

# Hull City Council rolls out cross-functional service desk support to entire organization of 14,000 people



## The Challenge

Hull City Council needed a solution to address two challenges. Firstly, the aim was to manage its IT environment more effectively to better serve the needs of the organization. Secondly, it wanted to consolidate its disparate databases into one Configuration Management Data Base (CMDB) to improve performance against the SLAs set by the council. The council recognized that utilizing the ITIL (IT Infrastructure Library) - based ITSM solution, assyst, would address the above challenges as well as underpin Best Practice in service provision areas outside ICT. Extending the use of assyst beyond IT would further consolidate and reduce resource requirements, saving the council money and improving the efficiencies of the organization as a whole.

During the council's implementation of assyst, it became apparent that within the service areas a multitude of standalone databases and spreadsheets were used and, subsequently, the amount of time being spent on independently updating these systems was considerable.

The lack of any appropriate control methods and notification of changes meant these systems were never accurate. Hull City Council realized that focusing on key data sources and then enabling automation, which was possible following the creation of an interface with the key HR system, would significantly increase efficiencies and accuracy of the Service Desk CMDB. This data could then be used as a central source for feeding other support systems and thus act as a definitive source for other data cleansing exercises. The improved reliability of data also allowed the council to archive historic information stored on servers and clear orphaned data in addition to gaining an increased awareness of the status of users within the organization.

## Laying the Foundations

Hull City Council knew that its in-house IT call management tool was not adequate for the improvements required to remain competitive. It also recognized that implementing ITIL as an IT

## About Hull City Council

Hull City Council is the governing body for the City of Kingston Hull employing 14,000 people and serving more than 250,000 constituents across 23 wards. The council operates a Shared Services model which has adopted an integrated, single support desk approach across various operational areas including ICT, HR, Procurement, Occupational Safety, Door Entry Administration, Building Cleaning and various application support functions.



**Hull**  
City Council

Service Management framework would help the Shared Service Desk to drive service levels up, help streamline processes and improve data quality.

The council now has over 200 assyst users and in excess of 8,500 end-users. Since deploying assyst, the council has experienced increased customer satisfaction year-on-year, which can be quantified by its recent quarterly ICT survey showing that 87% of users were happy with the software, as well as a significant reduction in costs. Hull City Council now has a complete picture of its entire organization with a centralized CMDB giving access to accurate, up-to-date information, improving performance and saving costs.

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## The assyst solution has given Hull City Council complete and accurate visibility of all of its IT and many non-IT assets – an incredible feat for any large organization.

Steve Moffat  
Infrastructure Strategy Principal Officer  
Hull City Council

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## Beyond IT

Having consolidated a large number of previously independent databases means that functions outside of IT now use assyst to align with the needs of the business. For instance, employee details were previously held in a separate system causing accuracy issues, especially with leavers. This type of information, along with information on where the employee is based, is entered into the central CMDB, eliminating duplication and increasing accuracy for the support staff.

The council created an interface to its key HR system, enabling it to automatically create and update user credentials as a direct feed. Additional information such as Active Directory (AD) data and contact details supplement the Configuration Item (CI) of the user within the Service Desk. Further details regarding the employee's job description, service area and section reflect the master HR record. This information is then used to directly feed the Intranet Staff Directory and Outlook address list, so staff contact details can be identified rapidly.

## The Future

Council employees log their own queries with IT, assystNET, which speeds up enquiry resolution. As a result of this, call logging has now increased from 15 per cent before the implementation to over 80 per cent. This inherent automation and standardization considerably contributes to the increase in Service Desk efficiency. The council intends to keep encouraging employees to log queries online by implementing desktop shortcuts and communicating via the company newsletters and extranet.

## Summary

- Better serve the needs of the organization.
- Improve performance against key SLAs.
- Focus on key data sources and enable a greater level of automation.
- 78% of call logging online up from 15%, freeing up engineer resources.
- Reduced costs of IT Service Delivery.
- Faster and more accurate call resolution.
- 87% customer satisfaction representing a proven increase.
- Increased productivity and effectiveness.
- Data storage reduced by 3 Terabytes.
- Automated leaver process for 8500 staff.

## Find out more

Further information, e-mail [info@ifs.com](mailto:info@ifs.com), contact your local IFS office or visit our web site, [ifs.com](http://ifs.com)

