SRUC's IS & non-IS departments use assyst to manage efficiently and produce meaningful reports

The Challenge

SRUC was using a call management system that no longer provided the depth of functionality they required within the organization - they had the ability to log, assign, process and close IS related calls, but not the capacity to provide adequate reporting for management in order to analyze progress or inefficient areas.

It was essential that SRUC find an IT Service Management (ITSM) tool that would manage their incidents more efficiently and that could provide detailed management reports. In addition, the tool needed to be fully aligned to ITIL, encompassing all disciplines, as this would allow the organization to establish firm procedures for Incident, Problem, Change, Configuration and Business Continuity Management.

Outside of IS, other groups at SRUC had some simple processes in place for logging issues or requests, but these were mostly noted in spreadsheets or other documents, and were very limited in detail. The organization had to therefore find a way that they could improve processes in all other departments as well.

The Strategy

- Property & Estates: This area uses the tool for reactive maintenance, whereby calls are logged and dealt with in a similar way as IS incidents. SRUC identified that most of the employees within this area were field workers and didn't always have access to the electronic system so they set up a process whereby these people receive an email, which they can access remotely, or are given a print out so they know what jobs they have.

- Finance: assyst was then implemented in Finance, who use the system for key activities such as invoice requests. SRUC has created a form on assystNET, which is completed by the end-user and generates an incident in assyst. They have also created a report in Crystal that provides SRUC with the information of this incident in a spreadsheet. The spreadsheet is then uploaded into SAP, its finance system, thus reducing the workload in Finance and minimizing errors.

About SRUC

Founded on world class and sector-leading research, education and consultancy, Scotland's Rural College – SRUC – is the result of a merger between Barony, Elmwood and Oatridge Colleges and Scottish Agricultural College (SAC). SRUC has an accomplished history with more than a century of success in delivering comprehensive skills, education and business support for Scotland's land-based communities and industries. The organization places particular emphasis on agriculture and related sciences, rural business development and management, food chain quality and safety, and rural resource and environmental management.

SRUC has a Professional Services Division that is made up of Information Systems (IS), Property and Estates (PEG), Human Resources (HR), Finance, Health and Safety (HS) and a contracts office.

- HR: Human Resources was the next phase of the assyst roll-out at SRUC and was the biggest challenge for the IS group as a lot of the information used by HR is private and sensitive and therefore requires measures to ensure this information is protected.

- Health & Safety: Simple calls are logged for this area of the business, such as if a fire exit is blocked or if a carpet is loose and could trip someone up. These can be logged in the system to be passed onto the relevant person to address.

- Vehicles Administration: The Vehicles Administration group use assyst to log a change of driver or request new authorizations.

- Marketing & Communications: assyst is used in this group for requests such as creating posters and organizing events.

Our existing tool could no longer provide the depth of functionality we needed in order for us to function efficiently as an organization

Belinda Halg
Project Manager

The Benefits

SRUC has now implemented assyst across the entire organization, and all groups are reaping the benefits.

- IS Department: They are now seeing a steady decrease in the number of recorded calls, which they have attributed to staff adopting a more pro-active approach and preventing calls by providing training programs.

- Property & Estates: This group has noted many benefits from the assyst implementation, including providing tangible data of work in progress and enforcement of targets for achieving closure actions within SLA timeframes.

- Finance: The Service Desk is being used to monitor recurring problems and, as part of the division's continuous improvement culture, they can now seek to improve internal procedures in order to enhance customer benefits more effectively. Also, service request levels are monitored to enhance resource planning.

- HR: Within the HR group, assyst allows them to create processes for activities such as new starts and, as a result, everyone that needs to know when a new person joins the organization is advised automatically.

- Other groups: SRUC now provides comprehensive control over processes across all areas of the F&CA division.

Summary

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Find out more

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