



How we'll better support all EWP users in the future

ESCI Community Service Desk

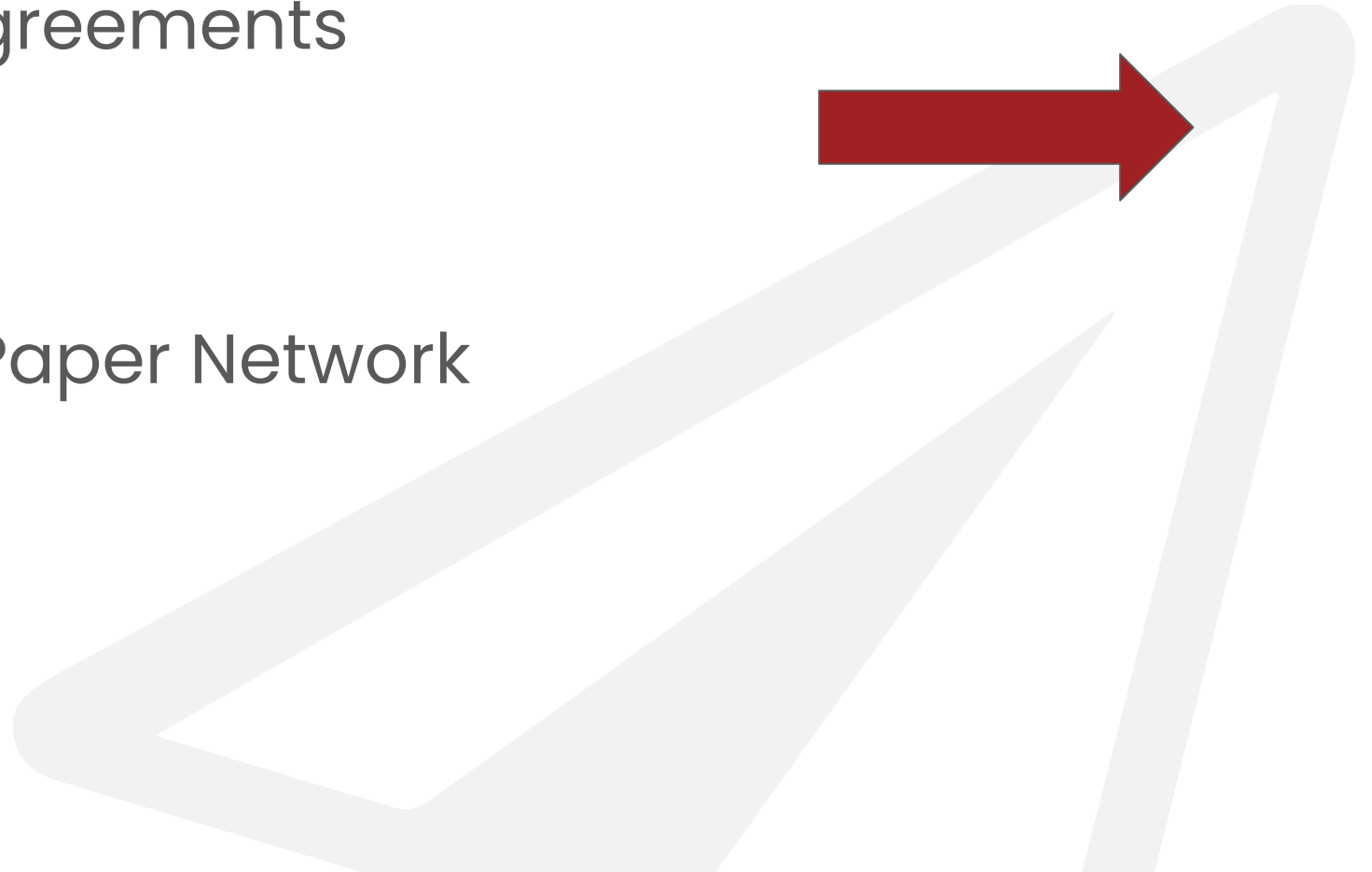
Michalis Zannetos | Angeliki Agorogianni





- Dashboard
- Online Learning Agreements
- Erasmus+App
- Erasmus Without Paper Network

..... simply



Erasmus Dashboard

Erasmus Dashboard is a tool designed to support HEIs with the administration of mobility. It allows you to manage incoming and outgoing students, sign and review their Online Learning Agreements as well as communicate with students and partner institutions.

Less paper. Less time wasted.
And this is just the beginning!

*To get login credentials, please register and wait for account validation notification from the European University Foundation

Login

Registration



Less paper. Less time wasted.



learning-agreement.eu

**ERASMUS
DASHBOARD**

EUF EUROPEAN UNIVERSITY FOUNDATION | **IESN** INTERNATIONAL EXCHANGE STUDENT NETWORK | **uni.lu** UNIVERSITÉ DU LUXEMBOURG | **Universidad de Alcalá**

Utrecht University | **Erasmus** ERASMUS UNIVERSITEIT ROTTERDAM | **PANTHÉON SORBONNE** UNIVERSITÉ PARIS 1

Philipps Universität Marburg | **universität wien** | **Co-funded by the Erasmus+ Programme of the European Union**

dashboard@uni-foundation.eu
FAQs



Online Learning Agreement

Prepare your Learning Agreement **online within a few steps** and share it with both home and host universities.

This platform has been developed by the Aristotle University of Thessaloniki, the European University Foundation and the Erasmus Student Network for the 21st century mobile student.

LOGIN TO ACCESS YOUR LEARNING AGREEMENT





Navigation bar with icons: e+, profile, help, notifications, heart, mail. Right side: Share +

Erasmus+ Journey | Before application | Login to continue your Erasmus+ journey

Before application

Map Filters



Launch of the Erasmus+ App tips competition

151



Erasmus+ at your Fingertips!

General

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About the App and its content

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The Erasmus+ Programme

General

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Living costs

B Bohumil Hora shared a Tip yesterday



T Theodoros Parisis shared a Tip yesterday

Paranoia Beach Bar

Food & Drinks

X Xanthippi Papadimitriou shared a Tip yesterday

Café "Little Frida"

Food & Drinks

2

K Kristian Mitrov shared a Tip





The Erasmus Without Paper project plays a central role in the European Commission's **European Student Card Initiative**, a key initiative of the **European Education Area**. As part of this initiative, the Commission has announced that all higher education institutions participating in the Erasmus+ programme will gradually have to start using the Erasmus Without Paper Network/Dashboard to exchange student mobility data with other higher education institutions participating in the new programme.


For more information on how your institution can connect to and use Erasmus Without Paper to manage student mobility, please visit the **Erasmus Without Paper Competence Centre**. Note that the Competence Centre has practical and technical information, guidelines and video tutorials to support your institution, whether you are just getting started or are already using Erasmus Without Paper to manage your student mobility.

[Competence Centre](#)

On the **12th and 13th of December 2018** the Erasmus Without Paper (EWP) network was successfully presented during the Launch Conference in Ghent. Below you can find presentations, recording of both conference days and pictures of the event

[Launch Conference Documents and Videos](#)

Tweets by [@erasmuswp](#)

 **ErasmusWithoutPaper**
@erasmuswp
📢 There are still some available places at the Erasmus Goes Digital webinars!
#erasmusgoesdigital
Register now and join us on 📅 6 April:
▶ wiki.uni-foundation.eu/display/EWP/Er...





How to get started with MyAcademicID?

Here is a quick summary of the key points about deliverables and outcomes of the project.

[READ MORE](#)

MyAcademicID was funded by the Connecting Europe Facility programme in 2019-2020 in the context of the [European Student Card initiative](#) and delivered on the core promise to enable students to authenticate for their studies abroad using their home student account thanks to [eduGAIN](#), connect their academic identities with their identities as natural persons thanks to the bridge with [eIDAS](#) national nodes and enable the once-only principle by introducing the [European Student Identifier](#).

The project resulted in the creation of an [identity and access management platform](#) combining both eIDAS and eduGAIN for the authentication on e-services related to the Erasmus+ programme (such as [Erasmus+ App](#) or the [Online Learning Agreement](#)).

The impact of the implementation of the platform on e-services related to Erasmus+ combined with release of the European Student Identifier via eduGAIN and [Erasmus Without Paper](#) will considerably reduce the administrative workload on staff and students.

The project results will be further developed by the consortium partners of the European Digital Student Service Infrastructure project and higher education institutions are invited to start implementing first results (LINK SECTION BELOW) in the context of the European Student Card initiative.



Follow the sign to the ESCI Community Service Desk



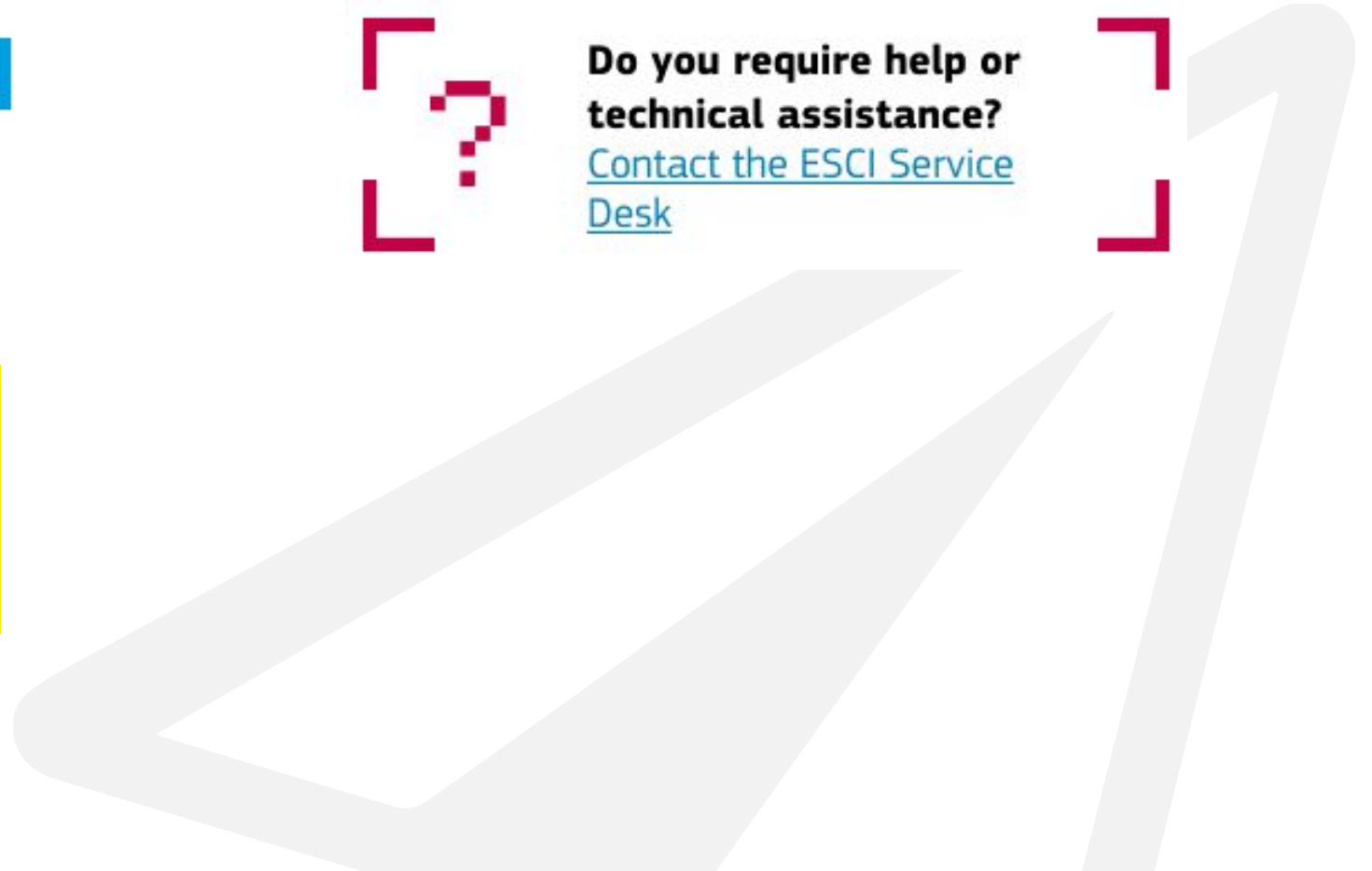
Do you require help or technical assistance?
[Contact the ESCI Service Desk](#)



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



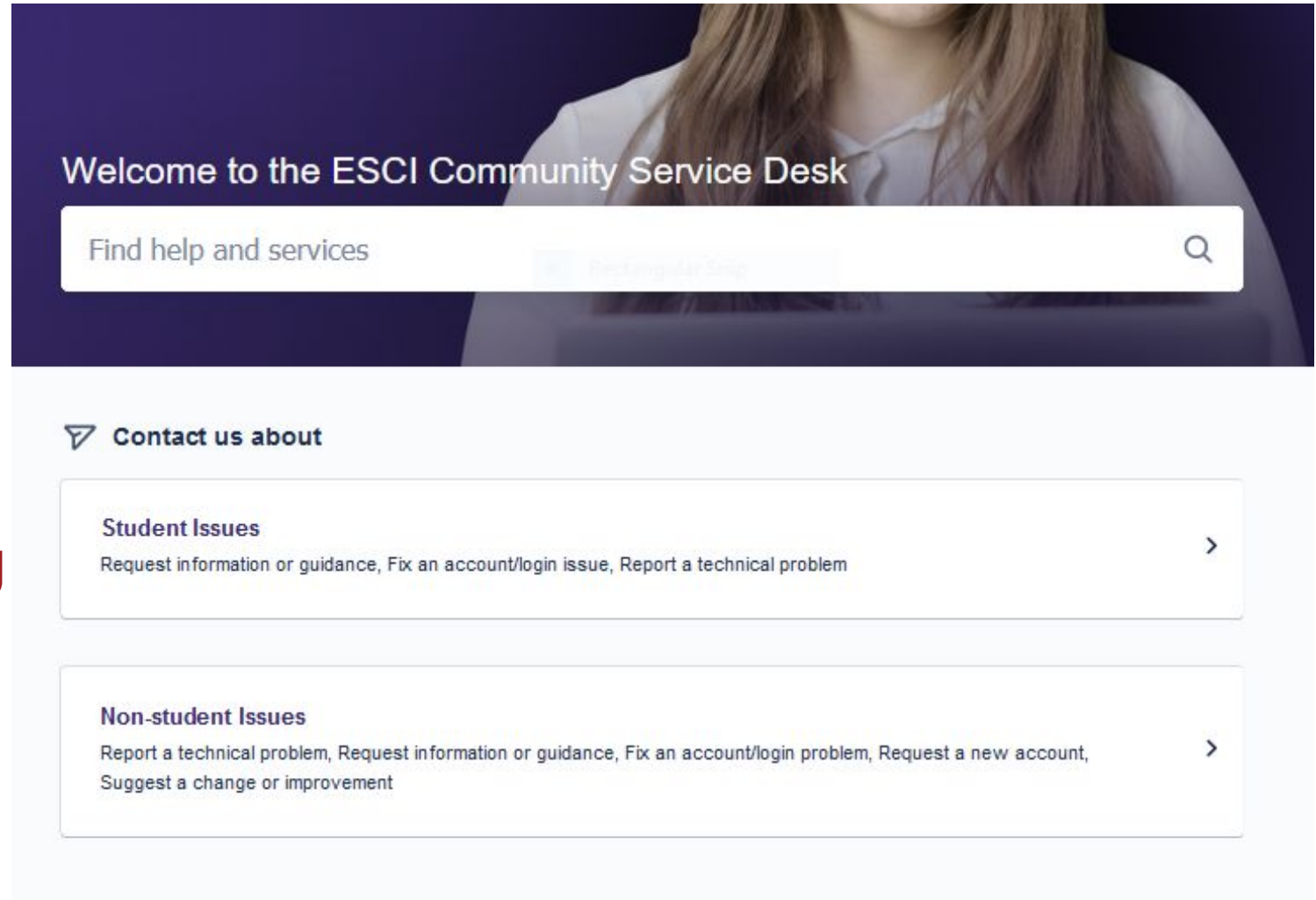
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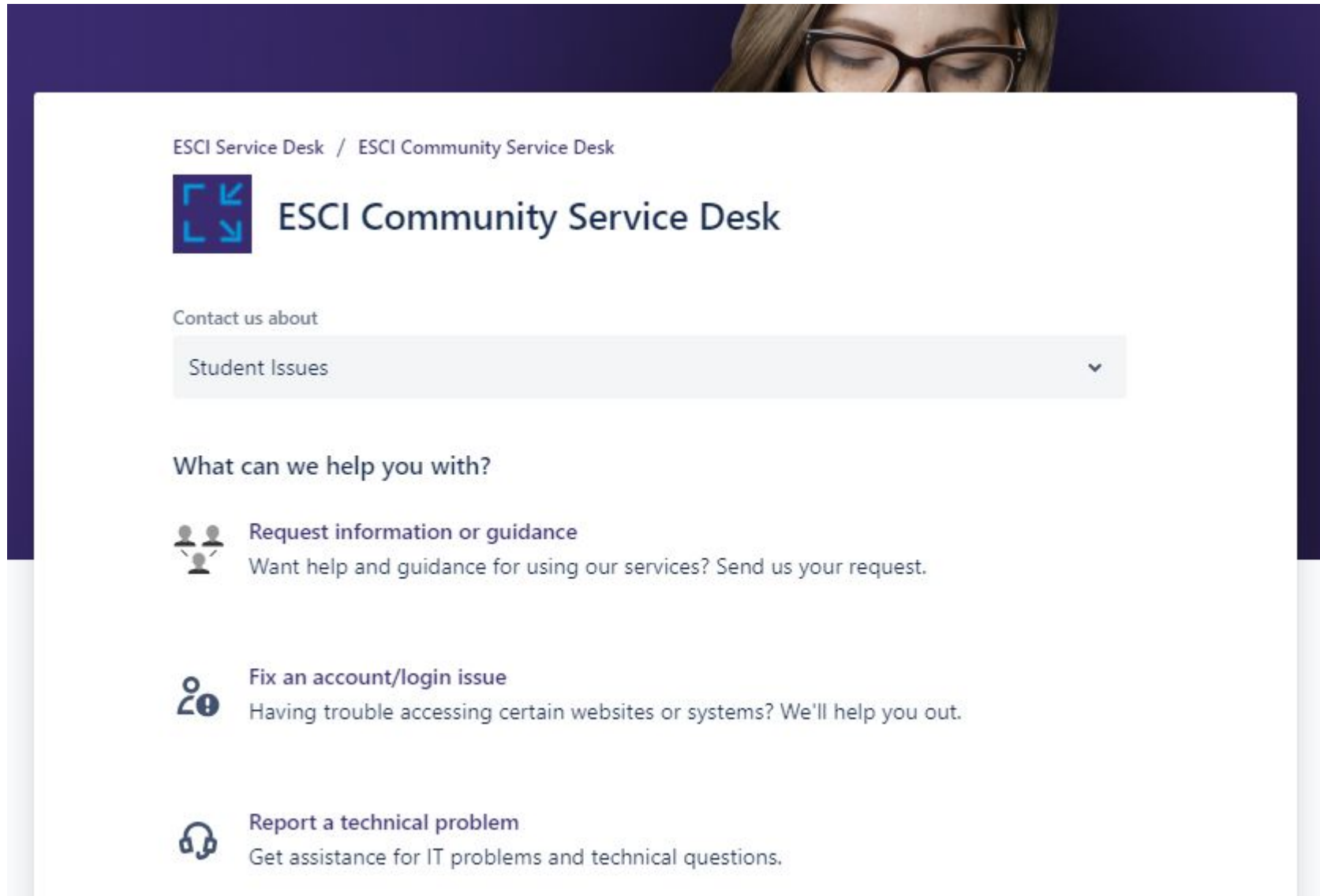





ESCI Community Service Desk

Student and Non-student issues categorized and prioritized depending on user's role and issue type








ESCI Service Desk / ESCI Community Service Desk

 ESCI Community Service Desk

Contact us about

Student Issues

What can we help you with?

-  **Request information or guidance**
Want help and guidance for using our services? Send us your request.
-  **Fix an account/login issue**
Having trouble accessing certain websites or systems? We'll help you out.
-  **Report a technical problem**
Get assistance for IT problems and technical questions.



Email confirmation to *

Summary *

Select a service *

- Erasmus+ App
- Online Learning Agreements
- MyAcademicId
- Other

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send

Cancel



Structured requests (initial setup, expandable)



Student issues	Non- Student issues
Request information or guidance	Request information or guidance
Fix an account/login issue	Fix an account/login problem
Report a technical problem	Report a technical problem
	Request a new account
	Suggest a change or improvement





 **ESCI SERVICE DESK**

ESCI Service Desk / ESCI Community Service Desk



ESCI Community Service Desk

Contact us about

Non-student Issues

What can we help you with?



Report a technical problem

Get assistance for IT problems and issues you are facing



Request information or guidance

Want help and guidance for using our services? Send us your request.



Fix an account/login problem

Having trouble accessing one of our systems? We'll help you out.



Request a new account

Request a new account for an ESCI system such as the Dashboard.



Suggest a change or improvement

For example a new feature in one of our systems.



Email confirmation to *

Summary *

ESCI Service *

Erasmus+ App ✕ ▾

- EWP Network
- Dashboard
- Erasmus+ App**
- Other

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse





Email confirmation to *

Summary *

ESCI Service *

EWP Network

Priority *

Medium

- Network Operation
- API Specifications
- Other

Description *

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse



Email confirmation to*

Summary*

ESCI Service*

Dashboard |

Priority*

Medium

- Interinstitutional Agreements
- Learning Agreements
- Nominations
- Other

Description*

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse



Email confirmation to *

Summary *

ESCI Service *

Erasmus+ App

Priority *

Medium

- Highest
- High
- Medium
- Low
- Lowest

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse



Email confirmation to *

Summary *

ESCI Service *

Erasmus+ App ✕ ▼ ▼

Priority *

Medium ✕ ▼

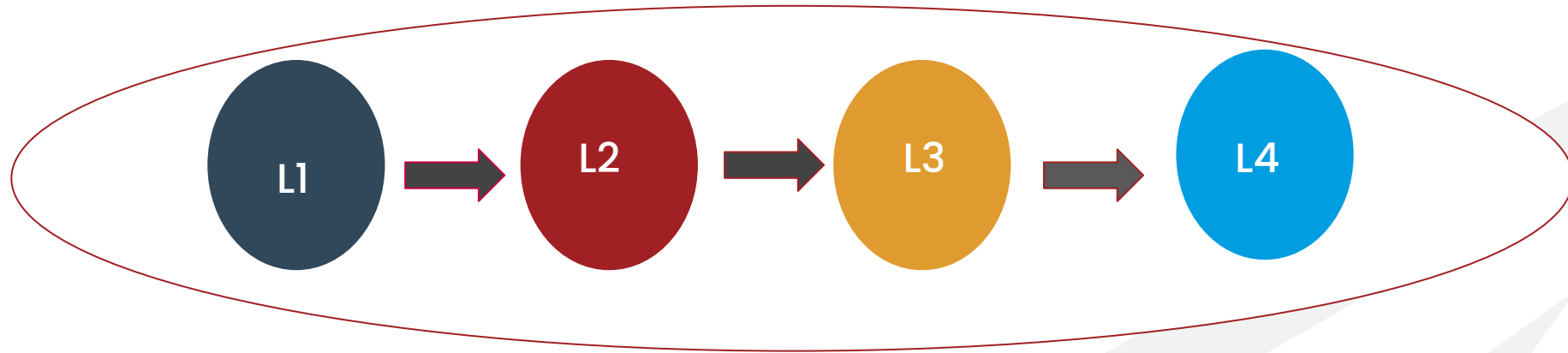
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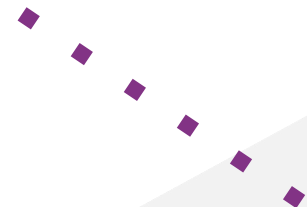






Before

**½ agent
working apart from
the dev teams**

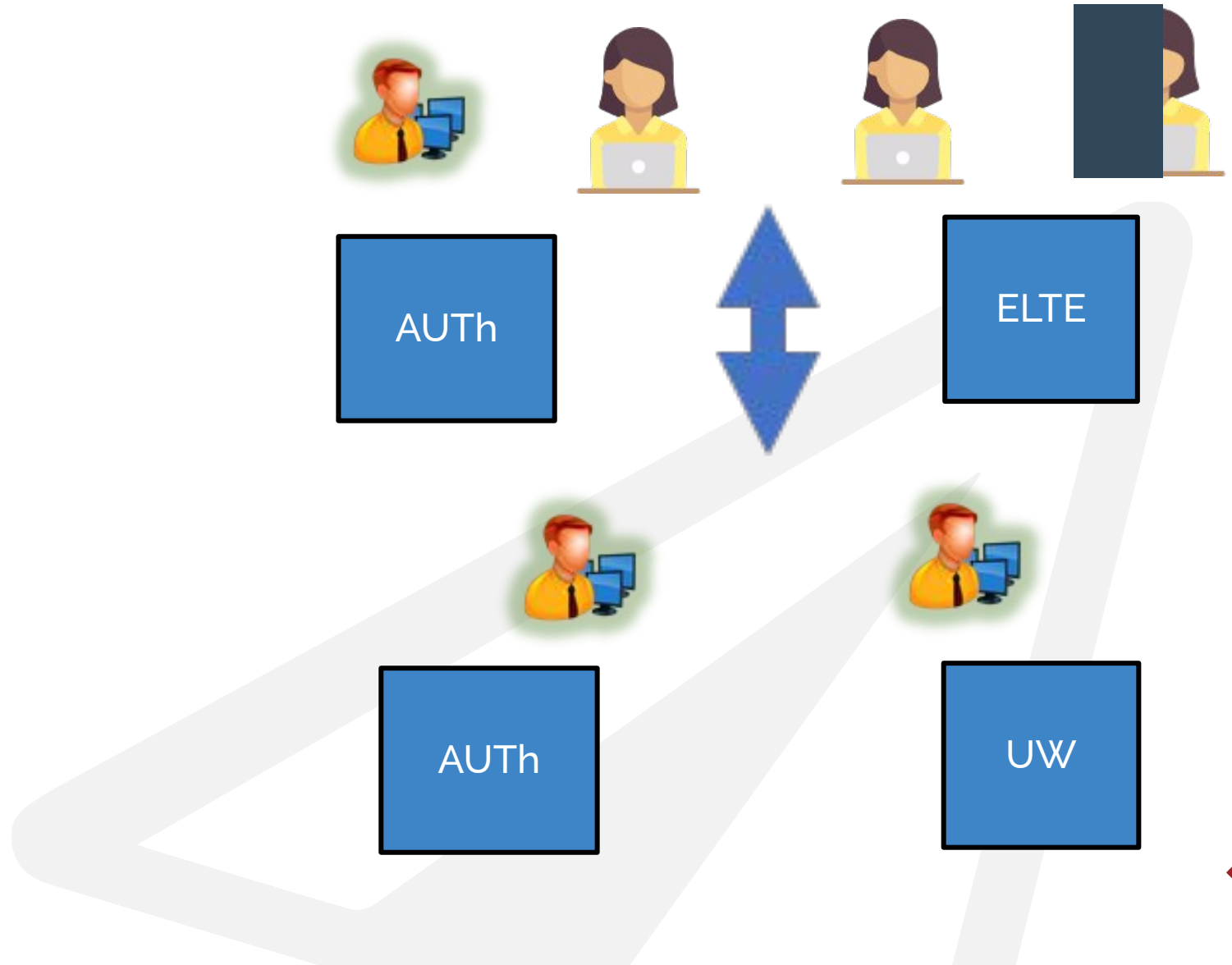




Today

3½ L1/L2 agents

2 L3/L4 agents





**Better coordination
between different teams
leads to quick and solid
solutions**

- 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



Before: unmanaged ticket queues

All open ⓘ ...

Sorted shortest → longest (Default)

Time to resolution ↑	T	Key	Status	Summary	Created	Reporter	Due
3h 36m ⓘ	🔴	CHARLIE-1	WAITING FOR SUPPORT	What am I looking at?	30/Oct/19		
1d 7h ⓘ	🟢	CHARLIE-2	ESCALATED	Low quality rocket fuel	30/Oct/19		
1d 12h ⓘ	🟢	CHARLIE-3	PENDING	Engine makes weird noises	30/Oct/19		
2d 1h ⓘ	🟢	CHARLIE-5	IN PROGRESS	Cleaning service in the Mars base	30/Oct/19		
2d 7h ⓘ	🟢	CHARLIE-6	WAITING FOR SUPPORT	Red dust gets everywhere	30/Oct/19		
2d 12h ⓘ	🟢	CHARLIE-7	WAITING FOR SUPPORT	Mayday, I'm lost in space	30/Oct/19		
3d 2h ⓘ	🟢	CHARLIE-8	WAITING FOR SUPPORT	When can we expect travels to Saturn?	30/Oct/19		
3d 6h ⓘ	🟢	CHARLIE-9	WAITING FOR SUPPORT	Requesting discount for Moon tickets	30/Oct/19		
3d 7h ⓘ	🟢	CHARLIE-4	IN PROGRESS	Requesting more flights to Mars	30/Oct/19		

1 - 9 of 9 < 1 >

Today: Service Desk Manager Role



- Service Desk Support Evaluation report
- Service Desk Support Operation Statistical Report
- Quality Control Report



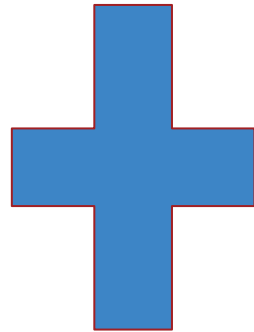
Operational statistical data

- Ensure capacity management
- Assessment tool for future staffing needs





Ticket
monitoring



Service Level
Agreement
policies



Short info
announcements
about critical
issues





Measuring user satisfaction

Users structured feedback in every user request

Dear ██████████@it.auth.gr,

The ESCI Service Desk Support Team has resolved your request.

Please let us know if additional information is required.

Best regards,

How was our service for this request?



Very poor



Poor



Average



Good



Very good

This is shared with ██████████@it.auth.gr. [Turn off notifications](#)

ESCI Service Desk Support Team

[Visit the Customer Portal](#)





Welcome to the ESCI Community Service Desk

Find help and services

Rectangular Snip



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



Fix an account/login problem in ESCI Community Service Desk
Having trouble accessing one of our systems? We'll help you out.



Request a new account in ESCI Community Service Desk
Request a new account for an ESCI system such as the Dashboard.



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



Suggest a change or improvement in ESCI Community Service Desk
For example a new feature in one of our systems.



**Our goal is to provide a better user
experience to all of you**

Thank You





Michalis Zannetos

Service Desk Agent – zannetos@it.auth.gr



<http://support.erasmuswithoutpaper.eu>



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LinkedIn group](#)



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twitter](#)



Funded by
the European Union

