

Discover how ERYC transformed its IT Service from under-performing to award-winning



The selection of assyst

An IT Service Management Improvement Program has made its mark on East Riding of Yorkshire Council, helping it to achieve a prestigious Government Award.

The Council's IT Service Desk has become one of the first internal services of its kind in the UK to be granted the Charter Mark, the Government seal of approval for top customer service in the public sector.

At the heart of the IT Service Improvement Program is assyst – the award winning IT Service Management solution. assyst has been developed from inception according to the guidelines of the IT Infrastructure Library (ITIL), thus providing organizations with proven Best Practice IT Service Management.

assyst gave East Riding of Yorkshire Council the framework to dramatically improve its IT Service delivery, which paved the way to its successful Charter Mark accreditation.

The solution

The fundamental first step in initiating the Service Improvement Program was to select the right IT Service Management software solution for the Council.

The market leading functionality of assyst helped the IT Service Desk quickly realize the benefits of the tool – Model Incidents capability helped automate and handle repetitive calls, whilst assyst Knowledge Management automatically offered solutions to more complex problems, increasing the likelihood of first time fixes. In addition to this, assyst provided support for the Service Level Agreements in place within the Council.

Thanks to the success of the assyst implementation for the IT Service Desk, the decision was made to extend its reach and exploit the additional functionality available within this out-of-the-box solution.

About ERYC

East Riding of Yorkshire Council's IT Service Desk supports 13,500 staff of the Beverley-based authority as well as the IT department's Development and Infrastructure sections, Customer Service Network, Libraries, Citizens Advice Bureaux, and other locations where the public can access computers and the Internet.

Its facilities include Citizenlinks, operational in many rural areas, which enable residents to walk into a kiosk and speak face-to-face to the Authority's Call Centre staff via a video link.

assyst now also provides East Riding of Yorkshire Council with Change Management functionality in order to standardize service delivery and automate processing of IT scheme proposals.

The Council is also investigating the additional functionality available within assyst for Asset and Configuration Management. This would help to manage the 3,500 desktop PCs and 1,400 printers in use across the Authority

We chose assyst with the knowledge in mind that it was so much more than a help desk tool.

John Humphreys
Principal IT Officer

The benefits

By implementing assyst the IT Service Desk was able to dramatically improve its call answer rate – impressively rising from 12% to 92%! assyst was also able to demonstrate how well the backlog of work had been tackled. A total of some 700 outstanding jobs had been slashed to well under 100, thanks to the defined processes available. First time fixes had also been improved: the proportion is currently 33% of all calls. 85% of all calls are resolved within the agreed priorities.

The Service Improvement Program has led not only to huge improvements in performance but transformed the culture of the IT division, according to Service Desk Manager Brenda Seage.

The reward

Gaining the Charter Mark accreditation was another landmark for the forward-thinking East Riding of Yorkshire Council. Until last year the Charter Mark was given only to public services dealing directly with the public but was then extended to internal support services.

In order to achieve the accreditation, the IT Service Team prepared a response on the ten sets of criteria required by the Cabinet Office which administers the Charter Mark scheme. The information required for this came predominantly from assyst. Shortly after the submission of the application, an assessor came to appraise the Service Desk. All criteria were successfully met and the Charter Mark was awarded.

Summary

- Improved IT Service Management performance.
- Improved user satisfaction.
- Improved staff morale and retention.
- Successful anticipation and management of Change.
- Adoption of Best Practice.
- Tightened control of IT Infrastructure.

Find out more

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

