



City and County of Swansea  
in numbers

11,000  
staff



98  
schools supported



100+  
IT staff



## Remedy replaced and *assyst* implemented throughout the Council in only 106 days

The City and County of Swansea (CCS) serves an area of 378 square kilometers, and a population of more than 240,000, making it the second largest unitary authority in Wales and the regional center for South West Wales.

### Consolidation of Service Desks and internal processes

The City and County of Swansea have been using the *assyst* IT Service Management (ITSM) platform from Axios Systems to manage their IT service for schools since June 2004. All other corporate departments were previously covered by an outsourced contract which had been in place since 2006, and as such primarily used Remedy provided by Capgemini. That outsourced contract terminated on 31st December 2015, with transition to a new Service Desk required by the end of October 2015.

*"Having reviewed a number of options, we decided to roll out assyst across the Council. It was chosen as there was no need to factor a procurement tender into our timescales with assyst already being used by part of the ICT service. In addition, Axios Systems' reputation and absolute confidence of their implementation to the required deadline were drivers for the decision."*

**Jo Harley, Information and Strategy Manager, City & County of Swansea**

The original suggestion was that the Council simply upgrade the existing *assyst* system and expand the license base, however, it quickly became apparent that it wasn't as simple as that and a larger project was required. Whilst the corporate team accepted a lot of the tried-and-tested functionality that the schools were using, internal processes were different between schools and the other departments; an issue which needed to be addressed.

Additionally, there was a requirement to provide self-service facilities that incorporated Service Catalog and *assyst* Reset. The biggest challenge was to have the design, build, testing and training all accomplished by 1st October to run in parallel with the Capgemini service for the first month. This meant that much of the activity had to happen over what are typical summer holiday months.

### Working together: Axios Consultancy and CCS achieve scoping to go-live in only 106 days

Swansea effectively had the task of bringing two Service Desks into one in 106 days. The project involved a complete reimplement to the latest

version of the software and moved the Council from Windows to Web. It was essential that the school and corporate data were kept separate, and Change Management needed to be implemented for corporate in a way which was different from how the schools were using it. The key stages of the project were as follows:

**June 2015 – Initiation and Scoping:** An initiation day took place on 17th June when the project was re-scoped based on the requirements outlined above. Once the scoping was signed off and the project plan was in place, CCS had confidence that they would have the system delivered on time, in the way they wanted it to be delivered.

From the outset, there was a good team effort from both sides – Axios knew they had to share some responsibilities across the build activities to fit into the timeframe, and CCS allocated a dedicated Project Manager which proved a great benefit to the success of the project. The Project Manager didn't get involved in the build, but rather was a conduit to keep the project on track and manage expectations. She was able to manage the critical path to ensure everything was done on time and get the right team involved at every stage to own their tasks and bring the right information to the table. This allowed the Axios consultants to focus their effort on the product, not project coordination.

**July 2015 - Workshops and Design:** The first piece of work after the scoping was signed off was to run the workshops to fully define CCS's requirements. Work then focused on analysis and design, which went on through the remainder of July when design was signed off and ready for build.

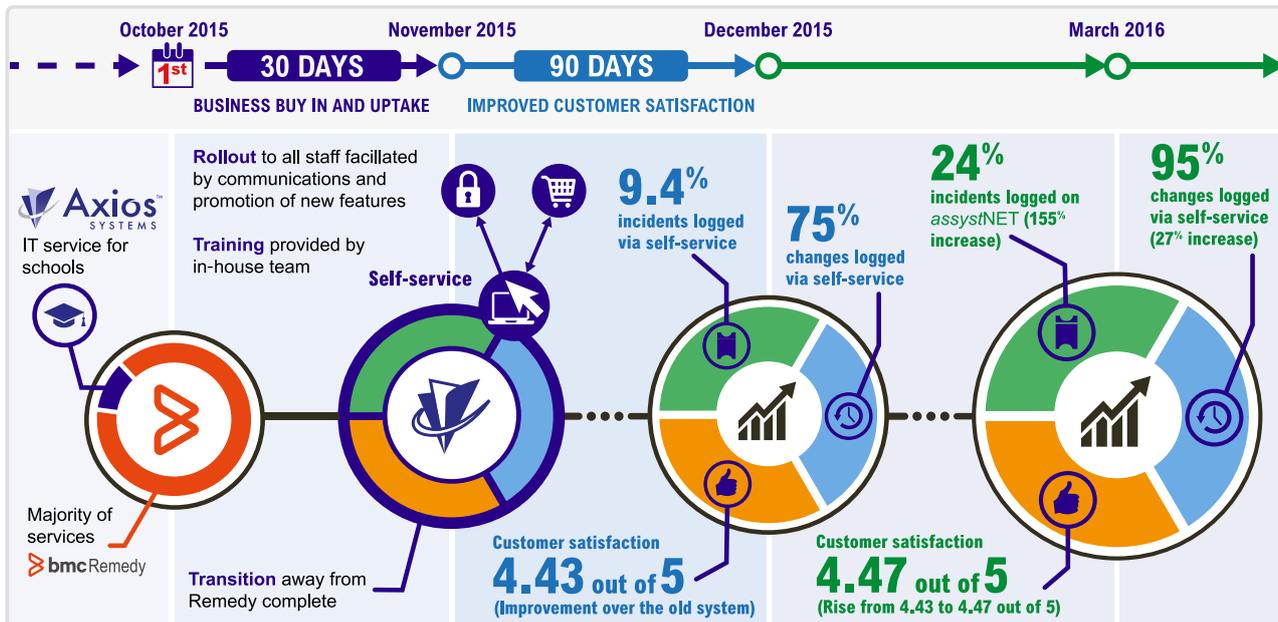
**August 2015 – Training and Project Build:** Training took place in early August, which brought the CCS administration team up to speed with the new product. The Council assigned a dedicated team to which Axios consultants could pass tasks. This enabled a true skills and knowledge transfer ensuring that the CCS team understood and could manage the system post go-live. On 24th August, the build began, and was run as a joint project between the Axios consultants and CCS admins through August and September.

**September 2015 – Train the Trainer and transition from development to live:** Train the Trainer sessions were run with dedicated CCS trainers, who then took Axios's methods and documentation and developed their own training courses to deliver to all CCS staff.

The Axios team had a week from 24th September to make the smooth transition from development to live, and worked closely with the CCS administrators all the way to a problem-free go-live day on 1st October.

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## Results



CCS now have a consolidated ITSM tool, rather than a disjointed set of tools. No special scripting was required, and the Council are now self-sufficient and able to make their own design decisions. The delivery team have become an expert group within their own organization to take *assyst* forward and keep momentum going.



## The Future

CCS plan to develop their use of *assyst* further. Phase two of continuous Service Desk improvements is underway, including the CMDB. It is envisaged that this will provide a lot more accurate information of the ICT estate and a single source of information on all assets, from location to maintenance information.

With the Service Catalog in place, the scope is also there for a wider use covering non-IT areas. The Council plan the provision of enterprise-wide service management. In addition, they will look to offer services out to other public sector bodies, thus operating as a true shared-service center.

“The consultants who were on site to deliver the product were excellent. Their expertise in the technical capabilities of the system and their understanding of the business was invaluable and contributed enormously to the successful delivery of the project.”

**Jo Harley, Information and Strategy Manager, City & County of Swansea**

## Reasons for Success

“Having very knowledgeable people in their business environment was very helpful. CCS knew they had to free up the right people to do the work required, and their dedicated Project Manager was very good at asking the right questions and providing us with what we needed to know. The fact that the dedicated team were there and pitched in gave our consultancy team a much bigger set of resources to work with. We were the pivot point – they did a lot of hands-on work themselves.

The dedication of the CCS staff in getting this project done was an incredible feat. They put the time and resource in to contribute to the success. They are now in a great position with a good platform to drive IT service forward.”

**Nigel Munford, assyst Consultant, Axios Systems**

“City and County of Swansea allocated a dedicated team to this project which in itself contributed to the success. With a focus on skills transfer, they rolled up their sleeves and got stuck into the build. They were able to do everything themselves and we were confident that they would carry on and keep things moving forward after go-live.”

**Nigel Munford, assyst Consultant, Axios Systems**