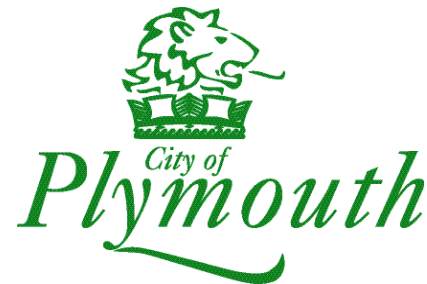


Plymouth City Council progresses ITIL v2 and v3 adoption with Supportworks ITSM from Hornbill



Continuous Service Improvement at Plymouth City is fuelled by ITIL and Hornbill

Plymouth City Council is committed to delivering high quality services in a fair and equal way to all sections of the community. A review highlighted that improved processes and better management of resources and infrastructure would improve service efficiency and availability, allow prioritisation of services, and ensure better quality assurance. This would enable the Council to save money while better serving citizens.

The ICT team at Plymouth, when benchmarked against other authorities, was already a lean operation, so the obvious answer to providing continual service improvement with the same resource was to adopt the ITIL framework. To fulfil this ambitious project, Plymouth selected Supportworks ITSM. An upgrade to ITSM2 presented the ideal opportunity to revisit and improve existing processes, review quality of data and look at lessons learned from the previous helpdesk implementation.

ITIL v2 and ITIL v3

Plymouth City Council is now live with eight disciplines of ITIL including Service Desk, Incident, Request Fulfilment, Access, Change Control, Configuration, Problem and Service Level Management. In addition to building a Service Catalog, it is planning to implement Release Management in the near future and is working on improving other areas using several other disciplines including Event, Capacity, Availability and Knowledge Management.

Mel Gwynn, Operational Service Delivery Manager at Plymouth City Council explained, "Plymouth City Council is committed to the ITIL framework. We have 90 people in ICT, all of whom have been through ITIL training to at least Foundation level. The whole department understands the importance of service improvement and our customers. We have largely implemented all the disciplines associated with ITIL v2 and we are now looking at where we can enhance elements using ITIL v3. Supportworks underpins this approach, allowing us to move to ITIL v3 at our own pace. A lot of the operational elements in ITIL v2 are still present in ITIL v3, however, ITIL v3 has more emphasis on Service Strategy, Service Design and Continual Service Improvement, as part of the service lifecycle. With this in mind, we now have a separate team looking at strategy and design of systems and we are using Supportworks to initiate these changes from a very early stage."

Business Benefits:

- The flexibility of Supportworks enables elements from both ITIL v2 and ITIL v3 to be implemented gradually to meet business requirements
- Fully integrated CMDB enables streamlined handling of incidents, problems and changes to provide a better service with the same resources
- Automated line manager approval processes ensure that the correct manager approves all requests
- Identification of all callers with configuration details means better prioritisation of services, linked to the business requirements
- Elimination of rekeying data has saved resources and led to more accurate data
- SelfService portal has reduced calls to service desk and standardised collection of data, enabling better, faster service provision
- Improved reporting has allowed the ICT department to target areas for improvement.

“We have largely implemented all the disciplines associated with ITIL v2 and we are now looking at where we can enhance elements using ITIL v3. Supportworks underpins this approach, allowing us to move to ITIL v3 at our own pace.”

Mel Gwynn,
Operational Service Delivery Manager,
Plymouth City Council

CMDB - providing visibility

The ICT department required a Configuration Management Database (CMDB) where every incident, problem and change would be linked to a Configuration Item (CI). Using the CMDB within Supportworks ITSM, the quality of data has been improved at point of capture.

Mel Gwynn commented, “We support over 250 applications, deal with over 1100 incidents, 800 service requests and 100 changes per month; without a CMDB we simply couldn’t manage. We are now able to see the relationships, for example, we can see where there are recurring incidents associated with CIs, we can raise problems and known errors and if required raise a change to provide the permanent fix. This alone has led to much more efficient service provision as we now know where to best focus our efforts for the greatest benefit. We are improving our maintenance and replacement programmes through improved contract management.” Mel continued, “Each process is allocated to an owner to ensure the process is run efficiently and improvements identified. The owners now have improved information and resources. This approach is now leading to marked improvements in our performance reports and the quality of the service provided.”

Supportworks ITSM provides automated scheduled reports, used during the department’s weekly meetings to discuss major incidents and problems. Supportworks also provides the data for reports circulated to the management team and customers.

Flexible services to a diverse customer base

Plymouth ICT Service Desk supports 230 locations with 4,500 staff and councillors, including mobile workers, plus shared services with other authorities and users of the NHS network. Each customer is registered on Supportworks automatically from Active Directory; eventually it is hoped that this will come from the HR system. A full Service Catalog will identify the services each user has access to. Supportworks also documents the business priority for both incidents and service requests through SLAs and has VIP customers configured to minimise business disruption, identifying key personnel.

SelfService and line manager authorisation

A key element in running the service desk smoothly was the initial collection of accurate data for each call. The department has now implemented a SelfService portal within Supportworks for its customers to log their service requests linked to a Line Manager Approval facility. Customers are still able to call the Service Desk, but they are encouraged wherever possible to use SelfService.

Business benefits

Most elements relating to IT service provision are now kept in one central repository, Supportworks ITSM, where they can be measured and analysed. The ICT department is able to respond to customers much more quickly with a better, more effective service. Keeping all asset information within Supportworks has enabled the team to manage service and maintenance contracts more effectively, leading to better management of budgets and a more efficient replacement programme.

The elimination of rekeying data alone has saved three quarters of a post, which has been reassigned to implementing online confirmation management for requests received. The number of incidents dealt with by the service desk has increased over the last 5 months due to improved logging and resolution at the service desk and reduction in calls being reported to 3rd line teams. This has been met with current resource and is expected to now start reducing as improved information is allowing key areas and repeat incidents to be targeted. Reporting has also allowed hot spots to be targeted for further improvement.

Mel Gwynn summarises, “Plymouth City Council ICT is providing flexible support for over 250 applications, to people working at 230 locations as well as mobile workers. We support shared services and those that connect to various networks including the NHS system.

Plymouth ICT department is a very lean operation where we maximise every resource. Performance has definitely improved compared to our old way of working. This is down to the combination of Supportworks ITSM along with the streamlining and automation of our processes under the ITIL framework and staff understanding the importance of the customer.”



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