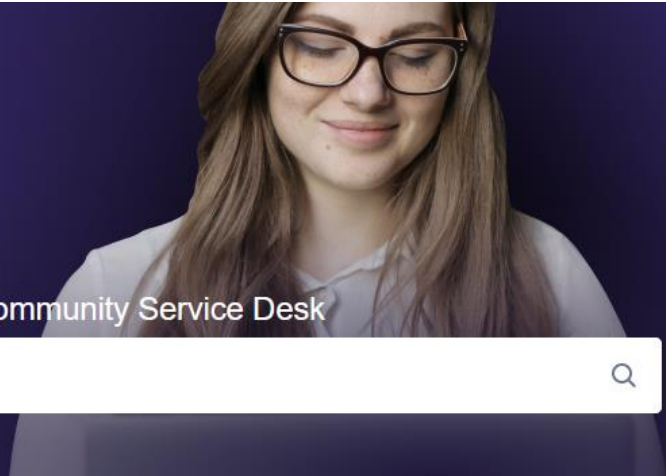




How we'll better support network users in the future?

Paul Leys – Ghent University





Welcome to the ESCI Community Service Desk

Find help and services



Contact us about

Student Issues

Request information or guidance, Fix an account/login issue, Report a technical problem



Non-student Issues

Report a technical problem, Request information or guidance, Fix an account/login problem, Request a new account, Suggest a change or improvement



Suggested forms




Request information or guidance in ESCI Community Service Desk
Want help and guidance for using our services? Send us your request.




Report a technical problem in ESCI Community Service Desk
Get assistance for IT problems and issues you are facing




Report a technical problem in ESCI Community Service Desk
Get assistance for IT problems and technical questions.



Do you require help or technical assistance?
[Contact the ESCI Service Desk](#)



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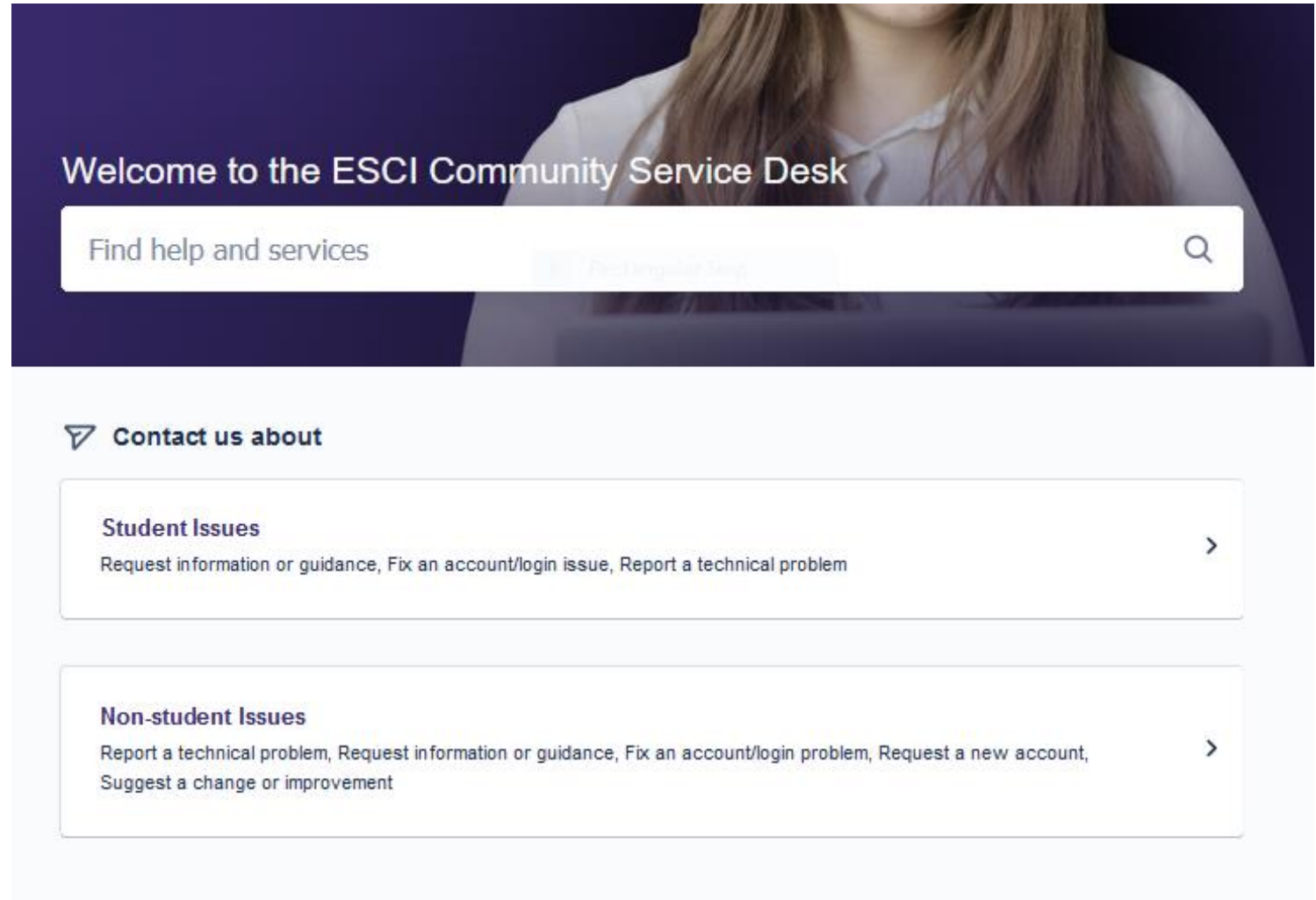
Do you require help or technical assistance?
[Contact the ESCI Service Desk](#)





ESCI Community Service Desk

Support for variety of initiatives under one roof





ESCI Community Service Desk

Integration of different levels of support

- Handles first line of support requests directly
- Involves the teams in charge of operating the infrastructure for second line requests
- Engages the development teams for third and fourth line of requests





Initial set up (can be expanded)

- Technical problem
 - Support in interpretation of specifications & setting up local implementation
 - Bugs in Dashboard implementation & connection issues
- Information or guidance
- Account problems related to dashboard/Erasmus+ App/OLA
- Suggest change or improvement





- Limited service desk capacity vis-à-vis potential support request (5FTE, +-5.000 HEI)
- No support possible for bugs in local implementation & connection issues
 - Interoperability issues & bugs need to be addressed to own provider/team via dedicated support channels provider
- No integration with inhouse/third party support services





- Today = first step
- Better view on what's going on
- Integration of different ESCI services (Dashboard, OLA, Erasmus App, EWP, MyAcademicID)
- Integrated support levels (L1 – L2 – L3 – L4)



<http://support.erasmuswithoutpaper.eu>





- New European Student Card Initiative Portal (work in progress)
- Self-service documentation at <http://cc.erasmuswithoutpaper.eu>
- New sessions Erasmus Goes Digital webinar
- Erasmus Goes Digital presents EDSSI conference on May 18th: <https://edssi.eu/edssi-conference/>
- And there is more to come...





Paul Leys

Task lead outreach & communication



<http://support.erasmuswithoutpaper.eu>



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