

The Scottish Government: Driving innovation by leveraging ESM



The assyst Solution

The Scottish Government has approximately 11,500 end users spread over 150+ sites. Approximately 250 members of staff in IT, Accommodation and HR use assyst to manage their services.

Over the years, The Scottish Government's business requirements, including the processes and business structures in place, have changed dramatically. In 2012, The Scottish Government decided to go back out to the market to re-evaluate their ITSM tool to ensure that it was still the best fit for their requirements. Following a full tender evaluation, assyst was re-selected as the ITSM tool of choice. Having reviewed a wide range of other solutions, Graham Mitchell, Head of Support, said: "assyst was by far the best solution across all the ITSM disciplines we needed".

Efficiencies Achieved

Following a highly successful upgrade, the main benefits that The Scottish Government experienced were:

- Reduced number of calls to the Service Desk
- Improved user experience
- Improved response times
- Increased automation
- Improved management of assets
- Clear audit trail

By using service requests, initial response times have reduced appreciably with positive comments and feedback from customers. Frequently Asked Questions (FAQs) are now being used significantly, thus reducing the number of incidents being raised. Work is on-going to add more FAQs from a broader range of topics.

Being able to monitor performance against Service Level Agreements (SLAs) has resulted in work to ensure SLAs are

About The Scottish Government

The Scottish Government is the devolved government for Scotland. It was established in 1999 as the Scottish Executive and in September 2007 it was rebranded to Scottish Government. It has a range of responsibilities which include health, education, justice, rural affairs, transport, housing and the environment.

The Information Services and Information Systems division enables the effective access to and use of information and technology, supporting the Scottish Government, its Agencies and other Public Bodies in delivering their agreed business outcomes for the Scottish people.



The Scottish Government
Riaghaltas na h-Alba

meaningful from the perspective of both the customers and the IT Support Teams. New SLAs will result in more meaningful reporting for customers and service providers alike.

The effect of the upgrade and subsequent rollout of iFIX has had a dramatic impact on customer satisfaction. The Scottish Government runs a survey every fortnight through an email to everyone who has logged a call and is keen to further introduce the feedback service built into assyst.

assyst has given us the opportunity to have control of every area of the business, with more and more agencies coming on board. It truly does drive efficiencies across the business and is a 100% gain for everyone

Graham Mitchell
Head of IT Support Services

ESM: More than just IT

assyst provides the ability to transform service and leverage best practice across every aspect of the business. Keen to exploit this and maximize ROI, The Scottish Government is making significant progress outside of IT. Both the Accommodation and Agriculture departments have gone live with assyst to manage their own internal processes. The Scottish Government is in the process of bringing HR into assyst, to allow them to streamline their day-to-day HR operations, reduce overall costs and focus more attention on strategic HR issues. In addition, Facilities and Finance are all making use of iFIX and are reviewing their own internal processes with a view to move their services into assyst to automate tasks. In the meantime, internal workshops are taking place with the 'Payments for Rural Affairs' team who hope to go live soon.

The Future

Future plans include the rollout of assystMobile, chat and collaboration. In addition, license management will be implemented, which will drive efficiencies and ensure adherence to legislation through provision of a clear history, prevention of license wastage, and by stopping delays in sending licenses to customers. The Scottish Government plans to get their CMDB gateway operational and build from there.

The Scottish Government has learned the importance of keeping up to date with the technology and using it to establish best practice. As new functionality is released, the team looks forward to embracing it to continually reduce calls, increase satisfaction, improve processes and make life easier for both IT staff and customers.

Summary

- Launch of iFix: 91% call, 8% iFix
- 15 months later: 56% call, 43% iFix
- 95% of calls now handled by 1st & 2nd line staff
- iFix is branched to: Accommodation, Agriculture, HR, Finance, Payments for Rural Affairs, IT and Facilities.

Find out more

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

