

SFE NOTICE NO.

85/06

Date of Issue: 1st August 2006Effective Date: 7th August 2006

AUSTRACLEAR SERVICE DESK

Member access to Fintracs support services is currently a function of the stability and longevity of the platform, with Member experience guiding where calls for support are directed.

In contrast technical, functional and operational support of the “Austraclear Replacement System” (ARS) has been delivered through a separate project helpdesk.

In preparation for the 21st August go-live the processing of support services is undergoing two changes:

1. Residual issues associated with go-live are now being managed through the Austraclear Service Desk. Whilst the same person that provided project support may assist with the enquiry, delivery will be through an operational process rather than through a project mechanism,
2. All matters of a technical nature will be managed through the Austraclear Service Desk. The major change relates to communication requests that have historically been made directly into the Communications Department.

Members are encouraged to operate through the “Austraclear Service Desk” at their earliest convenience but recognising that all requests initiated outside of this process will be automatically redirected back to the Austraclear Service Desk from 7th August. We trust that this is a minor change to how Members currently interact with Austraclear whilst ensuring that the challenges associated with operationalising the ARS are resourced and responded to in an appropriate and timely manner.

Should you have any queries please contact the **Austraclear Service Desk on 1300 362 257 or cs@sfe.com.au**



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