Looking to the Cloud for Modern Service Management Capabilities

NHS Arden and Greater East Midlands Commissioning Support Unit uses Ivanti to allow better access, support and service management that can affect better health outcomes.

Arden&GEM

Profile:
NHS Arden & GEM CSU acts as a valued and trusted partner for commissioners, local authorities, and providers building integrated, high-quality, cost-effective healthcare services.

Location:
Offices throughout the Midlands, North West, and South East of England

Industry:
Healthcare

Website:
https://www.ardengemcsu.nhs.uk

Solution:
- Ivanti® Service Manager

Key Benefits to NHS Arden & GEM CSU:
- Cloud-based as-a-Service access capability for internal and external customers across a vast geographical area
- Service Catalog, Self-Service, Incident Management, Problem Management, and Change Management modules deliver an integrated, flexible, modern, and reliable solution
- Immediate productivity gains up three-fold by users with self-serve usage
- Decrease in incoming helpdesk calls by up to 40 percent
- Increased perception and standing of the CSU helpdesk—from an all-encompassing, low-level ticket issuance desk to deep service-delivery partners
- ITIL maturity enhanced through service management, critical when all CSU work is underpinned by rigorous governance and quality standards

NHS Arden and Greater East Midlands Commissioning Support Unit (NHS Arden & GEM CSU) delivers cost-effective health IT services and infrastructure solutions to offer optimal integrated care for patients across a large geographical region that extends from Greater Manchester in the north, to Essex in the south of England. Users include the National Health Service (NHS), Clinical Commissioning Groups (CCGs), hospices, and other healthcare departments.

Creation of the CSU came in 2013 through the rapid implementation of the Health and Social Care Act, resulting in an imperative to deliver merged IT support and productivity services with minimal user disruption. CSU's inception created a state of fluidity, including the merger of four former IT departments into one integrated service delivery unit. Further service delivery challenges appeared as systems merged and users switched between CSUs.

However, amalgamation created new challenges, such as significantly multiplying the volume of managed categories (the CSU helpdesk listed more than 1,500 categories). IT management realized that with this category volume, detailed analysis and reporting on causes and service levels was practically futile.

For frontline support technicians other hurdles arose. Four years after the creation of the CSU, and with over one million tickets stored in the merged backend, the service management team designated that the system required full modernization to take advantage of new ITSM technology to provide needed service levels.

Three of the CSU's merged IT departments at NHS Arden & GEM were already using Ivanti Service Desk. The merged IT teams decided to consolidate their ITSM systems as a rapid, trusted route to continuous service delivery that would also leverage their existing Ivanti investments.

Paul Miller heads the service management and delivery function for the CSU, and is tasked with providing service availability, increasing user productivity, and supporting 45,000 endpoints through frontline service desks, remote support, and field engineering support teams.

Miller recalls, "Although the former helpdesk software was over 10 years old and merged multiple times, it successfully saw us through creation of

the new CSU. We wanted now to modernize to increase internal and external user productivity by integrating helpdesk and service management capabilities through a cloud-based ITSM solution."

Latest ITIL-based Service Management Capabilities via the Cloud

Ivanti Service Manager quickly differentiated itself through its cloud-based optimization, an essential requirement for the CSU now keen to offer Cloud based as-a-Service access capability 24x7. Previously, users had to gain access to helpdesk support via a VPN login, meaning field-based engineering teams could often only access support requests at their office by printing jobs for the day.

Additionally, the 300-strong CSU team had a reassuring history of support and familiarity of usage of Ivanti, along with the opportunity to leverage their Ivanti investment to their new ITSM solution. Procurement started in late 2018. The team was eager to embrace new advanced ITIL service management capabilities to make the CSU both change-ready and secure in order to provide enhanced services to internal and external customers.

Request and Incident Management were the first modules to go live as part of the CSU service desk overhaul, with Change Management and Problem Management following three months later to enhance service management capabilities. Rollout meant that users could now access live support services immediately across all devices, both in the field and in the office, without needing a VPN. Immediate access and fast resolution capabilities are significant to the CSU, ensuring better patient outcomes when seconds gained from improved service delivery can save lives.

At the CSU service desk, enablement of self-service requests and accurate incident logging lead to productivity gains through better call handling and higher first-touch resolution rates. Deploying password reset alone decreased calls to the service desk by 40 percent. Self-service has also been quickly adopted by the CSU's external customers such as Derbyshire Healthcare, themselves internal service support providers to the NHS. In the first three months, usage stats rose with 30,000 incidents logged and a three-fold increase in the use of the self-service channels, freeing helpdesk technicians from repetitive requests.

Miller notes: "Implementation of Ivanti has changed the role of the service desk from providers of all-encompassing ticket issuance to deeper service delivery partners. Technicians now resolve more complex incidents, offering users genuine assurance and detailed assistance that increases productivity."

Collaborative Change Control Across the Estate

Ivanti Service Manager has allowed the CSU, long-standing practitioners of ITIL, to reach greater degrees of ITIL-based maturity by integrating helpdesk and service desk change management processes to increase overall governance and collaborative, policy-based change control. Today the CSU has greater visibility and control over changes to the estate, and continually reviews and adapts their change management and problem management processes.

One example is the control of category additions. Ivanti Service Manager's Change Management module facilitates collaborative working for stakeholders within the CSU's Development Group, which details, discusses, and votes on category additions and updates. Other departments, such as Business Intelligence, have followed suit, tailoring automated workflows to better control and facilitate their change processes.

"Adoption of Ivanti," Miller reflects, "has allowed us to detail end-to-end service delivery and quickly align volume of service requests, problem tickets, and requests for particular service enhancements. We can now work out the overhead of supporting tickets and accurately determine what it costs to provide services to customers. We feel mature in our service management provisioning, and we can confidently and flexibly support change and address most technical pains."

For reporting, the CSU relies on Ivanti's Xtraction function to provide resultant service management reports that offer rich dashboards that detail service levels and response times on each ticket. Second-line reports detail call management levels that are matched to relevant KPIs. With accurate capturing and routing of information, second-line support staff members have greater visibility on escalated tickets, resulting in faster query resolution. This, in turn, allows for other CSU staff to stay focused on providing optimal patient care.

"This is a very powerful unifying solution," Miller states, "with a high degree of configuration to suit our bespoke requirements both internally and as service providers to other reliant organizations in the NHS network."

Note: NHS Arden & GEM CSU results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.

Learn More

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