Axios assyst® Case study

The Scottish Government: Driving innovation by leveraging Enterprise Service Management

The *assyst* solution

The Scottish Government was one of Axios's first customers and has been using *assyst*, Axios Systems' ITSM solution, for more than 20 years. The Scottish Executive/Scottish Government has been using *assyst* since 1999 and, prior to this, the same *assyst* implementation was used by the Scottish Office, between 1994 and 1999.

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".

Axios worked with The Scottish Government to upgrade *assyst* to the latest version including the launch of their self-service portal, *i*FIX, the implementation of the CMDB gateway for Asset Management and the digital dashboards for real-time management information. Prior to the launch, Axios Systems facilitated meetings between The Scottish Government and Fife Council; Fife had recently undergone a similar successful project and the team was keen to share experiences with the government.

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

*i*FIX was initially piloted across 3 business areas: Transport Scotland, Education Scotland and Student Awards, to an end-user population of around 1,000. There was a positive response from end users regarding the launch and the usage of the online facility continues to increase on a monthly basis. Within 15 months from launch, the percentage of calls logged by the helpdesk fell from 91% to 56%. At the same time, calls logged via *i*FIX rose from 8% in September 2013 to over 43% by the end of 2014, achieving the target of 60% by April 2015, well on their way to their final target of 80% by April 2016. This is facilitated by improvements in call handling, easier access to the system and a more user-friendly login screen. While communications about *i*FIX have been kept to a minimum, the Scottish Government has hosted drop-in sessions which have proved beneficial and resolved many of the initial fears their customers had.

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.

Launch of *i*Fix — 91% — 8% *i*Fix

15 months later… — 56% — 43% *i*Fix

95% of calls now handled by 1st & 2nd line staff

Furthermore, *assyst* played a part in managing the calls related to a number of significant events in the Scottish 2014 calendar: The Ryder Cup, the 2014 Commonwealth Games and Homecoming Scotland 2014. *i*FIX was used to log and prioritize incidents during these events.

Over the next few months, *i*FIX will be rolled out to all staff. In addition, a new helpdesk phone system is planned for 2015 which will be manned by less staff from a number of different locations, enabling more varied and agile methods of supporting customers. Allowing users to log their own calls has helped this happen, along with routing calls to the right people. The ability for staff to monitor the progress of their calls has helped improve call handling dramatically, with 95% of calls now handled by 1st and 2nd line IT staff.

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 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 *i*FIX 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*.

Enterprise Service Management: 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 *i*FIX 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.

Graham Mitchell, Head of IT Support Services, said: "*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."

Future Plans

Future plans include the rollout of *assyst*Mobile, 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.

Over and above the relatively simple introduction of the solution into our organisation, assyst has allowed the Scottish Government to quickly adapt our service delivery models to whatever requirements or demands the business makes of us. From the extraordinary events held in Scotland during 2014, to the new customer demands of agile working, assyst has been the foundation on which we have been able to quickly define, design and deliver new support models and services. Axios have also been extremely hands-on and helpful on this journey.

Graham Mitchell, Head of IT Support Services.

Like many people, I work between different buildings, often on the move and using a range of devices. It's really helpful to be able to log a fault or place a request through iFix in my own words and at a time that suits me. It's also good to be able to keep up to speed with known problems though the Message Centre. This system helps me to be more efficient at work and I'm sure it makes it easier for colleagues in ISIS to respond appropriately as well.

Sarah Davidson, End User

Measuring the success of an ITSM solution cannot be based solely on KPIs or SLAs met. The solution must also provide tangible benefits for the customer to be considered truly successful. assyst 10 provides multiple benefits to service teams and end users, a fact reflected in user feedback and an increase in recent approval rates. assyst 10 has exceeded our expectations.
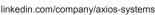
Anne Moises, CIO, The Scottish Government.

linkedin.com/company/axios-systems

@Axios_Systems

blog.axiossystems.com