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

ESCI Community Service Desk

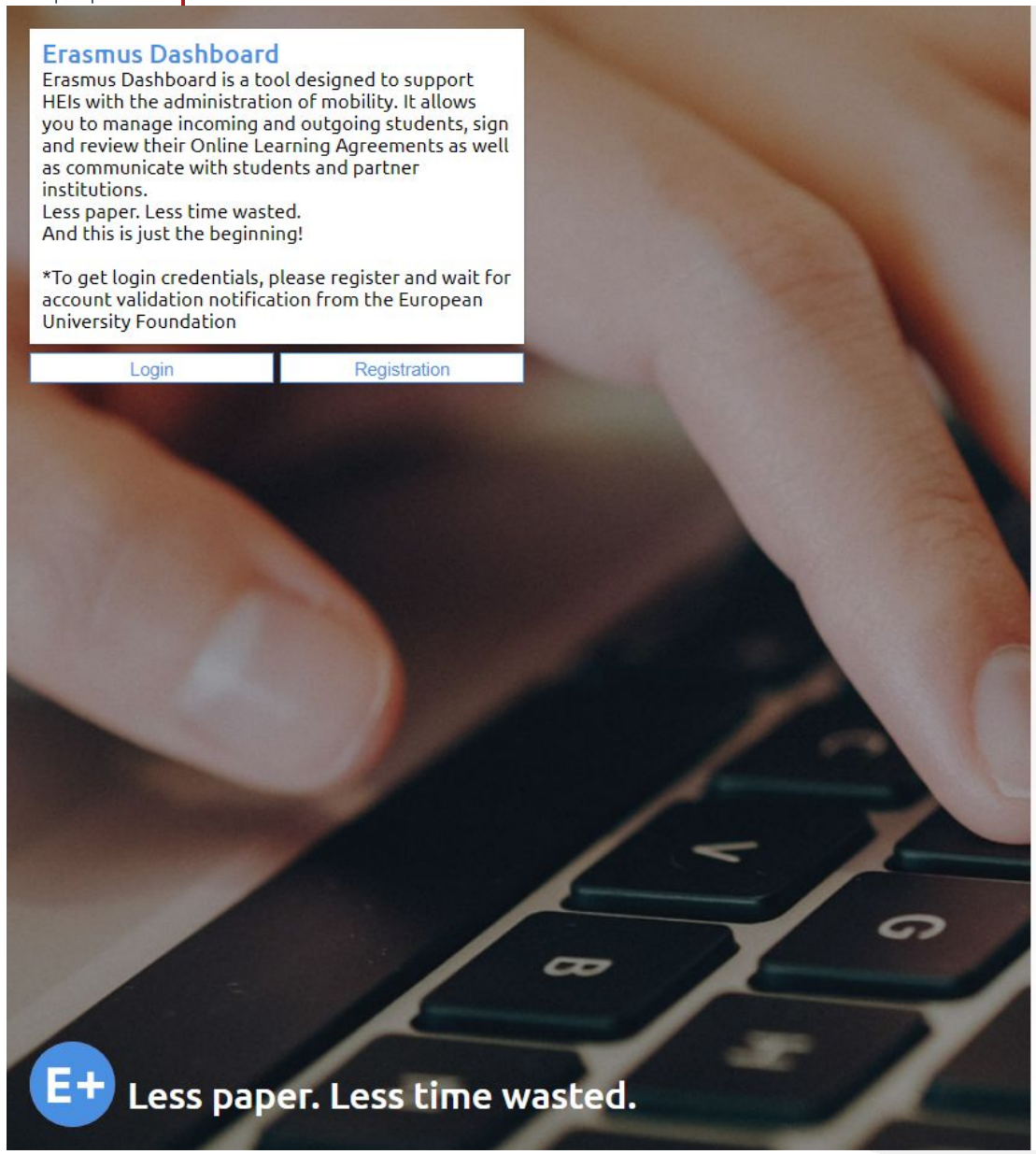
Michalis Zannetos | Angeliki Agorogianni

In all our services

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

..... simply

Erasmus Dashboard

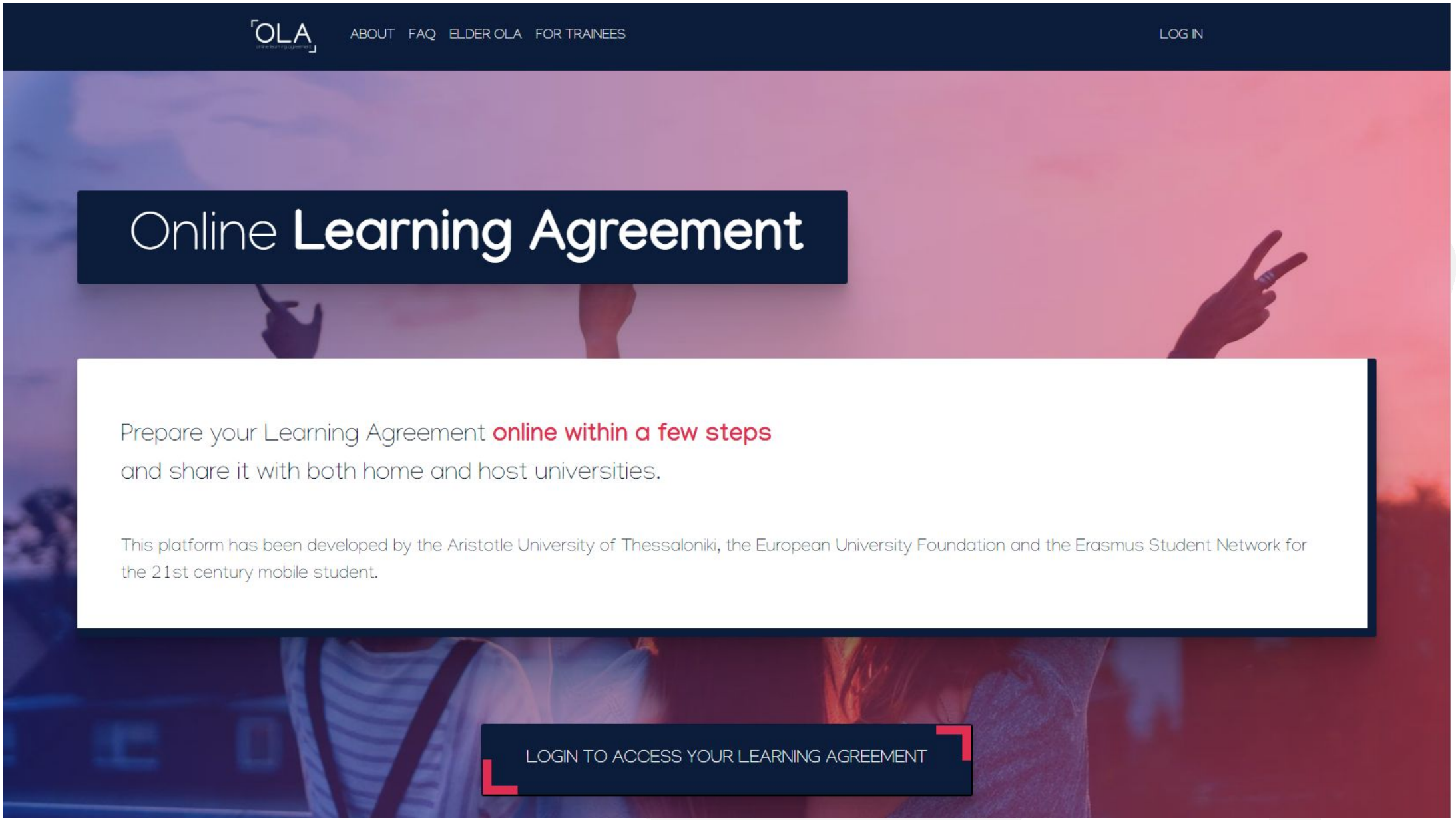


learning-agreement.eu

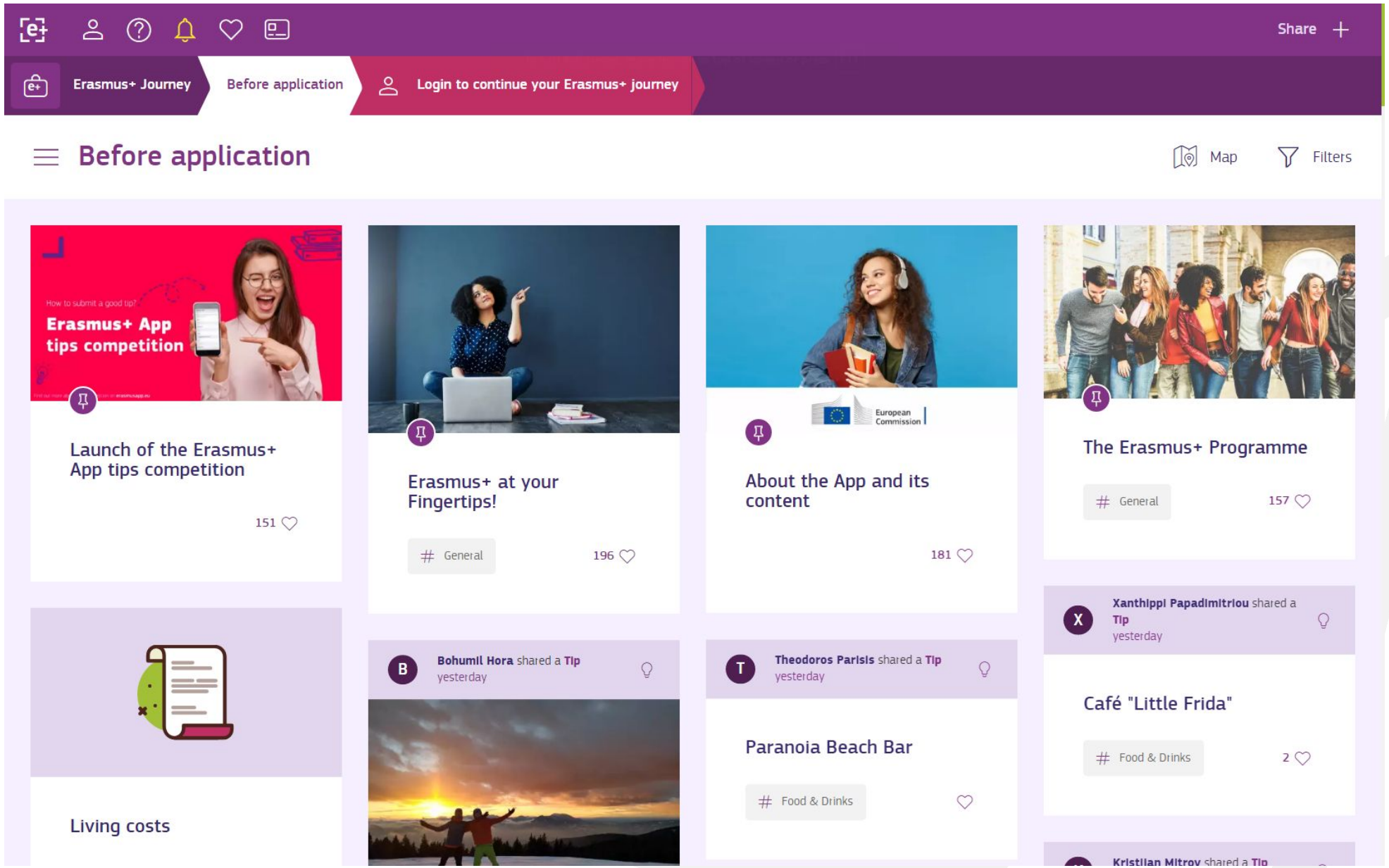
ERASMUS
DASHBOARD

dashboard@uni-foundation.eu
FAQs

Online Learning Agreements



Erasmus+App


Share
Erasmus+ Journey
Before application
Login to continue your Erasmus+ journey
Before application
Map
Filters
How to submit a good tip?
Erasmus+ App tips competition
Launch of the Erasmus+ App tips competition
151
Erasmus+ at your Fingertips!
General
196
European Commission
About the App and its content
181
The Erasmus+ Programme
General
157
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
Kristijan Mitrov shared a Tip

Erasmus Without Paper Network

erasmus without paper

EWP HOW TO JOIN EWP HUB COMPETENCE CENTRE

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

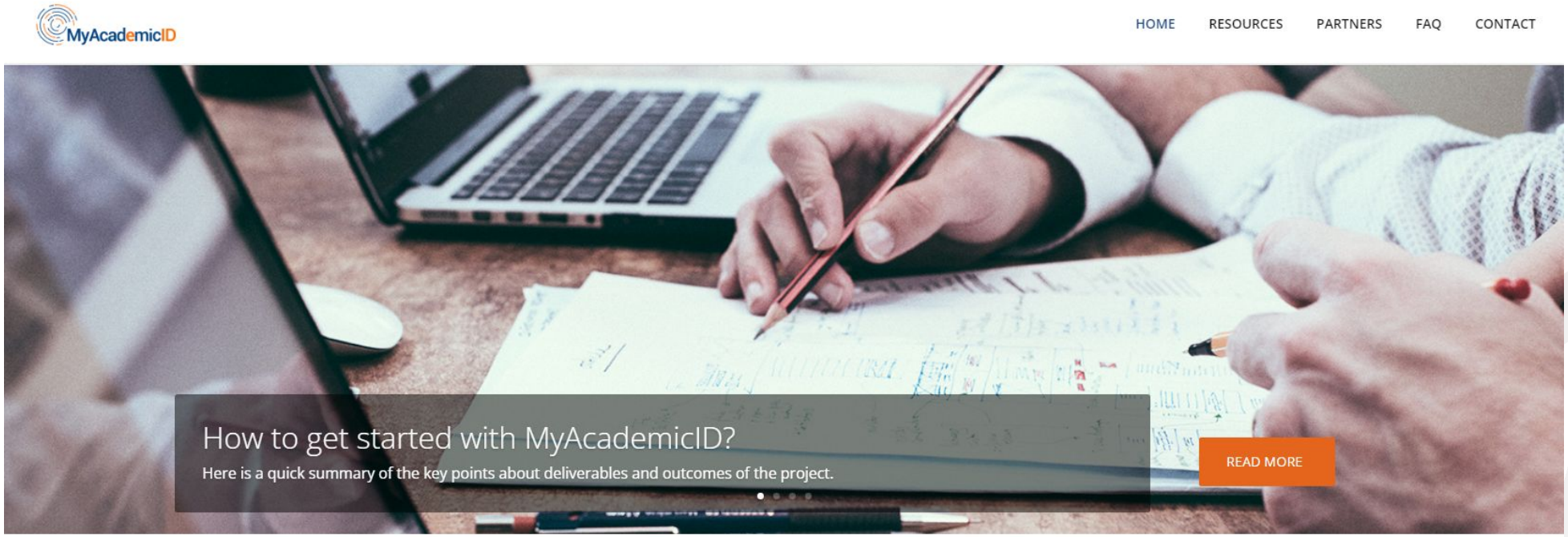
On the **12th and 13th of December 2018** the Erasmus Without Paper (EWP) network was successfully presented during the Launch Conference in Ghent. Below you can find presentations, recording of both conference days and pictures of the event

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…

soon.. MyAcademicID



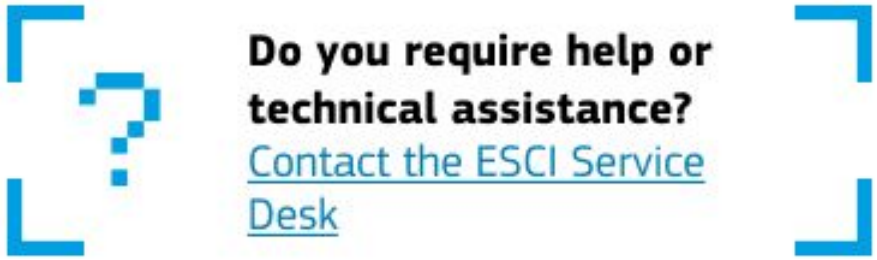
MyAcademicID was funded by the Connecting Europe Facility programme in 2019-2020 in the context of the European Student Card initiative and delivered on the core promise to enable students to authenticate for their studies abroad using their home student account thanks to eduGAIN, connect their academic 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.

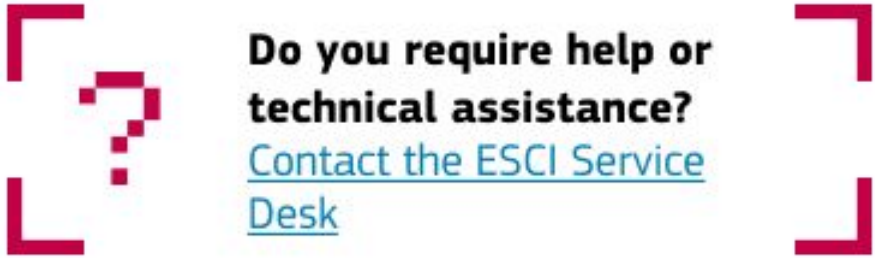
The project resulted in the creation of an identity and access management platform combining both eIDAS and eduGAIN for the authentication on e-services related to the Erasmus+ programme (such as Erasmus+ App or the Online Learning Agreement).

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.

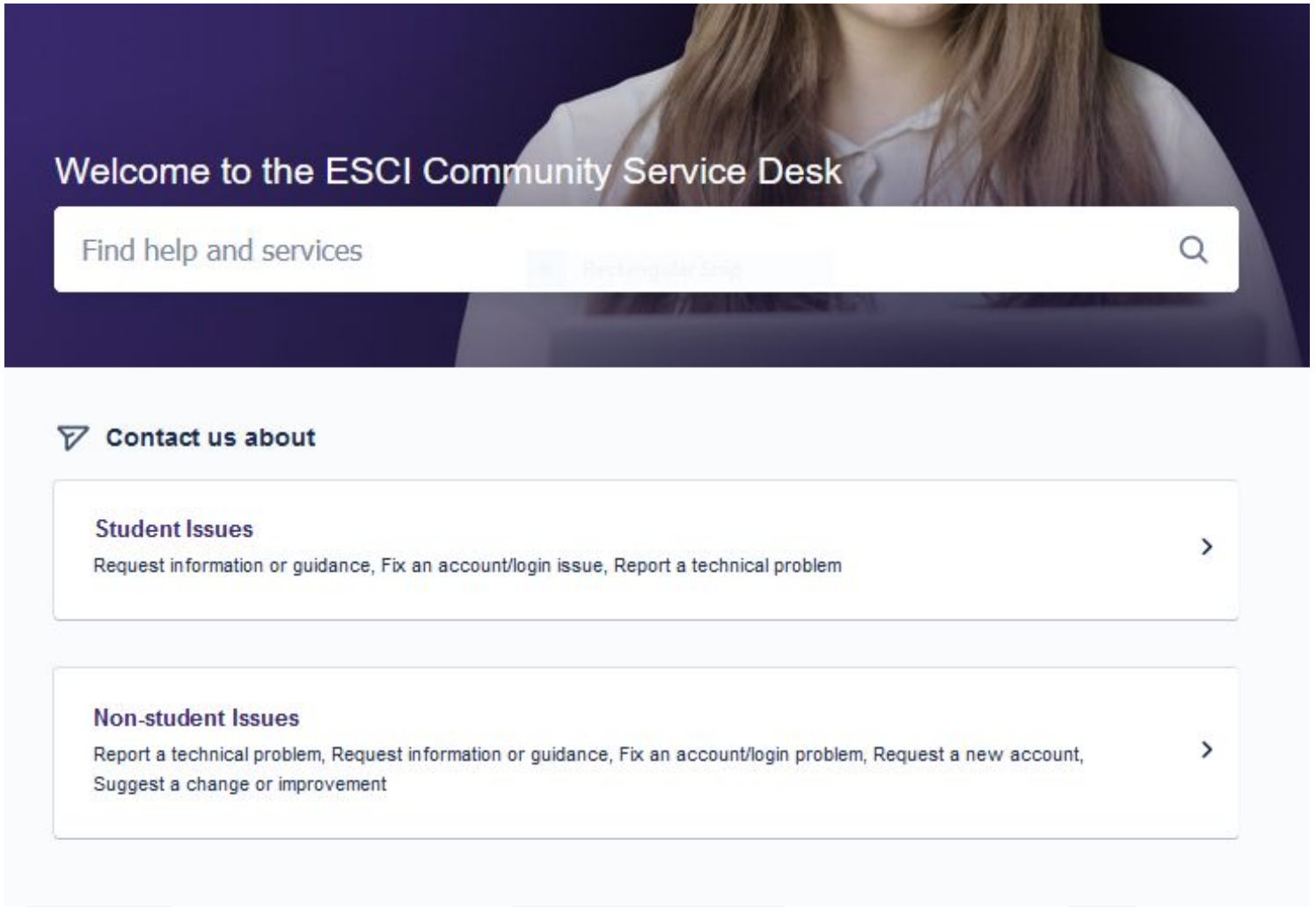
Follow the sign to the ESCI Community Service Desk



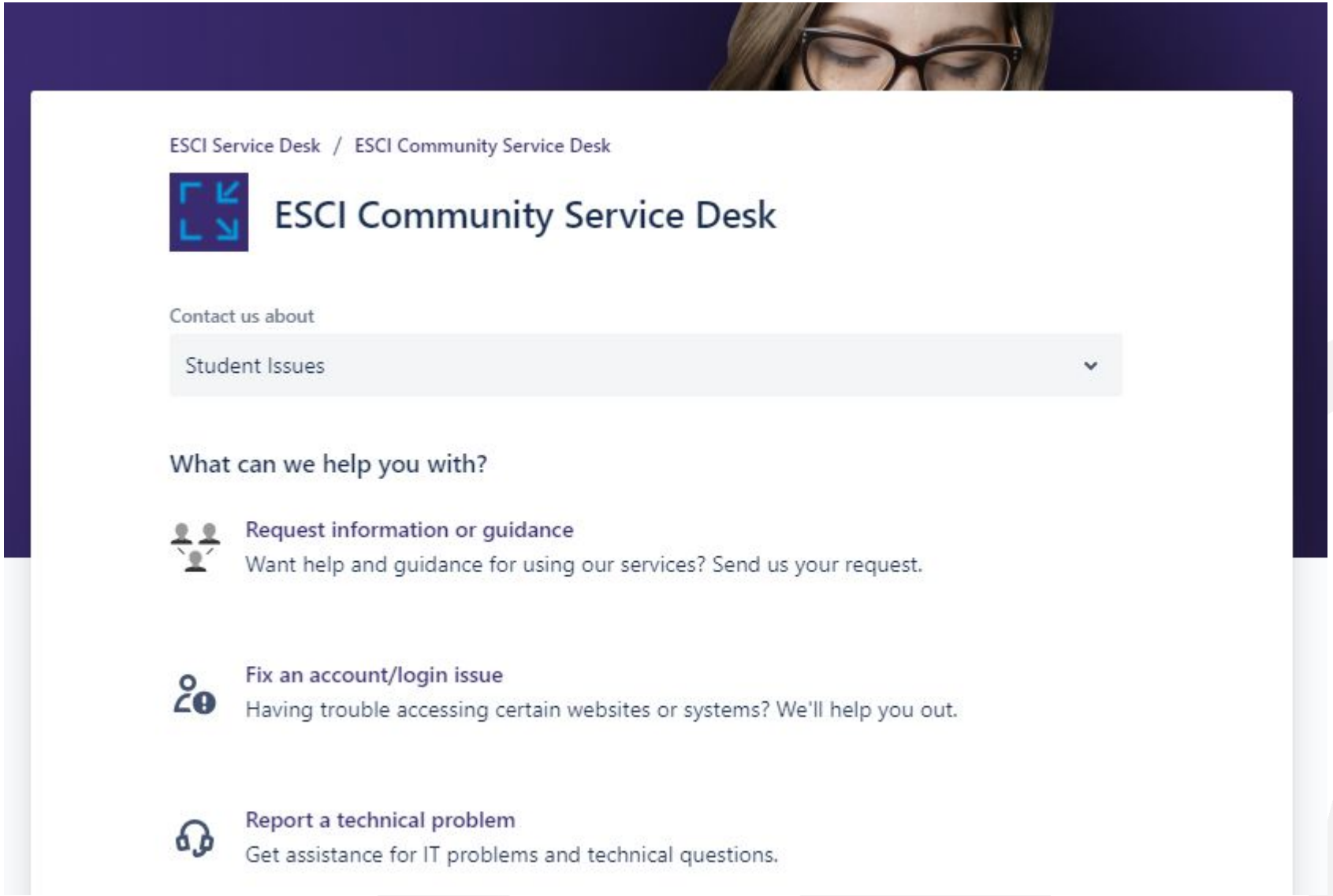


ESCI Community Service Desk

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



Student Issues



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

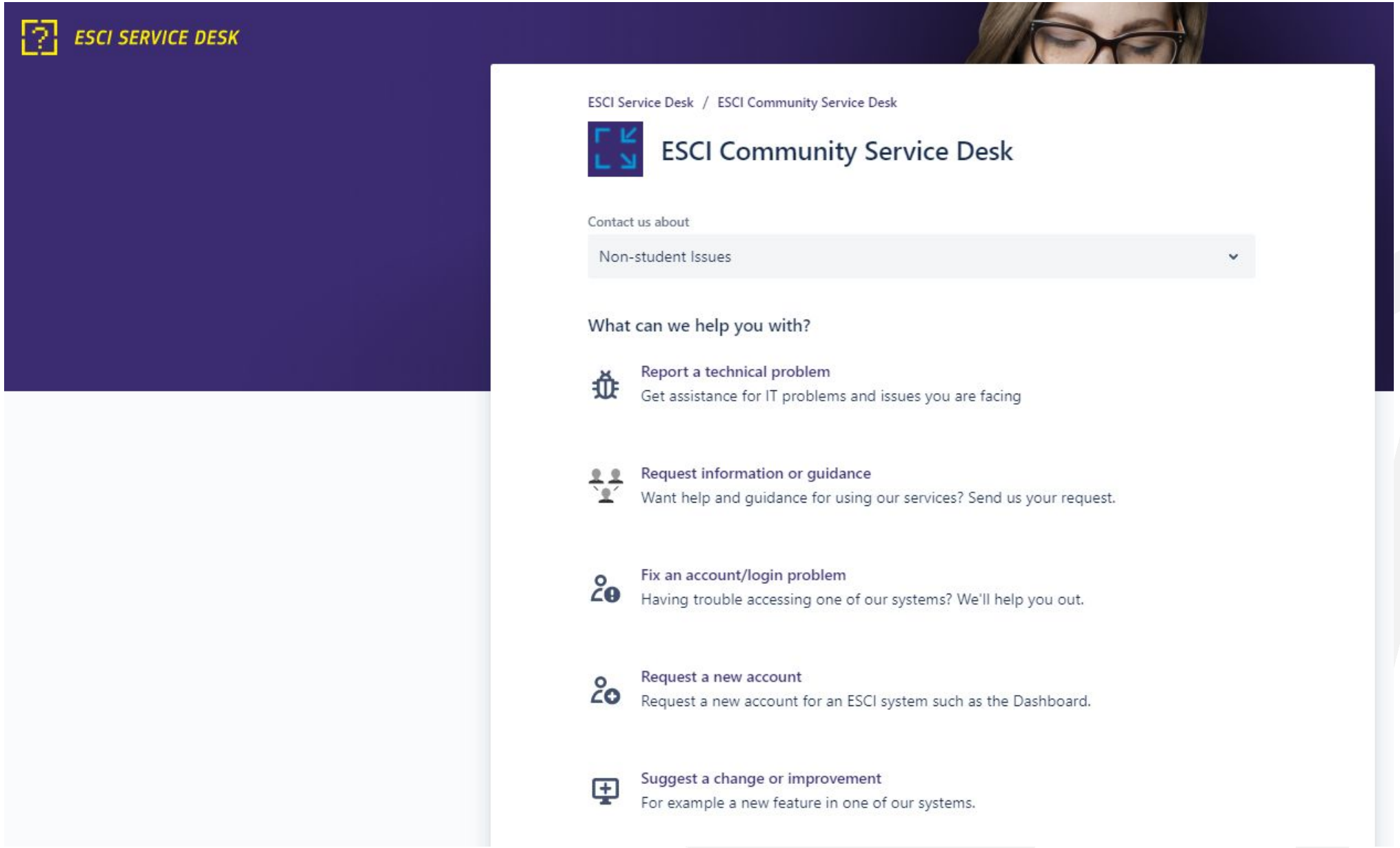
Browse

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

Non-student Issues



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

Browse

Send Cancel

Email confirmation to *

Summary *

ESCI Service *

EWP Network

Priority *

Medium

Description *

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send Cancel

Network Operation

API Specifications

Other

Email confirmation to *

Summary *

ESCI Service *

Dashboard

Priority *

Medium

Description *

Describe here the technical problem are you facing

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send Cancel

- Interinstitutional Agreements
- Learning Agreements
- Nominations
- Other

Email confirmation to *

Summary *

ESCI Service *

Erasmus+ App

Priority *

Medium

- Highest
- High
- Medium
- Low
- Lowest

Describe here the technical problem are you facing

Attachment

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Browse

Send Cancel

Email confirmation to *

Summary *

ESCI Service *

Erasmus+ App

Priority *

Medium

Description *

Describe here the technical problem are you facing

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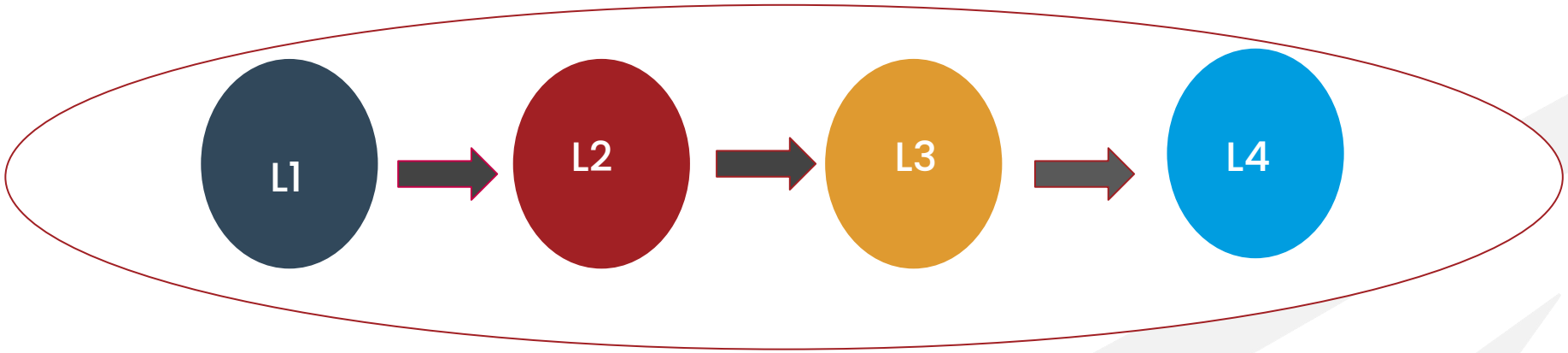
Browse

Send Cancel

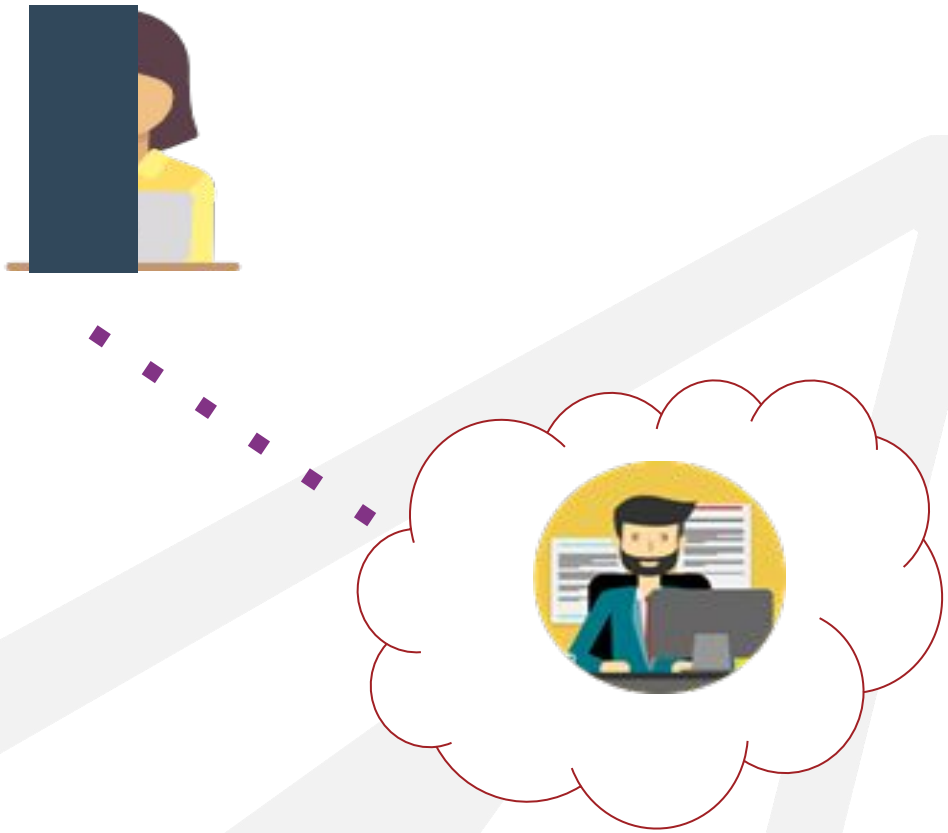
Integrated Support levels



erasmus without paper

Before

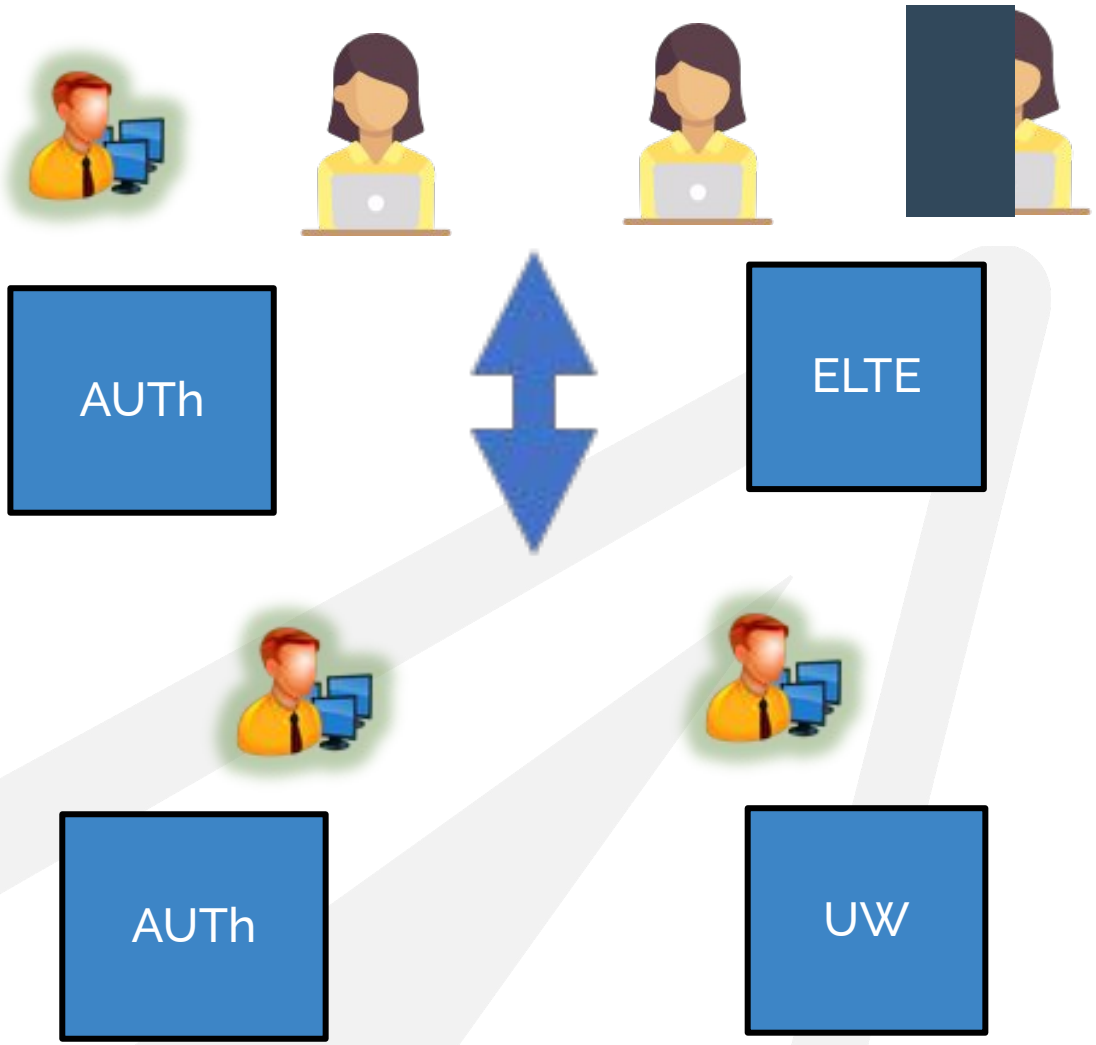
½ agent working apart from the dev teams



Today

3½ L1/L2 agents

2 L3/L4 agents



The value of integration

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

The power of reporting

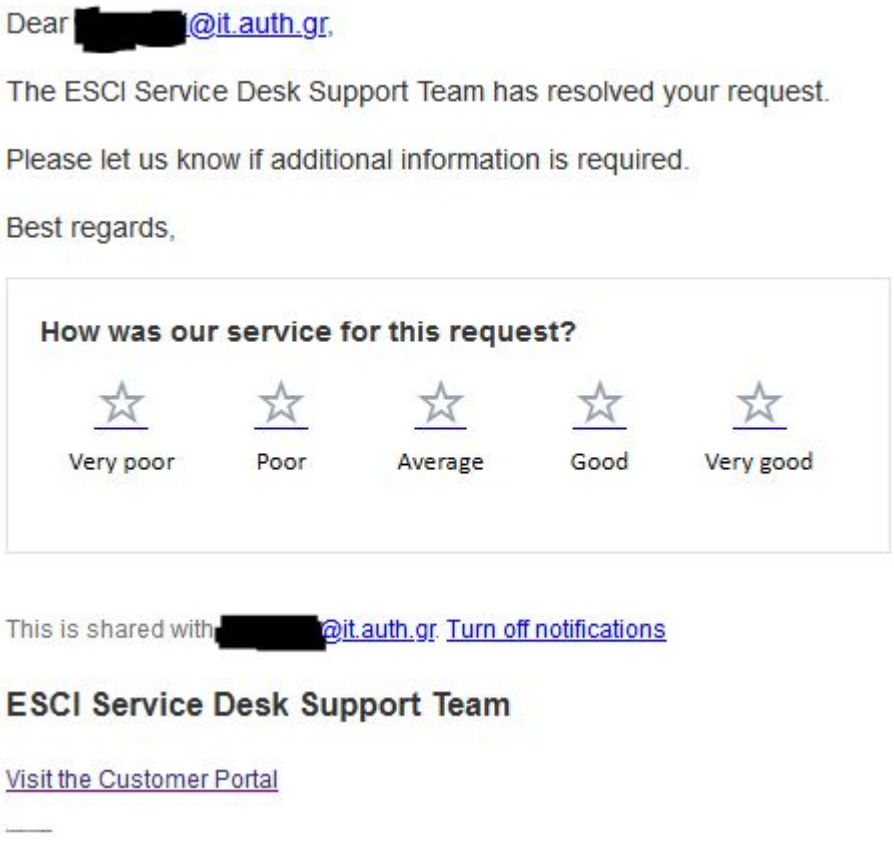
Operational statistical data

- Ensure capacity management
- Assessment tool for future staffing needs

More users benefits

Measuring user satisfaction

Users structured feedback in every user request



Dear [redacted]@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?

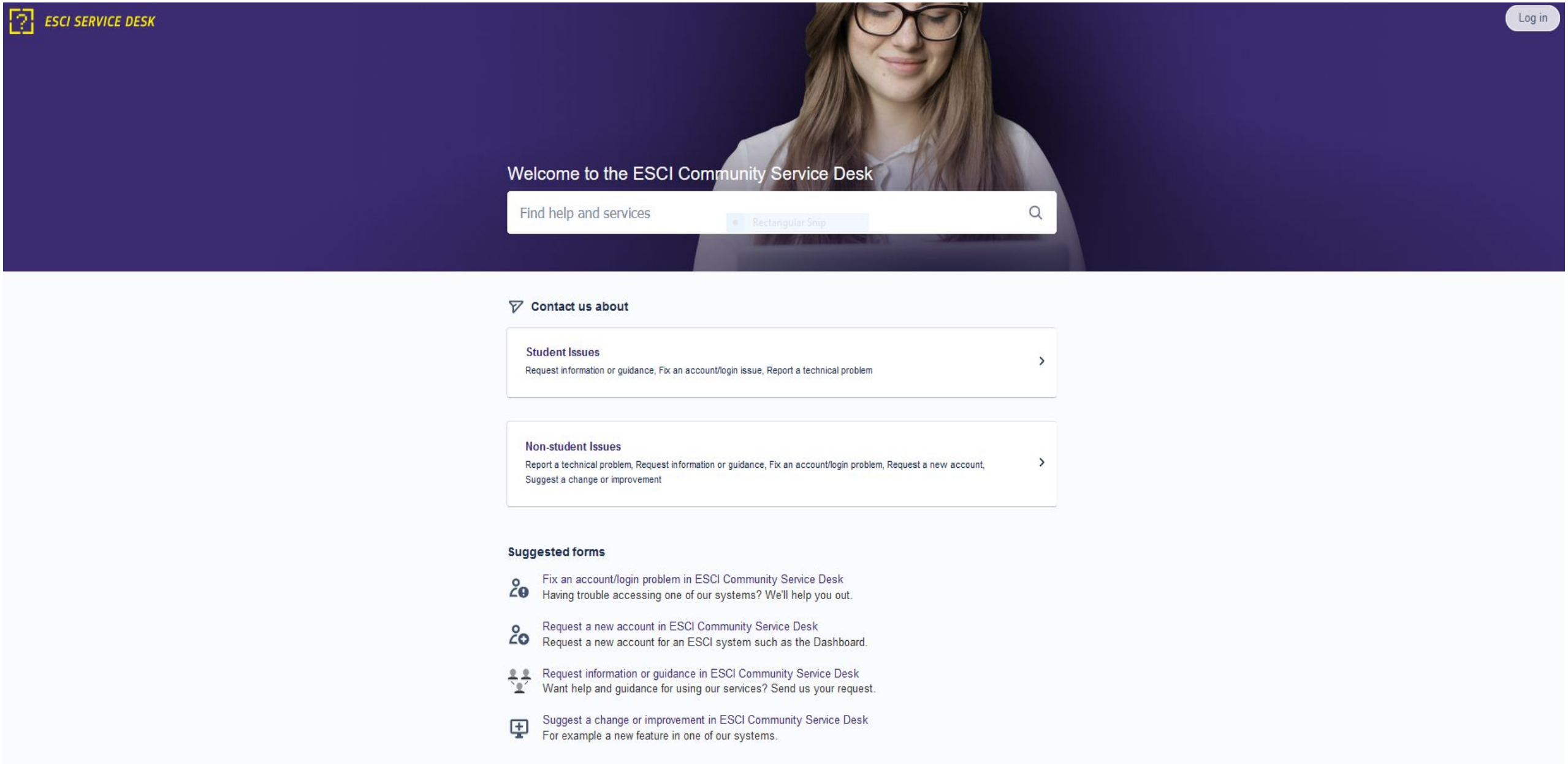
☆ Very poor ☆ Poor ☆ Average ☆ Good ☆ Very good

This is shared with [redacted]@it.auth.gr. Turn off notifications

ESCI Service Desk Support Team

Visit the Customer Portal

ESCI Community Service Desk goes live



erasmus without paper

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

Thank You

Contact

Michalis Zannetos

Service Desk Agent – zannetos@it.auth.gr

http://support.erasmuswithoutpaper.eu

join the EWP LinkedIn group

Follow EWP on twitter

Funded by the European Union