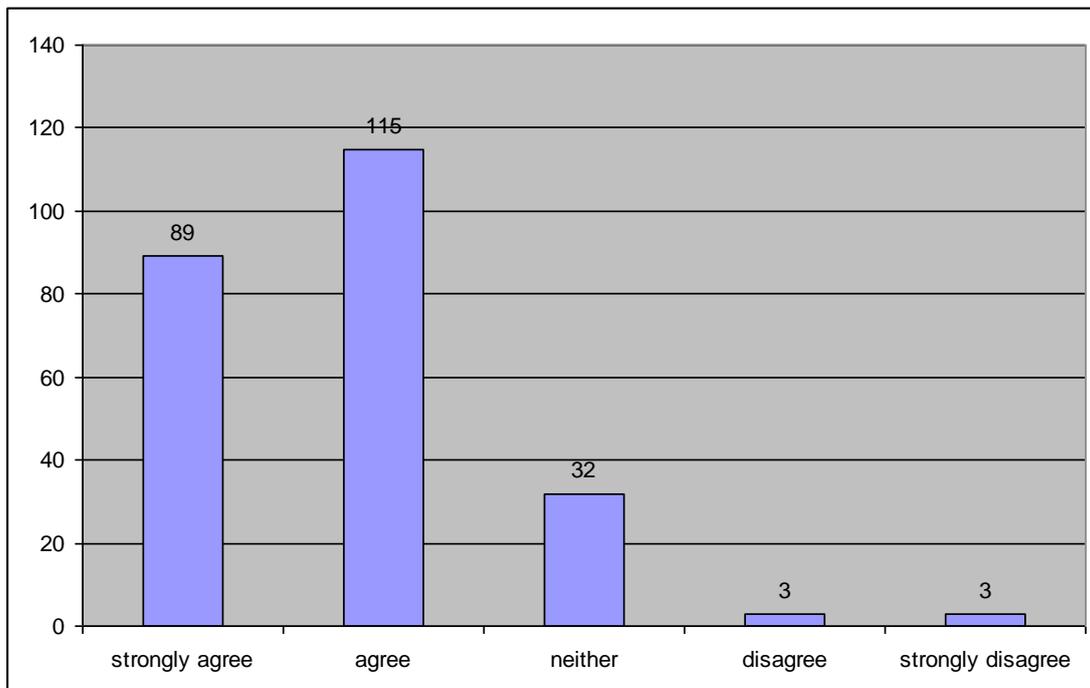


n=241

Chart 2c: Response to the statement 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO' (Count)



n=239


Chart 2d: Response to the statement 'The explanation I received from the INDIGO Help Desk staff was **easy to understand**' (Count)



n=242

Chart 2e: Response to the statement 'My INDIGO Help Desk problem or query was resolved in a **timely manner**' (Count)
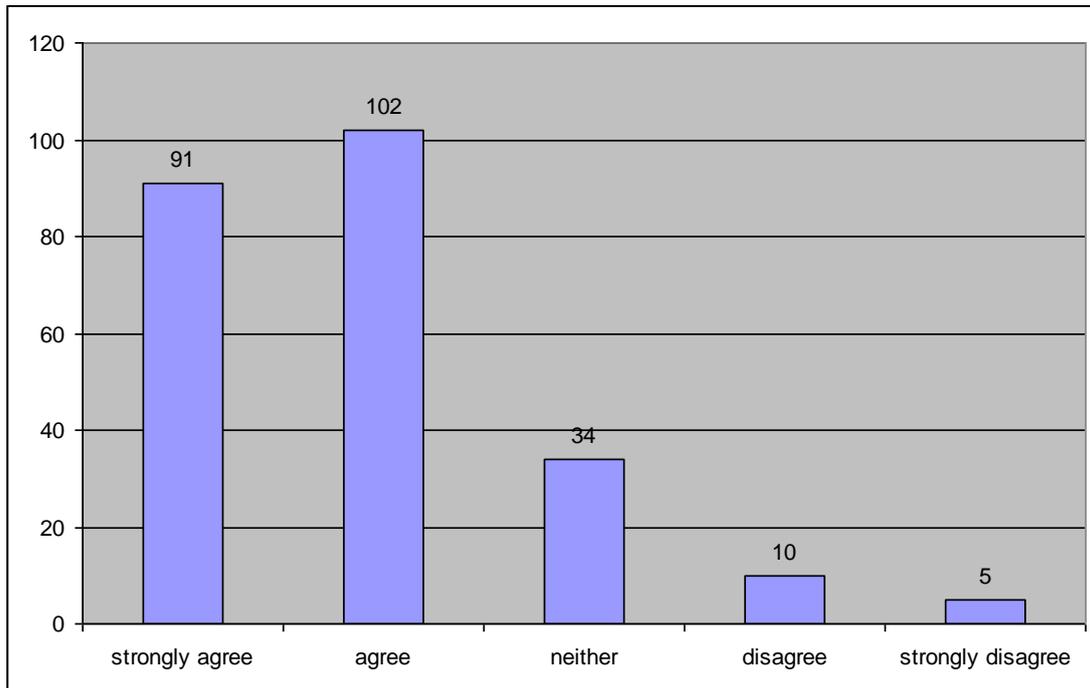


n=242


Chart 2f: Response to the statement 'The INDIGO Help Desk staff were **courteous** when dealing with me' (Count)
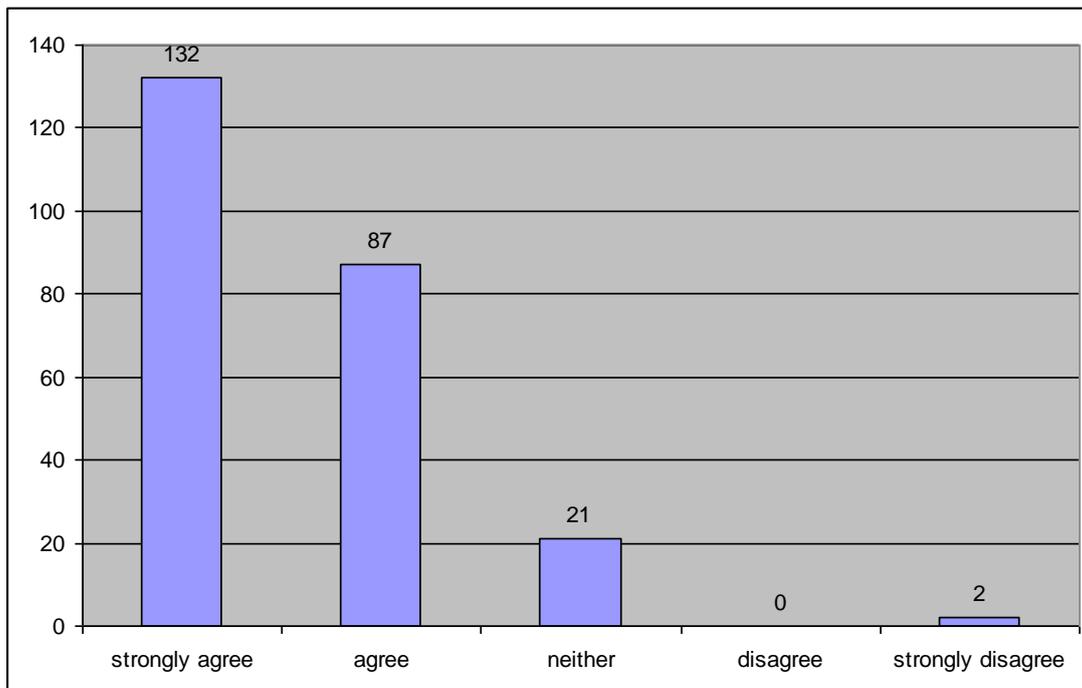


n=242

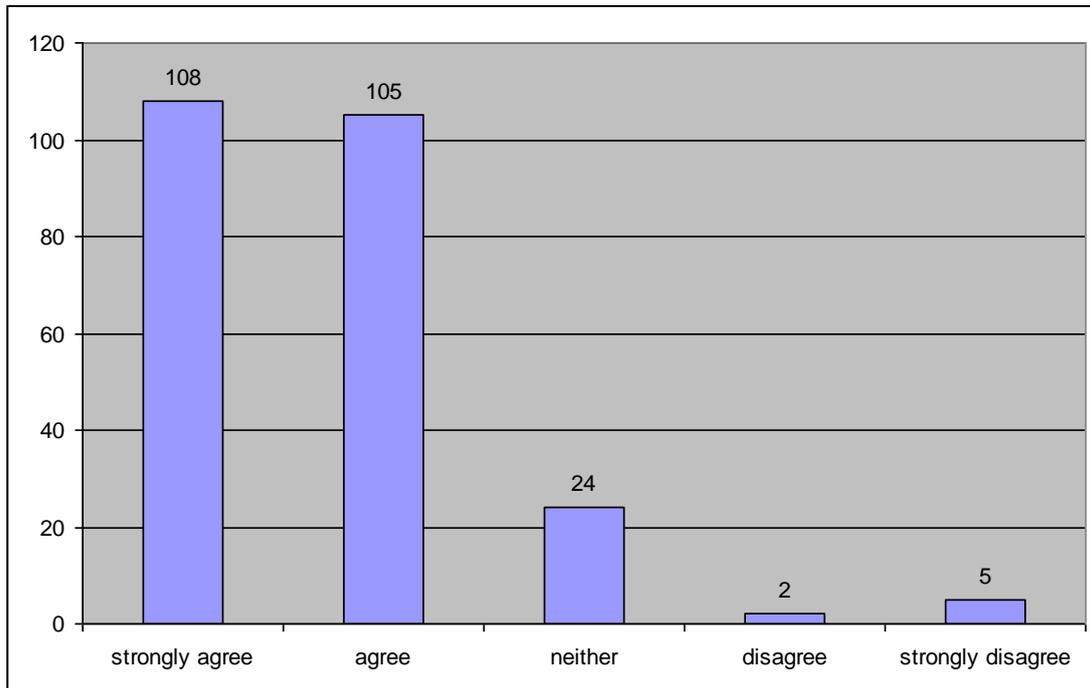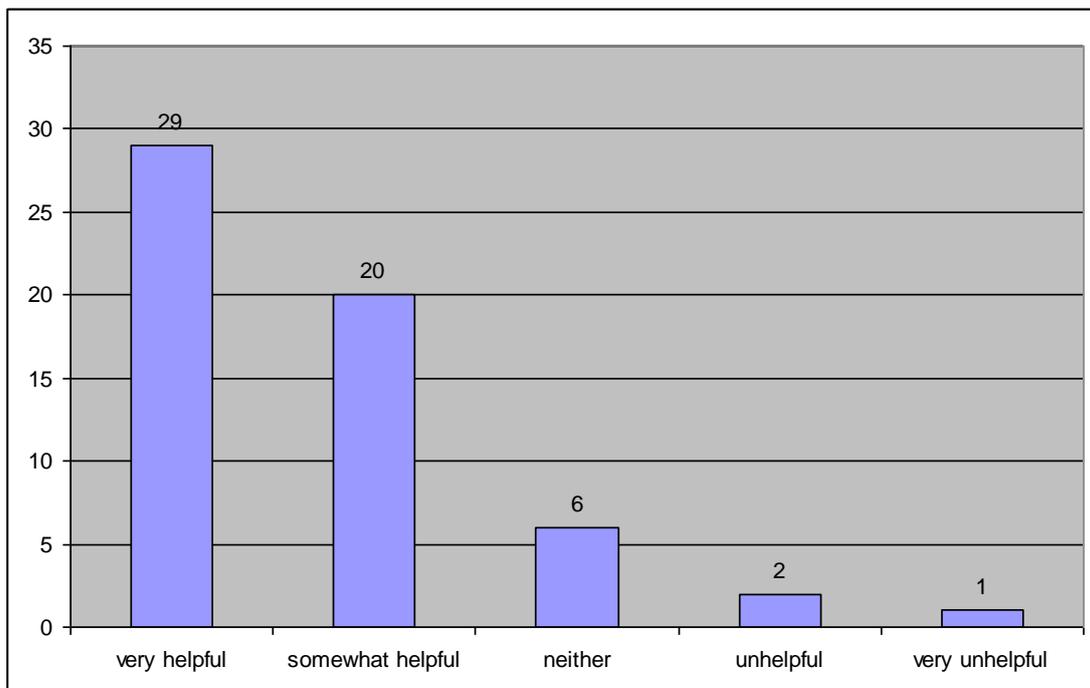Chart 2g: Response to the statement 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'



n=244

Chart 3: Response to '**How helpful** do you find the **Task Cards** for INDIGO'?



n=58

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Access | special log in hot line | Provider User - Performance Reporting | The INDIGO Help Desk assigns top priority (for immediate response) to enquiries about access/log in issues. There is no capacity to staff a separate "log in hot line". | NFA - Response Only |
| INDIGO Access | Refine the advice emailed to new users regarding passwords and login id. | DEEWR User | The INDIGO Help Desk will review all automated email correspondence sent to users to ensure that the content is relevant and that the format is user friendly. | 1 |
| INDIGO Access | Allowing a better instrustion when first using the site with passwords and log in | Provider User - Performance Reporting | The INDIGO Help Desk will review all automated email correspondence sent to users to ensure that the content is relevant and that the format is user friendly. | 1 |
| INDIGO Help Desk Response | Suggesting it may take 3 days for a reply is rather disheartening.  ( it only took a day) | Provider User - Performance Reporting | The automatic email has been updated to reflect that the INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 1 |
| INDIGO Help Desk Response | Have a response that indicates receipt and approximate response time baased on current workload | Provider User - Performance Reporting | The automatic email has been updated to reflect that the INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 1 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Help Desk Response | When I have had difficltu with Indigo my contact has been with the state office staff member supporting us who has taken on th erole of contacting ht ehelp desk. I have felt discouraged from making direct contact. While the issue has been resolved I suspoect it has slowed the process down by adding another layer of involvement | Provider User - Performance Reporting | The INDIGO Help Desk is available to take your queries about system issues. The INDIGO Help Desk will raise this concern with contract managers to clarify their preferences regarding a provider's first point of contact (contract manager vs. INDIGO Help Desk) for system related issues. You could also discuss the matter directly with your local contract manager. | 2 |
| INDIGO Help Desk Response | I am aware the some providers and staff report some delays in help desk getting back to them when they have left phone messages. Perhaps some sort of response to note the call is logged would help allay concerns as usually the phone calls require the most urgent response. | DEEWR User | The INDIGO Help Desk assigns high priority to voicemail enquiries as we understand that urgent enquiries are generally logged via a phone call or voicemail message, so we respond to these as soon as possible. The INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | NFA - Response Only |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Help Desk Response | Primarily, I would like timely follow up when asking for help. If the problem is too difficult to be solved immediately, then please provide feedback on what will be done and over what time frame. | Provider User - IYMP | The INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. The timeframe for resolving queries varies based on the complexity, and where a query cannot be resolved immediately, the Help Desk Operator will advise the user and keep them informed of progress with the issue. | 1 |
| INDIGO Help Desk Response | quicker turnaround times | Provider User - Performance Reporting | The INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity, and where a query cannot be resolved immediately, the Help Desk Operator will advise the user and keep them informed of progress with the issue. | 1 |
| INDIGO Help Desk Response | Punctuality. | Provider User - Performance Reporting | The INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity, and where a query cannot be resolved immediately, the Help Desk Operator will advise the user and keep them informed of progress with the issue. | 1 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Help Desk Response | Generaly, I found this survey hard to answer because I only contact the helpdesk as a last resort - i.e, I don't find the assistance particularily helpful the few times i've resorted to asking a query and so usualy find my 'answer' from co-workers instead which in itself is hit and miss.<br><br>Another reason the help desk is often a last resort is problems often need to be solved on the spot, or within a short time frame. I find the responses provided from helpdesk via email (specificaly) to be far to long since the submission of the query (often not even the same day for reply- other than the auto-generated 'thanks for your email' response). | DEEWR User | INDIGO Help Desk Operators make every effort to understand the issues faced by INDIGO users. We are continually developing the knowledge of our operators to ensure that a high level of customer service is delivered. The INDIGO Help Desk **aims** to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible due to current staffing levels (one full time INDIGO Help Desk Operator supported by others on a part time basis). Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity, and where a query cannot be resolved immediately, the Help Desk Operator will advise the user and keep them informed of progress with the issue. | 6 |
| INDIGO Help Desk Response | Ensure you understand the customer's problem. When that was clear, it was very easily resolved. | Provider User - Performance Reporting | INDIGO Help Desk Operators make every effort to understand the issues faced by INDIGO users. We are continually developing the knowledge of our operators to ensure that a high level of customer service is delivered. | 6 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Help Desk Response | It would be great if some of the people could visit how school to see how difficult communication can be at times and to see what other demands are on our time | Provider User - Performance Reporting | INDIGO Help Desk Operators make every effort to understand the issues faced by INDIGO users. We are continually developing the knowledge of our operators to ensure that a high level of customer service is delivered. There is no scope for INDIGO Help Desk staff to visit particular schools. However, we do understand that opportunities for school staff to contact the INDIGO Help Desk would be limited due to class timetables and many other competing factors. We will do our best to accommodate your availability. | NFA - Response Only |
| Program Administration | As a provider we don't get to see what DEEWR sees as to anything outstanding.  As an example, progress reports can hold up payment when it appears we have provided all reports and have no idea what is the issue until someone decides to tell us.  Not having access to more info on our provider screens. | Provider User - Performance Reporting | DEEWR Contract Managers are responsible for advising providers of any issues relating to their contract, and Providers are responsible for managing the contractual requirements. Queries relating to your contract should be directed to your DEEWR Contract Manager who can run reports from INDIGO to identify any compliance issues on request. | 3 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Program Administration | When problems arise, it usually stems from a lack of information about the Program itself rather than technical INDGO issues. Program owners (eg ITAS VET, BAIW etc) need to ensure that information is up to date and more readily available. Knowing WHO to contact in these cases is difficult - could there be a page on INDIGO where there is a up-to-date contact for each program area? | DEEWR User | This is essentially a matter for Program Managers. However, the INDIGO Help Desk will review its DEEWR Intranet (dnet) presence to incorporate a Program Contact list if possible. The IETA Business Process Redesign consultancy may identify better ways of providing this information. | 10 |
| INDIGO Information Sharing Practices | I would like to comment - that as I had not done the training I found the task cards hard to understand - can you include a glossary of the terms used such as Schedule, Agreement etc for those that are not so familiar with INDIGO? | DEEWR User | A glossary of terms relating to INDIGO will be published on the INDIGO Help page on the DEEWR Intranet (dnet). | 4 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Information Sharing Practices | Until I received the email regarding this survey, I was unaware that the help desk existed. | Provider User - Performance Reporting | The INDIGO Help Desk contact details and operating hours are on the INDIGO Welcome screen. The INDIGO Help Desk will improve its presence on the DEEWR website and DEEWR Intranet (dnet), to ensure that users are aware of the INDIGO Help Desk service.<br>The INDIGO Help Desk contact details are:<br>Phone: (02) 6240 8852<br>Fax:     (02) 6123 7995<br>Email:  indigohelpdesk@deewr.gov.au | 4 |
| INDIGO Information Sharing Practices | Probably for the Indigo Team to share with us the results of this survey if possible, that's all. | DEEWR User | The results of the INDIGO Help Desk Satisfaction Survey will be published on the DEEWR website and the DEEWR Intranet (dnet). | 4 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| IYMP | I think the Help Desk Gurus do their best with a difficult data base.Get Indigo sorted out properly and there will be less need to rely on the INDIGO Help Desk.The glitches in the system are extremely frustrating, at the start of the contract I had people actually disappear off the data base, and when dealing with numerous people it is not reasonable to be expected to do a virtual roll call everytime I access the data base.This has not happened for some time, but when the whole system went down for weeks, the backlog became unmanageable and I am still struggling to bring it up to date. | Provider User - IYMP | The requirements in the IYMP Module of INDIGO were set by the IYMP Team prior to the program being operational, so contracted providers were not able to influence its design. However, the IYMP Team and the INDIGO Help Desk welcome specific feedback on any aspect of INDIGO that is not meeting Provider needs for further analysis. Please contact the INDIGO Help Desk if you can not view expected data. An INDIGO overview session will be run at the upcoming IYMP Provider forum (Adelaide, 19-21 October 2010) to ensure Providers are aware of how to best use INDIGO. | 5 |
| IYMP | At present we cannot enter testing and assessment dates retrospectively and have to wait for someone to place the dates in for us which usually has considerable delays. | Provider User - IYMP | The INDIGO IYMP module was designed to be used for "real time" data entry by Providers. Testing and Assessment activities **must** be entered into INDIGO and **all** individuals who are attending that activity must have that information entered into their record **before** the Testing and Assessment activity takes place. If this does not happen, the IYMP Team in DEEWR National Office has to enter the details which may cause delays. | 5 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| IYMP | Help Desk is fine its INDIGO thats the problem....too many mandatory fields | Provider User - IYMP | The requirements in the IYMP Module of INDIGO have been set by the IYMP Team. The IYMP Module is designed to record all relevant information relating to an individual's journey in the IYMP. However, the IYMP Team and the INDIGO Help Desk welcome specific feedback on any aspect of INDIGO that is not meeting Provider needs for further analysis. | 5 |
| INDIGO Help Desk Operating Hours | Stagger the start and finish times to cover luch breaks and the end of day shut down period. | DEEWR User | The INDIGO Help Desk operating hours will be reviewed in line with INDIGO Business Support Team resources. | 7 |
| INDIGO Help Desk Operating Hours | Open during lunch | Provider User - IYLP | The INDIGO Help Desk operating hours will be reviewed in line with INDIGO Business Support Team resources. | 7 |
| INDIGO Help Desk Operating Hours | extended availability | Provider User - Performance Reporting | The INDIGO Help Desk operating hours will be reviewed in line with INDIGO Business Support Team resources. | 7 |
| INDIGO Help Desk Operating Hours | Being available to answer queries at all times. | Provider User - Performance Reporting | The INDIGO Help Desk operating hours will be reviewed in line with INDIGO Business Support Team resources. *Please note: due to changes in staff resources there is only one full-time Help Desk Operator (supported by others on a part time basis) available on the INDIGO Help Desk to field enquiries.* | 7 |
| INDIGO Help Desk Operating Hours | Times available for assistance. This can be awkward with the two time difference, and three hours in summer. | Provider User - Performance Reporting | The INDIGO Help Desk operating hours will be reviewed in line with INDIGO Business Support Team resources. In acknowledgement of time differences, especially in summer, emails and messages left after INDIGO Help Desk hours by WA users will be given priority the next morning to ensure that all users receive a response within one business day wherever possible. | 7 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Passwords | The passwords need to be active for the whole year. | Provider User - Performance Reporting | The INDIGO Help Desk will review the current timeframe for password expiry and extend to 12 months if possible. | 8 |
| INDIGO Passwords | I am sometimes frustrated with having to keep changing my password. | Provider User - Performance Reporting | The INDIGO Help Desk will review the current timeframe for password expiry and extend to 12 months if possible. | 8 |
| INDIGO Passwords | Passwords seem to expire quickly when you are not using it every day. | Provider User - Performance Reporting | The INDIGO Help Desk will review the current timeframe for password expiry and extend to 12 months if possible. | 8 |
| INDIGO Passwords | When resetting the password, please allow a new Email address to be provided so I don't have to go home and then back to work to access the new password. Apart from that, all good. | Provider User - IYMP | Due to security restrictions we are unable to allow users to enter an alternative email address to that which is recorded on INDIGO for the corresponding Logon ID.<br>Should you be unable to access your email account, please phone the INDIGO Help Desk to issue you a new password once your identity is verified (stating your Logon ID and current email address). | 9 |
| Staff Resources | At certain time of year (end of year or beginning) when busier it would be ideal if easier accessable. eg. more staff | Provider User - Performance Reporting | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | Having someone on the helpdesk at all times. | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | It would appear that the current staffing levels do not have much allowance for illness or leave. | Provider User - Performance Reporting | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | Maybe more staff for quicker response time - however usually not a problem | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | access when needed | Provider User - Performance Reporting | The INDIGO Help Desk assigns top priority (for immediate response) to enquiries about access/log in issues. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | being more contactable by telephone | Provider User - Performance Reporting | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | More staff available to answer phone calls. | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | More people on the help desk to answer calls | Provider User - Performance Reporting | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | A couple of APS4s on the help desk | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | More people on the help desk - when we ring we always get the voice mail | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | More INDIGO support staff to help | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | I'd prefer to speak with someone, however it seems easier to email the query. Whilst an automated reply email is appreciated I'd much rather a quick response. Which is more than often recieved.<br><br>I'd like to thank the help desk staff for their assistance and time.  It is greatly appreciated. | DEEWR User | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | If all staff are attending training, someone should still be answering calls from providers promptly. | Provider User - Performance Reporting | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>Where calls cannot be answered and a voicemail message is left, the INDIGO Help Desk will respond to these as soon as possible as we understand that urgent enquiries are generally logged via a phone call. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | I would like them to be more available for telephone queries. Quite often I have to email when I would like my problem to be resolved straight away. | DEEWR User | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| Staff Resources | Deal with issues over the phone more promptly - that is have more staff avavailbe for phone calls | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | Keep up the human contact. | Provider User - Performance Reporting | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| Staff Resources | Ensure that people are there to answer calls (users tend not to call if they don't want an immediate solution to their dilemma); refresh answering message to accurately reflect availability eg. if short on because of staff absence then maybe the message should be along the lines of "experiencing high traffic in queries, please leave details . . . . ".  Service is generally very good and staff are very good (there is a long history of really good staffing on this help desk, it would be nice if someone recognised this and gave at least one more ASL for it - wistful thinking perhaps??). | DEEWR User | Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. None-the-less, we have introduced a new phone system to increase the number of calls we can answer, and completion of current recruitment action will provide additional support.<br>The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day. However, this is not always possible. Where response times are likely to be longer (e.g. due to staff absences), a notice will be posted on the INDIGO Welcome screen. The timeframe for resolving queries varies based on the complexity. | 11 |
| INDIGO System | Improve the website for access, ability to save and restart / revisit at previous exit point | Provider User - Performance Reporting | This would require a significant change to the system which is not currently supported by the INDIGO Business Support Team (IBST) given our limited staff and budget resources. | NFA - Response Only |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO System | The reporting tool sometimes does very stupid things - like saying the data entered is corrupt and you loose all data in that field. Supposedly it cannot happen! | Provider User - Performance Reporting | The INDIGO system does not handle special characters (e.g. hidden formatting characters related to bullet points) inadvertently copied and pasted from word processing applications such as Microsoft Word. To avoid getting these "data corrupted" errors, please use a plain text editor for copying and pasting into INDIGO. Any errors with the Performance Reporting module should be reported to the INDIGO Help Desk for further investigation. Further advice on Performance Reporting will be made available for Provider Users (Performance Reporting) on the DEEWR website and DEEWR Intranet (dnet). | 4 |
| INDIGO System | An independent review of INDIGO. I don't beleive that it is a functional system. Any profit driven organisation would have fixed or dumped the program years ago. I would get a communication expert to review the HELP DESK function. Centrelink and the private sector i.e bank have good people. | DEEWR User | DEEWR's internal business processes for administering the Indigenous Education (Targeted Assistance) Act are being reviewed to produce a new Policy and Procedures Manual. This will then drive any necessary changes to INDIGO.<br><br>The INDIGO Business Support Team continually strives to improve the functionality of the INDIGO system for INDIGO users and the service provided through the INDIGO Help Desk. Any specific system issues should be raised with the INDIGO Help Desk for further evaluation. Any specific communication issues can be raised with the Director, INDIGO Business Support Team. | NFA - Response Only |
| INDIGO System | i would say improve indigo rather than the help desk! | DEEWR User | The INDIGO Business Support Team continually strives to improve the functionality of the INDIGO system for INDIGO users. Any specific system issues should be raised to the INDIGO Help Desk for further evaluation. | NFA - Response Only |
| INDIGO System | create a less complicated system. | DEEWR User | The INDIGO Business Support Team continually strives to improve the functionality of the INDIGO system for INDIGO users. Any specific system issues should be raised to the INDIGO Help Desk for further evaluation. | NFA - Response Only |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO System | The Work Trays needs to reflect our individual workload and team structure and regions (different teams cover different programs). | DEEWR User | The INDIGO Business Support Team is aware that some work regions in INDIGO require review. DEEWR users are asked to contact the INDIGO Help Desk to discuss in further detail the required changes for their affected work regions. | 13 |
| INDIGO Training / User Documentation | Staff training in the above, and more knowledge of INDIGO staff about the what the system is for. | DEEWR User | The INDIGO Business Support Team is continually developing their Help Desk Operators' knowledge through on the job training and Team Workshops. Task Cards are available on the DEEWR Intranet (dnet) to assist users when performing actions in INDIGO. Users are encouraged to contact the Help Desk for any additional assistance. | 12 |
| INDIGO Training / User Documentation | Have some really hands on experts on all the time that can tlak you through stuff, as well as breaking down the task cards. | DEEWR User | The INDIGO Business Support Team is continually developing their Help Desk Operators' knowledge through on the job training and Team Workshops. Task Cards are available on the DEEWR Intranet (dnet) to assist users when performing actions in INDIGO. Users are encouraged to contact the Help Desk for any additional assistance. | 12 |
| INDIGO Training / User Documentation | It seemed like the IHD were not staffed sufficiently to provide training before the issues were met.  I.e. they need to be better staffed to be preemtptive, rather than just responsive | DEEWR User | We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there is only one full-time Help Desk Operator, with support provided by other team members on a part time basis. It is anticipated that current recruitment action will add additional support to the INDIGO Help Desk. | 12 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Training / User Documentation | I think the help desk provides a good service - but I think it should continue to understand that some people who need to use the on-line reporting service do not always have good computer skills and do need help. | Provider User - Performance Reporting | INDIGO Help Desk Operators make every effort to understand the issues faced by INDIGO users. We are continually developing the knowledge of our operators to ensure that a high level of customer service is delivered. We also endeavour to explore a variety of avenues for delivering INDIGO Help Desk support (e.g. via phone, emails containing step-by-step guides, etc). | 12 |
| INDIGO Training / User Documentation | Clearer processes and a INDIGO User manual. More training face to face for providers and DEEWR staff. | DEEWR User | The INDIGO Help Desk staff intend to continue providing face-to-face training and training resources to INDIGO users following from the IETA Business Process Redesign Consultancy and in line with relevant program area training strategies. Training resources for DEEWR users will be published on the DEEWR Intranet (dnet) and will include documents that can be distributed to external INDIGO users. | 12 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Training / User Documentation | Face to Face training session with staff in Regional/State offices to ensure ALL staff are able to have an understanding of INDIGO requirements and in particular the "structure" of how INDIGO works. IE. previously INDIGO would not allow same provider to have seperate Agreement/Schedule within same program element - which is fine by me but collegues in another regional office use the same provider and want to seperate Agreements for their sites. | DEEWR User | The INDIGO Help Desk staff intend to continue providing face-to-face training and training resources to INDIGO users following from the IETA Business Process Redesign Consultancy and in line with relevant program area training strategies. Training resources for DEEWR users will be published on the DEEWR Intranet (dnet) and will include documents that can be distributed to external INDIGO users.

Regarding a provider having multiple schedules for the same program element: Program Elements have a number of configuration settings in INDIGO, one of which allows/prevents users to create multiple concurrent schedules i.e. more than one schedule for a provider for the same program element and date range. For example, a provider cannot have multiple concurrent SRA Schedules (so they cannot be paid twice for the same enrolments) but can have concurrent PaCE projects (likely to be in different locations).

When a DEEWR Officer creates a Schedule and/or Initiative, they must choose the Work Tray from which the contract will be managed. It is through this that state network staff are able to separate projects out between offices without creating multiple Agreements. | 12 |
| INDIGO Training / User Documentation | More training!!! | Provider User - IYLP | The INDIGO Help Desk staff intend to continue providing face-to-face training and training resources to INDIGO users following from the IETA Business Process Redesign Consultancy and in line with relevant program area training strategies. Training resources for DEEWR users will be published on the DEEWR Intranet (dnet) and will include documents that can be distributed to external INDIGO users. | 12 |

| Suggestion Category | Suggestion | User Type | Response | Action Item No. |
|---|---|---|---|---|
| INDIGO Training / User Documentation | Using Skype.<br><br>More training, I really enjoyed the training by Miranda and Holly and are currently putting this into practice. | DEEWR User | Unfortunately, Skype is not standard departmental software so we cannot implement this suggestion, but we will investigate the feasibility of using Skype and other web-conferencing options including "LiveMeet" in future. The INDIGO Help Desk staff intend to continue providing face-to-face training and training resources to INDIGO users following from the IETA Business Process Redesign Consultancy and in line with relevant program area training strategies. Training resources for DEEWR users will be published on the DEEWR Intranet (dnet) and will include documents that can be distributed to external INDIGO users. | 12 |
| INDIGO Training / User Documentation | maybe to issue an email with a checklist in May and November of each year about:<br><br>How to add schedules in Jan/Feb;<br><br>How to create contracts in May;<br><br>How to finalise and close initiatives in November.<br><br>Structure the checklist reminders around the most enquiries or the most worked on actions in INDIGO. | DEEWR User | There are over 40 program elements managed through INDIGO. Each program element has a different contract management practice and/or pattern of events. This makes it difficult to tailor a checklist for DEEWR users covering the requirements for all program elements. However, to help support the ongoing contract management activities for all program elements the INDIGO Help Desk has published a number of Task Cards on the DEEWR Intranet (dnet) which provide a step-by-step guide on how to perform an array of functions in INDIGO. This "checklist" suggestion can be implemented by Program Managers or Contract Managers. Program Managers can provide advice or reminders to Contract Managers pertinent to the standard contract management practice of their program element. The INDIGO Business Support Team can assist Program Managers to include relevant INDIGO reference materials. | 12 |