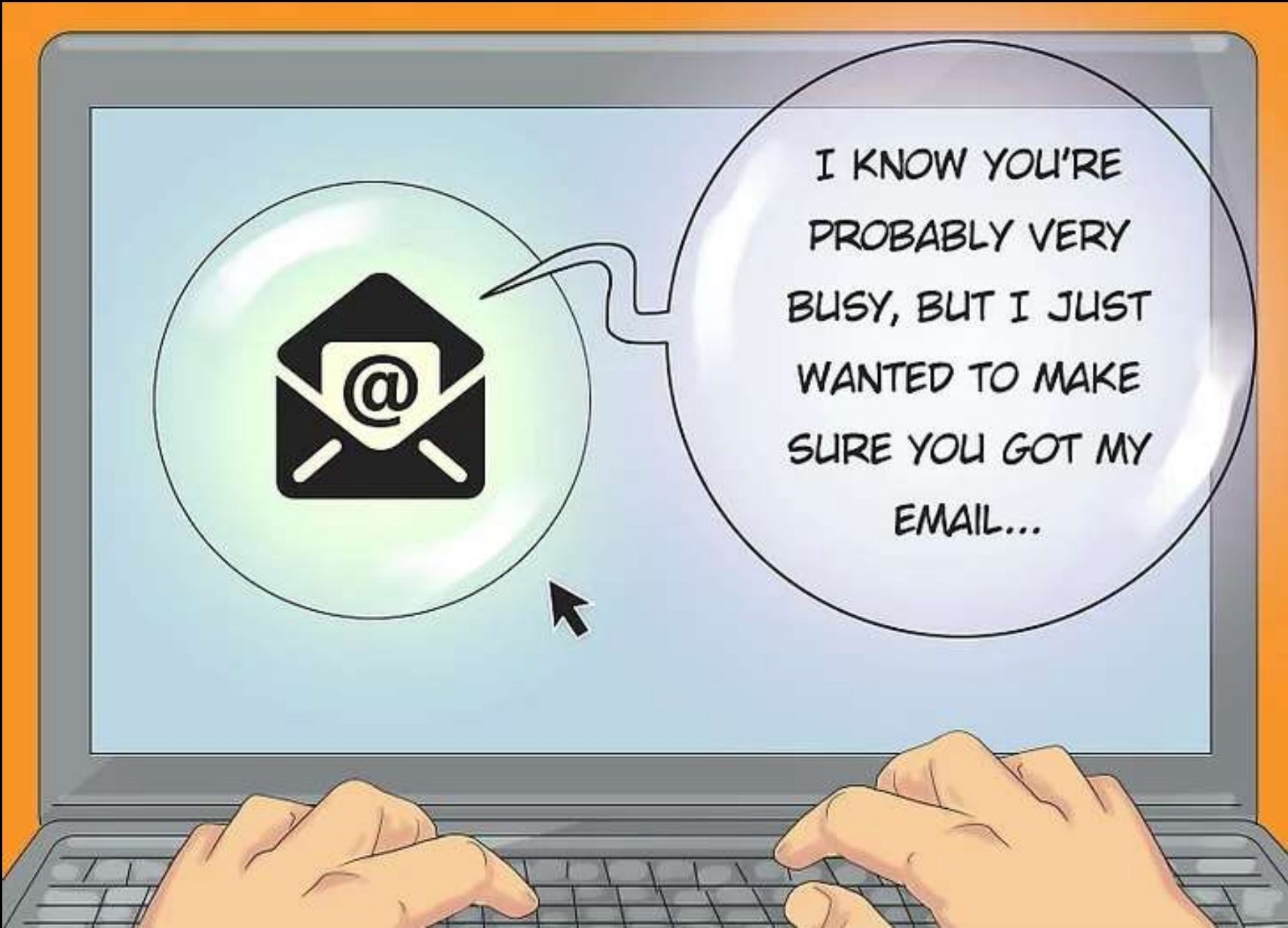


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The best people supporting the best Parliament in the world.

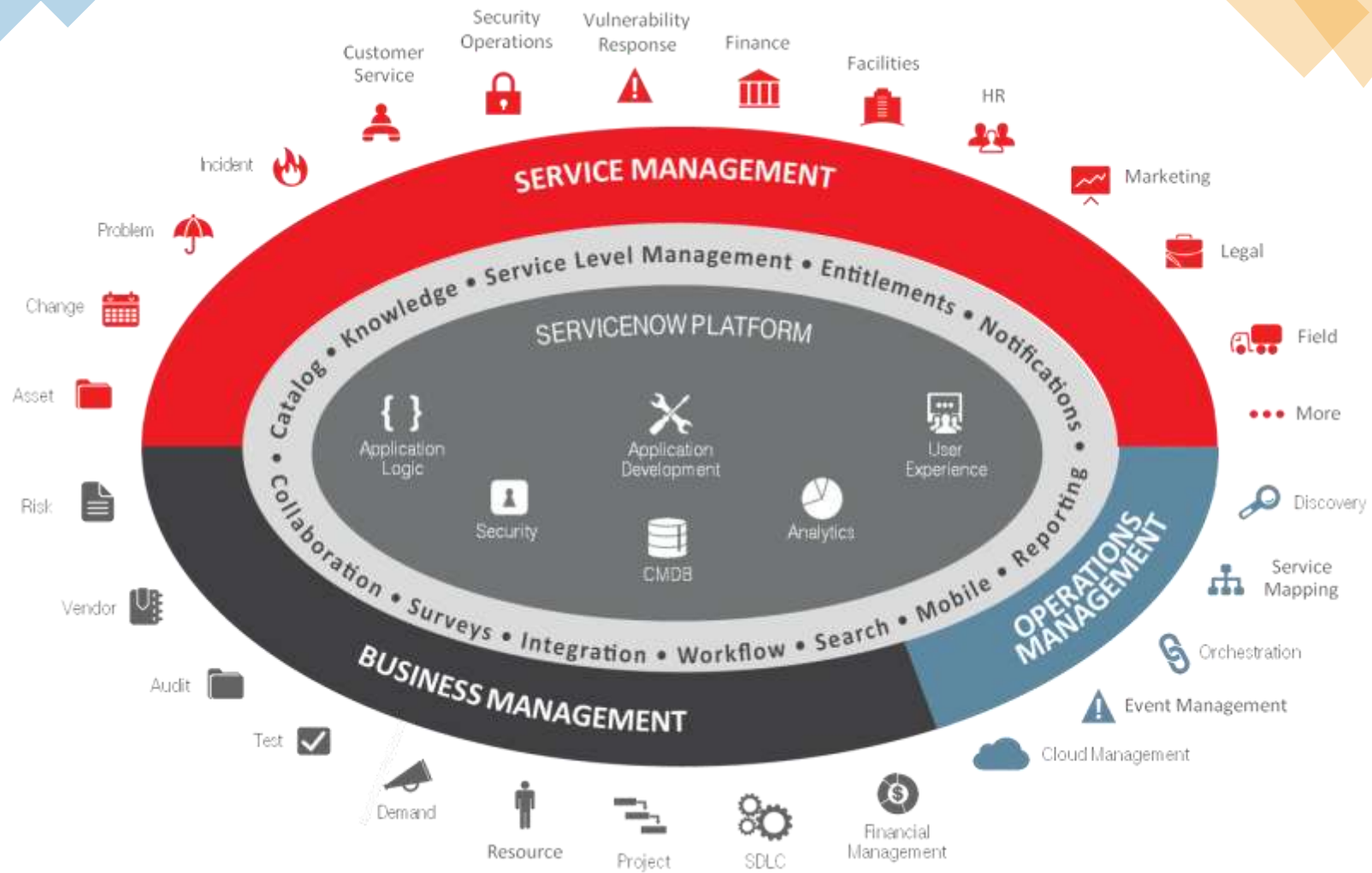






I KNOW YOU'RE
PROBABLY VERY
BUSY, BUT I JUST
WANTED TO MAKE
SURE YOU GOT MY
EMAIL...





Kia ora William, Welcome to Ātea Online



I want to ...



Recruit or offboard a team member

Start the recruitment or offboard processes for PS Corporate or Office of the Clerk team members.



Get help from Human Resources or Payroll

Need to submit an enquiry to the Human Resources, Recruitment, Organisational Development or Payroll teams?



Get in touch with the IST Service Desk

Having IT trouble or need assistance from IST? Log your request here.



Request new hardware or software

Need new hardware or software? Log your request here.



Get help from Information Management

Information Management can help with range of items including Objective, records retention & disposal and business records.



Provide feedback about Parliament

Want to provide us with feedback about any of the services you've received at Parliament? You can do it right here!



Kia ora **William,**
Welcome to Ātea Online

Search



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Home > All Catalogs

Search



Catalogs

All

Categories

Communications

Customer Centre

Feedback about services

Human Resources

Information Management Services

IST

Library and Research Services

Publicity

Staff Changes

Popular Items

Get in touch with the IST Serv...

Get in touch with the IST
Service Desk

View Details

Library and Research Enquiry

Use this form to submit a general Library
and Research request

View Details

Outlook Permissions Request

Request for Outlook
Permissions

View Details

Publicity Enquiry

Please use this form for
requesting publicity approval.

View Details

Adobe Acrobat Professional

Adobe Acrobat
Professional

View Details

Authority to Recruit

Start any of your
recruitment processes here.

View Details

Ministerial Microsoft Surface ...

Ministerial Surface Pro 71
and/or accessories

View Details

Microsoft Surface Pro 8 (basic...

Microsoft Surface Pro 8
bundle with minimal
accessories - \$2,088.05

View Details

Apple iPhone SE 5G (Bundle) ...

Apple iPhone SE 5G -
128GB - bundle price
\$1,216.16

View Details

Apple iPhone 14 Pro Max - 25...

Apple iPhone 14 Pro Max -
256GB bundle price
\$2,638.14

View Details

Apple iPhone 13 - 256GB

Apple iPhone 13 - 256GB
price \$1,882.56

View Details

Apple iPhone 14 Pro - 256GB (...)

Apple iPhone 14 Pro -
256GB bundle price
\$2,442.14

View Details



Home > All Catalogs

Search



Catalogs

All

Categories

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Adobe Acrobat
Professional

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recruitment processes here.

View Details

Ministerial Microsoft Surface ...

Ministerial Surface Pro 7+
and/or accessories

View Details

Microsoft Surface Pro 8 (basic...

Microsoft Surface Pro 8
bundle with minimal
accessories - \$2,088.05

View Details

Apple iPhone SE 5G (Bundle) ...

Apple iPhone SE 5G -
128GB - bundle price
\$1,216.16

View Details

Apple iPhone 14 Pro Max - 25...

Apple iPhone 14 Pro Max -
256GB bundle price
\$2,638.14

View Details

Apple iPhone 13 - 256GB

Apple iPhone 13 - 256GB
price \$1,882.56

View Details

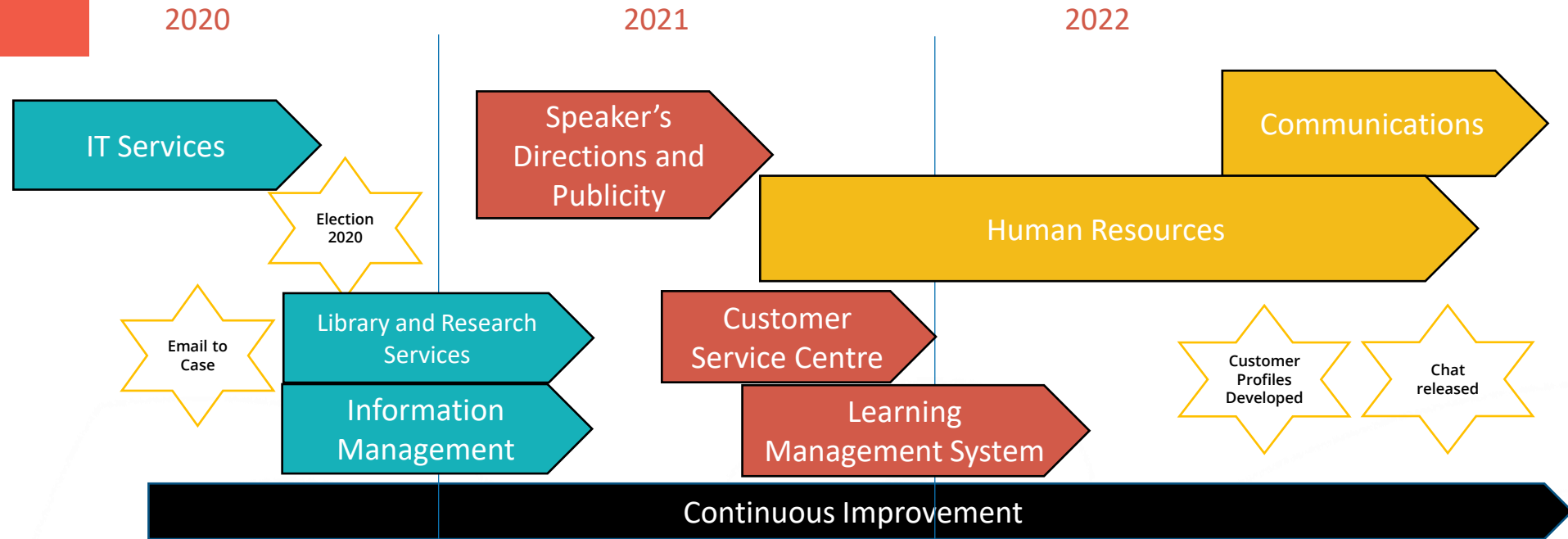
Apple iPhone 14 Pro - 256GB (...)

Apple iPhone 14 Pro -
256GB bundle price
\$2,442.14

View Details



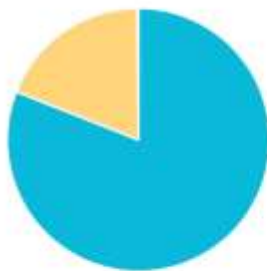
Our ServiceNow journey



Open cases > 1 week

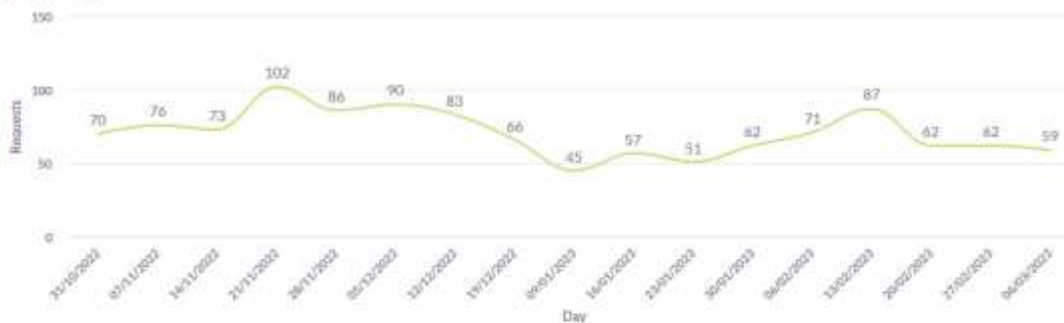
8

Source

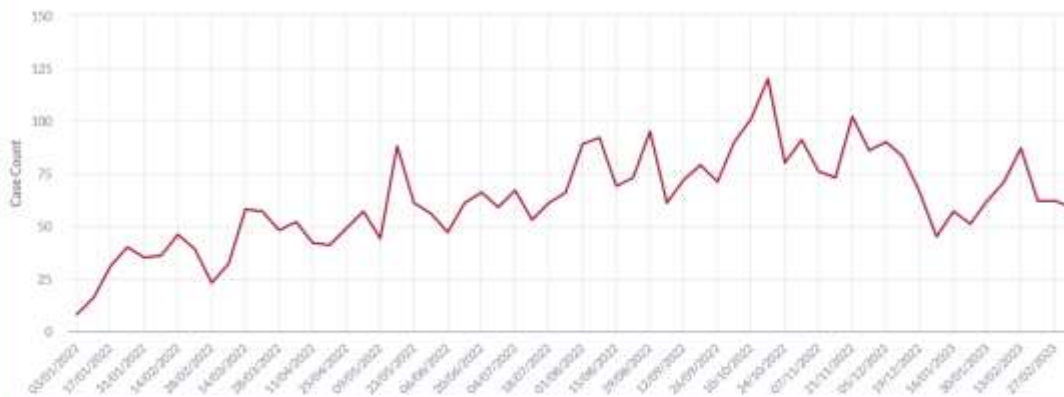


Email = 4,324 (80.97%)
Self Service = 1,007 (18.86%)
Other = 2 (0.04%)
Virtual Agent = 1 (0.02%)
Phone = 3 (0.06%)
Empty = 3 (0.06%)

Weekly publicity



Long-Term Worm (Requests per week from December 1)





My Content

[View Catalog](#)

All Required Bookmarks



Diversity Sessions: Are y...
General

51 Minutes



Finance - Introduction f...
Finance

38 Minutes



Conducting a Successfu...
HR



Health Safety & Wellbel...
Health Safety & Wellbeing

2 Hours



Health Safety & Wellbel...
Health Safety & Wellbeing

2 Hours



Cyber Security Awarene...
IDT

1 Hours 25 Minutes

News

New Courses Available -
Unconscious Bias Training

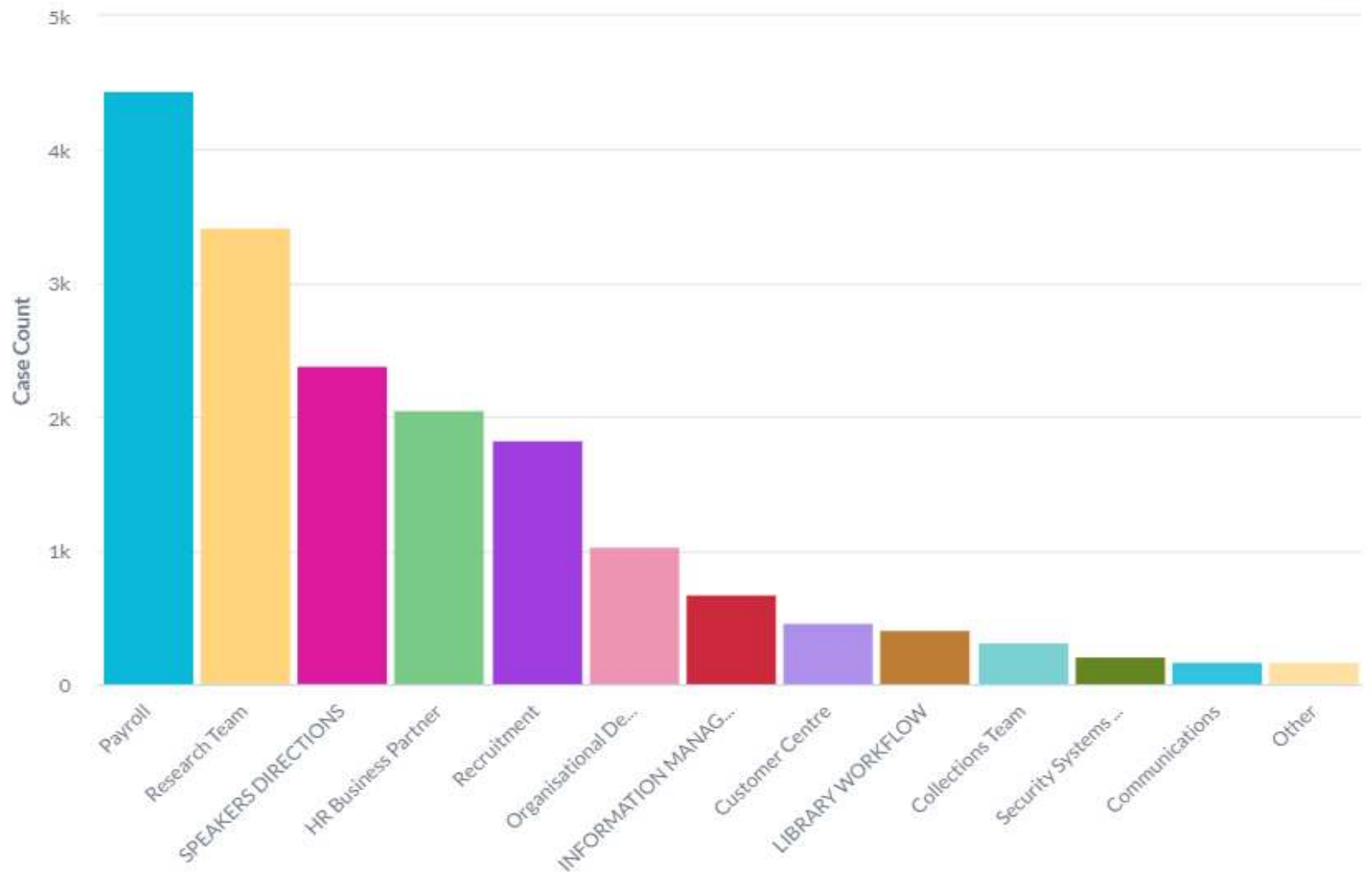
Leading Learners

- Natasha R.
31 Completed
- Benjamin C.
19 Completed
- Steven B.
19 Completed
- Margaret S.
17 Completed
- Helen G.
16 Completed

Training Roles



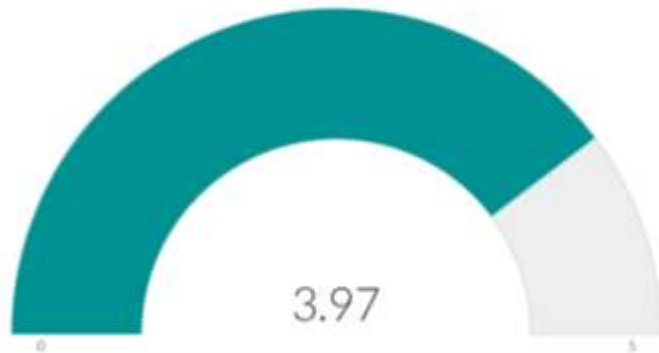
You do not have any training roles



ELT - Avg Resolution Time - previous 6 months



ITSM Customer Survey - Overall This Quarter



ITSM Customer Survey - Overall Last 30 Days



All > Created on Last 30 days > Metric = Personalised service - Overall

Instance	Source	Category	Metric	Assigned to	Actual value
AINST0034733	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Paul Bellamy	5
AINST0034870	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Alice Taylor	5
AINST0034245	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Stiffany Adanza	5
AINST0035197	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Michelle Pleydell	1
AINST0034231	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Jo Harris	5
AINST0034665	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Daniela Maoate-Cox	5
AINST0034265	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Erma Dangerfield	5
AINST0034911	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Hennie Muller	4
AINST0034945	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Tara Doak	5
AINST0034844	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Pat Turnidge	5
AINST0034938	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Dinah Okeby	2
AINST0033848	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Steve Streefkerk	4
AINST0035128	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Deb Thornton	5
AINST0034121	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Annette Richards	3
AINST0034350	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Erin Grace	1
AINST0034331	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Kate Chen	5
AINST0033422	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Fergus Broom	1
AINST0035138	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Bridie Hood	5
AINST0034881	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Winnie Nadi	4
AINST0034666	Assessment Metric Type: (RM) Customer Satisfaction Survey for incident.	(RM) Customer Satisfaction Survey for in..	Personalised service - Overall	Roland Todd	5

What we learned

- Be clear on what you want to achieve
- Focus on your champions
- Keep it as simple as possible
- Find a skilled partner (supplier)
- Get something simple up fast



