

Local Authority Helps Business Users Help Themselves



The Challenge

Prior to the introduction of their Service Catalog, Fife Council was facing a number of challenges:

- The council was operating with 40% fewer resources following staff budget cuts, but demand on IT was increasing. First line support staff spent 42% of their time logging more than 5,000 calls a month, and were unable to carry out immediate resolutions. As a result, first time fix rate targets were not met, an issue that led to a high volume of chase-ups and poor customer satisfaction.
- IT support was restricted to 9-5 Monday to Friday, while the business was moving towards mobile, flexible and home working. At the same time, a number of managed services were coming online, forcing the need to move towards partnership working.
- Business users had no visibility of services available to them and logging a support request was a time consuming processes. They were also unable to see the status of their requests, resulting in a high volume of follow up calls which negatively affected the productivity of first line support.
- When a major incident occurred, business users had no visibility of this. In addition, IT did not have a clear vision of who was impacted, increasing the resolve time considerably.
- Data quality was poor, therefore analysis was proving to be ineffectual.

It was clear that new solutions and support mechanisms were needed.

The Results

Fife Council has achieved significant efficiencies in terms of both time and resource since launching their Service Catalog:

- The number of offerings and service requests has grown through the Service Catalog

About Fife Council

As the third largest Local Authority in Scotland, Fife Council delivers more than 900 services throughout the Kingdom of Fife. It is considered one of the most progressive councils in the country, constantly striving to deliver excellent service to the 160,000 households of Fife.



- Savings through assyst Service Catalog rollout
- Additional benefits:
 - 33% rise in incidents logged across IT, HR and Health & Safety
 - Easy addition of Services through Improved UI
 - Easily add autonomous areas and processes
 - Ability to capture work requests
 - Directing requests to relevant teams quickly
 - Accurate reports on actual work undertaken
 - Capacity planning
 - Monthly reports on usage and statistics

Fife Council has also reported improved transition based on ITIL best practice, enabling them to resolve more incidents, improve SLA performance, fulfil more service requests, manage a more complex technological environment, and support an increased number of people and devices.

Our initial target was for 50% of calls to go through the web. We achieved this within a few weeks of go-live.

Charles Anderson
Head of IT, Fife Council

Advice to Others

Fife Council's achievements are impressive, but it is important to remember that they have dedicated a lot of time and effort into getting it right. Michelle Scott offers the following advice to others looking to implement a Service Catalog:

"It can be difficult to define the items to go into the Service Catalog. We've found this issue not only with our staff but other support services as we look to widen the use of the application to other services. Staff don't easily translate their actions into standard offerings without the support of some facilitator. Consider using the information you have in your current helpdesk statistics by grouping by team and action to enable staff to see their work translated in requests."

Summary

- Advanced ticketing system
 - Business users can monitor the progress of their request online. This has reduced the number of calls and boosted the perception of IT.
- Improved resolution rates - The centralised knowledge base enables business users to use step-by-step information to resolve their own faults without IT intervention.
- Intuitive interface - IT Online lets business users request assets and services through an intuitive interface that mirrors an online shopping experience.
- Efficient call assignment – Calls are directed to the correct support team without the added cost of 1st line logging them on behalf of the client.
- Management insight - real-time reporting on assets and services helps identify opportunities for improvement and cost reduction. Improved reporting capabilities also allow better tracking of SLAs, team performance, self-service uptake, and to identify consumption levels by service.
- FAQs, known errors and self-service fixes – All contribute to a reduction in calls.

Find out more

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

