

Remedy replaced and assyst implemented throughout the council in only 106 days



The Challenges

The original suggestion was that the council simply upgrade the existing assyst system and expand the license base, however, it quickly became apparent that it wasn't as simple as that, and a larger project was required. Whilst the corporate team accepted a lot of the tried and tested functionality that the schools were using, internal processes were different between schools and the other departments, an issue which needed to be addressed.

Additionally, there was a requirement to provide self-service facilities that incorporated Service Catalog and assyst Reset. The biggest challenge was to have the design, build, testing and training all accomplished by October 1st to run in parallel with the Capgemini service for the first month. This meant much of the activity had to happen over what are typical summer holiday months.

The Process

Swansea effectively had the task of bringing two service desks into one in 106 days. The project involved a complete reimplemention to the latest version of the software, and moved the council from Windows to Web. It was essential that the school and corporate data were kept separate, and Change Management needed to be implemented for corporate in a way which was different from how the schools were using it. The key stages of the project were as follows:

- June 2015 – Initiation and Scoping
- July 2015 - Workshops and design
- August 2015 – Training and Project Build
- September 2015 – Train the Trainer and transition from development to live

The team had a week from September 24th to make the smooth transition from development to live and worked closely with the CCS administrators all the way to a problem-free go-live day on October 1st.

About City and County of Swansea

The City and County of Swansea (CCS) serves an area of 378 square kilometres, and a population of more than 240,000, making it the second largest unitary authority in Wales and the regional centre for South West Wales.

The City and County of Swansea uses the assyst IT Service Management (ITSM) platform from assyst to manage their IT service for schools, and have done since June 2004. All other corporate departments were previously covered by an outsource contract which had been in place since 2006 and as such primarily used Remedy provided by Capgemini.



The Future

CCS plan to develop their use of assyst further. Phase two of continuous service desk improvements is underway which includes the CMDB. It is envisaged that this will provide a lot more accurate information of the ICT estate and provide a single source of information on all assets from location to maintenance information.

With the Service Catalog in place the scope is also there for a wider use covering non-IT areas, and the council plan to explore the provision of enterprise-wide service management. In addition, they will look to offer services out to other public sector bodies, thus operating as a true shared service center.

The consultants who were on site to deliver the product were excellent. Without their expertise in not only the technical capabilities of the system but also their understanding of the business was invaluable and contributed enormously to the successful delivery of the project.

Jo Harley
Information & Strategy Manager,
City & County of Swansea

Reasons for Success - the assyst Consultancy Viewpoint

"Having very knowledgeable people in their business environment was very helpful. CCS knew they had to free up the right people to do the work required, and their dedicated project manager was very good at asking the right questions and providing us with what we needed to know. The fact that the dedicated team were there and pitched in gave our consultancy team a much bigger set of resources to work with. We were the pivot point – they did a lot of hands on work themselves.

The dedication of the CCS staff in getting this project done was an incredible feat. They put the time and resource in to contribute to the success. They are now in a great position with a good platform to drive IT service forward."

Summary

- CCS now have a consolidated tool that provides their ITSM, rather than a disjointed set of tools. No special scripting was required and the council are now self-sufficient and can make their own design decisions. The delivery team have become an expert group within their own organization to take assyst forward and keep momentum going.
- Deadlines achieved
- Minimal disruption
- More performance
- Greater functionality
- Consultancy

Find out more

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