

Key Goals

Realise the investment in ServiceNow and the ability to deliver long-term results that are identifiable and understood.



Improve customer experience & overall satisfaction



Improve productivity and effectiveness of Service Desk & Service Operations



Provide a platform for effective knowledge sharing, boosting front line capability



Ensure sustainability, usability & maintainability of the service management toolset



Align Service Maturity improvement & ServiceNow Roadmap to support the business goals



Establish ServiceNow platform governance, including enhancement requests and a test assurance framework



Provide rapid delivery of new ServiceNow capability to support transition of new services from AGILE major Digital programmes



Eliminate data silos & poor data quality. Align data, people & service targets



Empowerment of ITIL Process Leads with responsibility for driving Service and Tooling improvements

Background

Her Majesty's Courts and Tribunals Service (HMCTS) is an executive agency of the Ministry of Justice with around **17,000** staff operating from over **500** locations.

The HMCTS Digital Change Directorate (DCD) acts as a key enabler of HMCTS' future as a digital organisation, supporting a major transformation programme.

The Digital Operations function within DCD supports a diverse set of users including:

- Citizens
- Court staff
- Judges
- Magistrates
- Prosecutors
- Legal counsel

Digital Operations sought a partner who could bring thought leadership alongside service delivery, who was able to evolve, enhance and improve the service, and gain greater business value from the ServiceNow Platform.

Methods were awarded a two year contract to deliver this capability from January 2018.

HMCTS DCD & Methods Working Together

Methods believes that service excellence is enabled through alignment of people, process and technology and a culture of continuous performance improvement.

- An experienced team with skills across the full service lifecycle
- A focus on outcome driven service solutions
- A collaborative culture working side by side with HMCTS staff
- HMCTS Staff embedded within the team providing business knowledge and ensuring a retained knowledge within DCD
- Regular engagement, feedback and support from HMCTS Senior Stakeholder.
- Leverage industry best practice and extensive experience of service disaggregation and enterprise platform delivery within Central Government to deliver rapid remediation and transformation of existing and new services.
- Driving the adoption of key best practice that can be scaled to meet the challenges of the growing organisation putting digital delivery at the heart of its Reform.

Results - Sustainability, Maintainability & Usability

STABILITY	Stability of the platform enabled delivery capabilities within the ITSM toolset.
TEST ASSURANCE	Test Assurance Strategy protected the live service environment. Reduced production defects by over 99.9%, significant reduction in cost of release cycles.
RE-IMPLEMENTATION	A full CMDB eliminated data silos, to identify and track service issues and support management.
CSM	Delivered Customer Service Management (CSM) capability with full integration into the ITSM suite to support citizen facing contact centre services and rollout.
PLATFORM UPGRADE	A full platform upgrade to the latest release level "Kingston" – this was seamlessly implemented with no service interruptions and with no defects raised.

Results - Productivity, Performance & Reporting

MOVED MORE THAN 75%	Enabled shift-left activities that have moved more than 75% of the resolution volume to the DCD IT Service Desk – this has delivered significant operational efficiency and greater capacity for value add activity.
REDUCING LIVE QUEUES BY 80%	Improved performance reporting has allowed Service Desk analyse and manage the backlog of active tickets reducing live queues by 80% (from over 1000 to less than 200).
REPORTS & DASHBOARDS	Customer has a well-defined and detailed view on the performance of their services, with automated reports and dashboards.
GOVERNANCE	A best practice governance structure has been implemented to assure and control the quality of both new and existing services.
PROJECT & PROGRAMME	Development and maturity of Project and Programme management to manage the increased breadth and complexity of services demand from the DCD portfolio of major change programmes.

Future Development

DRIVE	Drive further shift-left activity to enhance the end user experience and deliver further operational efficiency.
DELIVER	Delivery of a self-service portal capability to provide a single source of entry for user request fulfilment, incident handling and knowledge.
LEVERAGE	Leverage the CMDB to drive forward further automation and orchestration opportunities.
ENGINEER	Deliver a 24/7 Event Management capability with automated engineer callouts with email, voice and SMS communications to targeted audiences.
ANALYTICS	Deliver rich analytical reporting of trending and statistical data to support enhanced decision making across the core ITIL processes.
MAINTAIN	Maintain Platform integrity and ServiceNow Major Release alignment.

Office locations:

London | Birmingham | Bristol | Cardiff | Chelmsford | Edinburgh | Manchester | Sheffield

