

The Forestry Commission transforms with assyst



History/Use of assyst

The Forestry Commission has used assyst since 1997 and was one of the first customers. Prior to this, IT Service Management was purely spreadsheet based within the organization. The Forestry Commission is using assyst for Incident Management, Change Management, CMDB, Service Catalog and was one of the first to roll out the assystNET self-service platform. In addition, the Forestry Commission integrates with Active Directory and legacy systems. assyst is available to all staff throughout the organization, and managed from the Forestry Commission's datacenter, based in Edinburgh.

assyst is used throughout the business. Whilst used primarily for ICT, it is also used for Telephony, Building Maintenance, HR and Finance & Accounting, demonstrating true efficiency in using assyst outside of IT.

The Challenge

Over the years, the business has evolved; a common issue that most organizations will be familiar with. The structure and processes within the organization have changed and the Forestry Commission's original assyst setup reflected infrastructure and organizational data which were out of date. The team realized that it was time to update this original setup to align with their new ways of working.

The Forestry Commission was also aware that the latest version of assyst, v10, had additional functionality which would allow them to be more self-sufficient in delivering self-service via assystNET and allow them to roll out the provision of service offerings via the Service Catalog. The Service Catalog would give them the flexibility to develop their own offerings over time and thereby allow them to significantly increase the services available through the Catalog.

About Forestry Commission

The Forestry Commission is a nonministerial government department responsible for forestry in England and Scotland. Set up in 1919 to expand Britain's forests and woodland after depletion during the First World War, the Forestry Commission manages almost 700,000 hectares (about 1.7 million acres) of land, making it the country's biggest land manager.

The Forestry Commission is recognised and respected as an international leader in sustainable forestry, with a mission to protect and expand forests and woodlands and increase their value to society and the environment. It employs almost 3,000 people, including 15 IT support staff, spread across 100+ sites. Sites can constitute of 1 to 200 people and many are very remote.



Forestry Commission

The Solution

The Forestry Commission upgraded to the latest version of assyst, including a full implementation of the Service Catalog, in August 2013. At the same time they changed a lot of the data in the system to reflect how they now operate.

There are currently around 20 services going through the Service Catalog, with 6 more in the pipeline. The Service Catalog was rolled out across the entire organization, advertised via an internal newsletter and on the intranet, and the IT team monitored its rollout and usage.

In addition to the Service Catalog and updated processes, the Forestry Commission took the upgrade as an opportunity for a significant structural reorganization of the CMDB.

assyst is essential in allowing us to continue to deliver a quality service to our customers.

Carol Houston
Service Desk Manager, Forestry Commission

The Results

60% of calls are now logged through assystNET, which has consequently dramatically reduced the number of phone calls to the service desk, freeing up analysts to focus on other key tasks. The Forestry Commission has also seen the benefits from moving to the newer web-based assystNET interface.

Already a mature assyst user with an advanced offering, the implementation of the Service Catalog has enhanced the Forestry Commission's existing assystNET. It is available to all staff throughout the organization and has allowed them to significantly improve the quality of the service they provide. ICT staff received a lot of positive feedback from their customers following go-live. They listened to suggestions on how to improve the service further and are now taking these suggestions on board in order to further increase customer satisfaction amongst an already happy end-user base.

The Future

Having seen the success of the Service Catalog, more and more departments in the Forestry Commission's business areas are now coming to ICT to ask for their own items to be added. There are plans to roll this out more widely across the business over the coming months. The development of the Service Catalog has also been added to the Forestry Commission's Continual Service Improvement plan to ensure that time and resource is available for future development.

In addition, the Forestry Commission would like to implement Problem Management within assyst in the future as well as implementing and developing a knowledge base.

Summary

- New structures and processes within the business
- Requirement for higher level of self-sufficiency
- Flexibility to develop their own service offerings
- Upgrade to the latest version of assyst
- assystNET self-service portal and Service Catalog rolled out to all business users
- Restructured CMDB
- Increased self-reliance and greater agility
- Reduced number of calls to the service desk
- Significant improvement in quality of service
- Significant improvement in customer satisfaction freeing up resources on the Service Desk
- Management insight through real-time reporting

Find out more

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

