ACCESSING IT SERVICES

- Problems with existing systems
- Requests for equipment
- Minor changes to existing systems

Operations

- IT Kiosk
- Email
- Phone

- Changes to existing systems
- New systems

Strategy & Planning Services

- Technology Governance Process

Diagram showing the flow of accessing IT services from operations to strategy & planning services with specific service areas.
### Escalation Contacts

**Initial Contact**

- **IT Governance Services**
  - Telephone: 6304 2121
  - Email: technologygovernance@ecu.edu.au

- **Mr David Long**
  - Manager, Strategy & Planning Services
  - Telephone: 6304 3646
  - Mobile: 0488 909 191
  - Email: d.long@ecu.edu.au

**Escalation Contacts**

- **Mrs Elizabeth Wilson**
  - Chief Information Officer
  - Telephone: 6304 3737
  - Mobile: 0417 577 536
  - Email: e.wilson@ecu.edu.au

- **Information Technology Governance Committee (ITGC)**
  - Chair: Mr Scott Henderson
  - VP Corporate Services
  - Telephone: 6304 2215
  - Email: scott.henderson@ecu.edu.au

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**PROJECT ACTIVITY**

To discuss matters relating to an in-flight project.

- **Project Management Office**
  - Telephone: 6304 2166
  - Email: pmo_it@ecu.edu.au

- **Mr Paul Gabelich**
  - PMO Manager
  - Telephone: 6304 3798
  - Mobile: 0432 215 471
  - Email: p.gabelich@ecu.edu.au

**Escalation Contacts**

- **Mr David Long**
  - Manager, Strategy & Planning Services
  - Telephone: 6304 3646
  - Mobile: 0488 909 191
  - Email: d.long@ecu.edu.au

- **Mrs Elizabeth Wilson**
  - Chief Information Officer
  - Telephone: 6304 3737
  - Mobile: 0417 577 536
  - Email: e.wilson@ecu.edu.au

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**SERVICE DELIVERY**

To discuss matters relating to day to day operations. Includes:

- service disruptions
- service catalogue issues
- information security incidents
- application change requests
- and any other technology related issues.

- **IT Service Desk**
  - Telephone: 6304 6000
  - Email: ITServices@ecu.edu.au

- **Mr Kim Ewen**
  - Manager, Customer Service
  - Telephone: 6304 3837
  - Mobile: 0412 066 052
  - Email: k.ewen@ecu.edu.au

**Escalation Contacts**

- **Mrs Louise Hayes**
  - Manager, IT Operations
  - Telephone: 6304 3725
  - Mobile: 0403 300 200
  - Email: l.hayes@ecu.edu.au

- **Mrs Elizabeth Wilson**
  - Chief Information Officer
  - Telephone: 6304 3737
  - Mobile: 0417 577 536
  - Email: e.wilson@ecu.edu.au

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For more information, please refer to the [technology governance at ECU](mailto:technologygovernance@ecu.edu.au) and [details of the progress of major IT or business enabled projects underway in the IT Services Centre](mailto:k.ewen@ecu.edu.au).