

Tamworth BC

ITSM Adds Value for Local Government

Tamworth Borough Council's ICT team has built up an enviable track record over the years, using Sunrise to help boost the department's status and financial performance.



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Tamworth Borough Council's ICT department has built up an enviable track record over the years. Showing increased savings year on year, not least through a conservative approach to headcount, the department has nevertheless managed to significantly increase its performance.

Behind this success lies the energy that the team, and Nicki Burton, Director of Technology & Corporate Programmes, have invested into shaping some very effective working processes, supported by Sunrise Software's IT service management software platform, Sunrise ITSM.

The fully centralised service desk provides support for 450 staff across headquarters and eighteen remote sites, as well as 30 elected members working from their homes. As one of the early BS 15000 accredited organisations, the Council then converted its accreditation to the ISO/IEC 20000 standard.

Accreditation at the forefront

Tamworth Borough Council became BS 15000 accredited in 2004. "After attending an awareness day, this felt like the right standard for us," says Nicki. "Its benefits seemed to outweigh those of others such as ISO 9000 and Charter Mark."

After carrying out a gap analysis to determine what would be required, and basing a new strategic direction on these findings, the Project Team invited BSI (the national standards body) to visit the Council for an initial assessment. The entire assessment process took three months. Following an 18 month migration period, Tamworth achieved accreditation for ISO/IEC 20000, which superseded the BS 15000 standard.

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IT Service Management Platform

Following a procurement process involving the evaluation of different ITSM software solutions, based on ISO/IEC 20000 criteria, Tamworth selected Sunrise ITSM in 2008.



"After carrying out some site visits, talking to partner councils, and seeing various demonstrations, it became apparent that of the products evaluated, Sunrise ITSM was the most cost effective and provided our specified functionality" says Nicki.

"Good change management capabilities were important for us and I have to say, this was one of Sunrise's strong points. Being ITIL aligned, Sunrise ITSM enables us to track a full incident lifecycle as well as deliver a significantly more effective change management service. It has provided us with an ideal platform to meet our obligations."

Risk Assessment is also an area that the standard puts a lot of emphasis on, and Tamworth configured the change management module to capture risk-related information as well.

"This way we can understand service and functionality impact as part of the overall assessment of the change," adds Nicki. "This allows decisions to be made more effectively during Change Advisory Board meetings."

Tamworth also set up Sunrise ITSM to underpin its ISO/IEC 27001 accreditation for information security, allowing for security incidents to be logged and reported on.

Nicki has allocated resources to manage the development of Sunrise ITSM in line with evolving requirements. "The system now looks completely different from the way it looked when we started out," says Nicki. "This is testament to the software's flexibility and configuration-friendly architecture."

New processes under constant review

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As a relatively small team, Tamworth ICT took a down to earth approach to the standard, as Nicki explains: "We began by looking at how existing processes fit BS 15000 at the time, and any new processes had to demonstrate appropriateness. Being a small team, we grouped together some of the functions defined in the standard to make it fit with our existing structure."

"We used to be good at logging calls but not so good at closing them and informing users," says Nicki. "Now our approach is a lot more proactive and we work to agreed response times. For example, we are able to see the ten top calls thanks to our reports, and if any of these are training related, such as "how to set up tables in word" for example, then we organise resolutions which can include self-help documentation or sign-post to training."

Communication with internal customers has improved massively, thanks to regular awareness training sessions and service reviews. "We operate pilot groups which enables us to test new initiatives and encourage feedback to ensure things are right before corporate roll-out," says Nicki.

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Results

The Council has submitted its ICT function to benchmarking through the years, through the Society of Information Technology Management (SOCITM), and more recently through the Chartered Institute of Public Finance and Accountancy (CIPFA). It also gauges its performance using online user surveys and random sampling by the service desk, which have shown excellent results.

ICT Customer Survey Feedback

"Their attitude to assisting me and my team members with both small and large scale projects is invaluable and under your direction your team members have become much more part of the business development process rather than an after thought. The work of your team not only assists us with our organisational change but also helps give direction and much needed support to the change processes that are not only technological but also more importantly impacting of the everyday working lives of our staff."
Anica Goodwin
Assistant Chief Executive

"Supporting me in 'the day job' is difficult enough and warrants comment and appreciation in its own right. However, the challenge to ensure that I could operate effectively within the constraints of my disability, was a challenge above and beyond the call. The Disability Discrimination Act places a duty on the employer to make 'reasonable adjustments' to the work place to accommodate the needs of people with disabilities. It doesn't require the team from the ICT Service Desk to respond out of hours, at weekends or make house calls to ensure one of the Council's senior managers is on-line! More importantly, what I need, why I need it or when is never questioned, but the problem is always resolved. The team behind the scenes probably do not even realise the extent to which they support me. This is an opportunity for me to remind them and to tell others of this superb support service."
Anthony E. Goodwin,
Deputy Chief Executive"

"We have seen a considerable improvement in the ICT Services. The level of service they offer us is of a highly consistent standard and is sufficiently robust to cover not only day to day/weekly processes but also ongoing projects".
Michael Buckland
Head of Revenues

"The high level of qualitative and support service that your team has provided over the last year has underpinned the ability of all services / service provision throughout the Authority to deliver high levels of service to our customers. The ICT Unit is an essential critical support service which ensures that a high standard of computer technology is delivered to both front line and support service units - this is done through benchmarking, proactive development work, activity, ICT Strategy and Technology Innovation, back-up and business continuity planning, best practice and industry standard compliance. Building on the current high service standards the unit is justly able to confirm its ability to provide high quality and sustainable service provision in challenging economic times. The IT Unit is to be congratulated on its current service provision and its assistance in successfully delivering Corporate Projects - carry on the good work you are an important influence in how we delivery continued improved service provision both internally and externally to our customers."
John Wheatley
Corporate Director Resources

"Over the last couple of years there has been a significant improvement - now we phone and have immediate assistance, where possible, to resolve issues, from a professional team of people who are extremely knowledgeable and capable"
Karen Taylor
Head of Benefits

"They offer me a reactionary service, a proactive service, as a supplier when undertaking major programmes of organisational, as a consultative partner on projects, as an account manager and as a customer of mine and me as a customer of their service. Over the past two years they have worked considerably to improve their service whilst aiding the delivery one of the biggest programmes of corporate improvement that this organisation has ever undertaken. They have been extremely responsive, proactive, helpful, friendly, accommodating, and worked additional hours so that our customers were not affected, and met deadlines."
Tracey Yeomans
Head of Customer Services

"The team are always helpful and provide an excellent service whether it is regarding the kiosks or Academy system matters"
Keith Greaves Senior NDR and Collection Assistant

As well as happier customers, Tamworth ICT has achieved year on year savings, thanks to better supplier management, and the negotiation of contracts based on performance.

These outstanding results, published to the management team and elected members via a performance dashboard, have provided a huge boost to the department.

The future

Nicki and her team are planning to continue building on Sunrise. "The relationship we have with Sunrise feels more like a partnership than a client / supplier dynamic," says Nicki. They have always responded to our feedback 100%, and gone out of their way to support us."

The team is currently piloting self-service in its continued drive for better performance and bigger efficiencies.

Our Clients



CASTLETON

FARRER & Co



About Us

Sunrise Software has over 20 years' experience building and implementing service management software that enables organisations to support both employees and external customers. Sunrise is designed to meet industry best practice and is easily configurable to meet individual organisations' specific needs. The platform is browser based, notably easy and intuitive to use.

Sunrise ITSM is suitable for IT departments providing technical and support services, while applications are available for Shared Services and external / third party Customer Service, as well as HR/ Payroll and Facilities Management. The software is available as a Software as a Service (SaaS) solution on the IBM Cloud platform, or on-premise, and is used and trusted by hundreds of high profile organisations in public sector and commerce.



Reporting Compliant
with the SDI Standard
2017



Built on
IBM Cloud

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