

Dubai Courts increases IT effectiveness by using assyst



The selection of assyst

Dubai Courts previously used another Service Desk tool to manage their IT Service Management (ITSM), but found that it failed to meet their enterprise-level requirements. That platform's processes also proved too limited for the courts' goals and objectives. So, in 2014, the organization decided to go out to the market for a new solution to remove these barriers to innovation.

Dubai Courts' primary goal was to underpin its service delivery strategy with an enterprise ITSM solution that would allow IT to align with the needs of the organization whilst increasing user satisfaction, IT team effectiveness and quality of delivery. With the IT department responsible for leading business change, it was essential that the chosen solution would serve the organizational needs professionally and effectively, while helping to expand consistent services and user experience across the enterprise.

Having reviewed a number of solutions, including BMC Remedy and LANDesk, Dubai Courts chose assyst.

Creating excellent user adoption

assyst has been rolled out to manage Incident, Problem and Change Management processes as well as implemented for CMDB, Service Catalog for self-service and mobile. Integrations with AD, Oracle and SCCM are also in place.

In rolling out the Service Catalog across the business, Dubai Courts started by choosing champions from each department and trained them on using the Catalog. They were then able to pass this training on to their own end users. To supplement the training and as part of the strategy to ensure uptake, an awareness session was conducted for end users. This involved an assyst showcase to the users, highlighting the benefits of using the self-service portal. This was run by the Dubai Courts' IT team and educated users on how they can benefit from tracking their request, and showing how that request follows the right process of approval and assignment to ensure efficiencies in resolution.

About Dubai Courts

Established in 1970, Dubai Courts implements justice in Dubai with services including civil, labor, legitimate appeals, legal and civil authentication, judgments and accreditation of lawyers. Its vision is to be a pioneer in court procedure, while valuing justice, equality, ingenuity, excellence, teamwork and independence.

Dubai Courts relies on qualified nationals, correct procedures, and newly developed technology. It prides itself on maintaining high levels of technology in order to provide speedy justice for the welfare of society. Dubai Courts employs 1200 staff.

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Users are now successfully using the self-service portal. The actionable and easy-to-use service request catalog describes the products and services they are entitled to order or request from IT. In addition, they can quickly browse or search for available services in the catalog, submit a request, and monitor delivery status – making it as easy as possible for employees to find and order IT services.

The rollout of assyst was a three year project, which covered all departments. It has been fully implemented within IT, with adoption by HR currently under review. The IT team are working with each department to ensure they provide the same user experience that has been successfully deployed in IT, whilst meeting their specific departmental expectations regarding service management and automation.

assyst self-service has increased our customer satisfaction through providing Dubai Courts with an efficient and streamlined process. Users are now able to log and track their own incidents and feedback has been positive all round.

Zahra Al Sharif
Head of Support Section, Dubai Courts

The Future

Thanks to the power of both management capabilities and reporting analytics, Dubai Courts now intend to roll assyst out to the Dubai Courts' management team to allow them to leverage the use of the solution for decision making, including the oversight of critical projects. In addition, the vision of Dubai Courts, underpinned by assyst, is to roll out and cover all organizational units within the courts structure, enabling true Enterprise Service Management.

Summary

- SLA improvements - 75%.
- Reduced calls - The Service desk received 60% less calls, freeing up time to concentrate on higher priority tasks.
- 100% end user adoption of assyst self-service portal within only 6 months.
- Tracking of service requests - Reduction of follow up calls to the Service Desk with end users tracking their own service requests.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

