

SERVICE IMPROVEMENT

What have we done and been working on?
15/11/2023



GENERIC ALL > INTERNAL USE

PROBLEMS:

- It wasn't possible to measure the issues accurately as everything goes to Generic All.
- No specific interface for analysts only for normal users.

OUR ACTIONS:

- Research, interviews, workshops with analysts.
- Develop 'Internal use' based on the inputs of analysts (Thank you!)

SOLUTION(S):

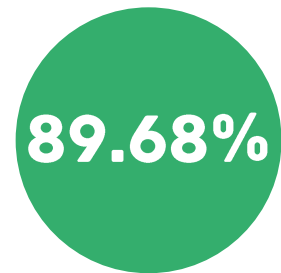
- Internal use for analysts, categories are based on teams first due to the familiarity usage.

IMPACT:

Show positive feedback and benefits to reporting

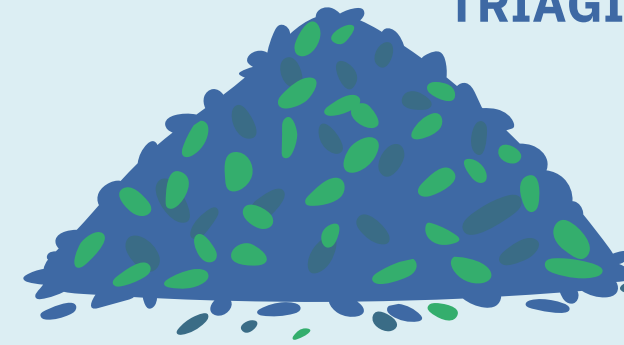


Popular teams (June-Oct):
Platform Team
Network Team
Messaging & Collaboration



Very easy and easy to use
(Data from June 2023)

A PILE OF REQUESTS WITHOUT ANY CATEGORIES AND WITHOUT AUTO TRIAGING



TO REPORT FRIENDLY AND USER-FRIENDLY INTERNAL USE

Which organisation is the work for? *

- Brent
- Lewisham
- Southwark
- LGA
- Lewisham Homes

Please select from the team below *

- Application Team
- End User Computing Team
- Finance & Procurement Team
- Messaging & Collaboration
- Network Team
- Platform Team
- Security Team
- Telephony
- User Access Team
- Other

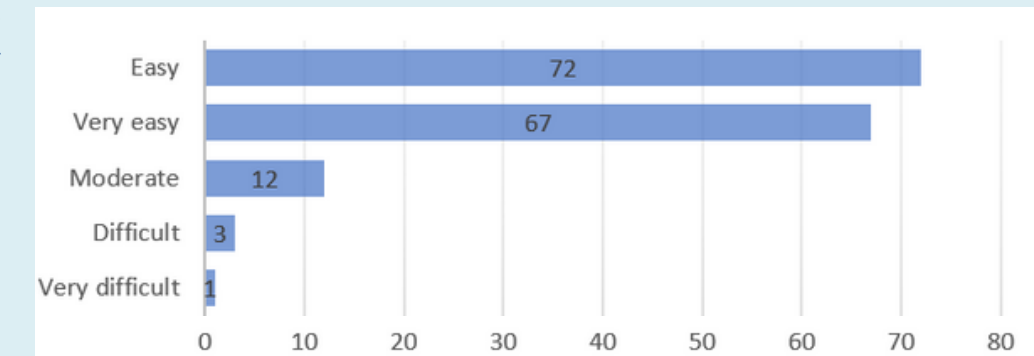
Type of incident/request *

- Customer incident/request
- Internal technical incident/request

What do you need the Platform team's help with? *

- Server patching
- New Server request
- Certificates
- Network changes
- Requests for change Domains
- Other

FEEDBACK



ON-SITE QMINDER IMPROVEMENT

PROBLEMS:

- Lack of standardised service (LBS+LBL don't have a device for users to raise tickets resulting in analysts having to raise tickets for customers and longer waiting time.
- Confusion among new starters when picking up their devices.

OUR ACTIONS:

- Researched, and conducted interviews, and workshops with analysts (on-site and UAT) and end users from three locations.
- Worked with the Hornbill team to develop workflow

SOLUTION(S):

- New hornbill icon for user to raise tickets on-site. (Set up at Southwark)
- A new way to book appointments with the User Access Team through Microsoft bookings to encourage communication between analysts and managers of new starters. (In progress)

IMPACT:



Save analyst time, provide accurate statistics and capture all tickets. Less waiting time for customers.



Less or no waiting time for new starters when picking up their device.

Tooley St Ticket log

For logging tickets for STS on-site support

◀ Cancel

Please make a note of your ticket number as you will need it for Q-minder

Requestor *

✕ [Redacted]

What is the issue you're facing? *

Applications (Teams, Outlook and etc.)

Describe briefly the issue you are facing *

Test

Finish



Easy to use, no need to log in to their Hornbill account, simply put their email!

Information

STS On-Site Brent
No Owner

Logged On 2023-11-06 13:02:44
Status Open
Priority
Category

Service
Tooley St Ticket log (On-site IT support)

Service Level
Default P4
Resolution 2023-11-13 13:02:48
Select Sub-status

Customer: [Redacted]

→ [Redacted] Remove

• [Redacted]

• Brent

• Service Design Officer

• Brent Standard

• [Redacted]

• [Redacted]

Details

Questions



The business process will assign tickets to the on-site team in each location and change customers according to user email.

ASSET MANAGEMENT SYSTEM

PROBLEMS:

- Spreadsheets with disparate data, reliant on human accuracy
- Creation of reports was very manual
- Multiple sources of data/separate systems
- Lack of knowledge as to where laptops were

OUR ACTIONS:

- Worked with Hornbill to implement Asset Management module on Hornbill
- Developed processes and procedures

SOLUTION(S):

- Launched AMS for laptops in LGA, Brent & Lewisham
- Working on mobiles & tablets

IMPACT:

- Assets can now be linked to tickets
- One place for reporting

NEXT STEPS

- Launch AMS for Southwark
- Power BI
- Ensure data is accurate
- Introduce mobiles & tablets
- Further automation
- Develop processes further



12657 assets in the system

Date (Issue)	Type	Model	Asset Tag	Serial number	Condition	Hornbill Ref	End User	Notes (optional)
6/24/2022	T480s	10811						
6/28/2022	X13							
6/29/2022	T480s							
6/30/2022	T480s					SR00995643		
6/30/2022	E14							
7/1/2022	T480s							
7/1/2022	E480					SR00924112		
7/4/2022	E480							
7/4/2022	T480s							
7/4/2022	E14					SR00858868		
7/7/2022	E480							
7/7/2022	E14					SR00927826		
7/7/2022	E480							
7/7/2022	E480					SR00926339		
7/13/2022	E480							
7/13/2022	E480							
7/13/2022	T480s							
7/13/2022	T480s							
7/14/2022	T480s							
7/14/2022	T480s							
7/14/2022	E480							
7/14/2022	L440							
7/14/2022	L430							
7/14/2022	SF713D							
7/15/2022	SR00931529					SR00931529		

FROM SPREADSHEETS



TO ASSET MANAGEMENT ON HORNBILL

The screenshot shows the 'Details of an Asset' page in the Hornbill system. The interface includes a search bar for requests, filter dropdowns for Type, Status, Owner, Customer, and Service, and a 'Details' section with fields for Type (Laptop), Description (Portable computer), and Class (Computer System). The 'General Properties' section is expanded to show 'General Asset Information' with fields for State (Assigned), Functional Availability (Available/Working), Asset Tag (Redacted), and Description (Redacted). Other sections include 'Computer Information' (Last logged on User: Redacted), 'Hardware Information' (Manufacturer, Internal Model, Serial Number: Redacted), and 'Installed Software Information'. A 'Tags' section at the bottom allows adding a tag.

SMAL (STARTERS, MOVERS & LEAVERS)

We're slowly but surely improving our overall SMaL/SLaM process across all orgs by identifying gaps and working collaboratively to find solutions.

PROBLEMS

- Gaps in processes
- Multiple forms / confusing for customers
- No Leavers form in Southwark
- E5 license shortage
- Forms not uniform across partners

OUR ACTIONS:

- Worked with partners to identify gaps and potential solutions
- Co-ordinated developments of solutions
- Liaised with stakeholders to create & update forms
- Attended LBL Hackathon & Buildathon

SOLUTION(S):

- LBS Leavers form launch
- LBB Oracle > Hornbill integration
- E5 license process/life cycle alteration
- Liaising with Ed to make alterations to current process

IMPACT:

- Councils now all have similar process
- Moving towards streamlining processes
- Freeing up of E5 licenses



QUICK LOG ICON

PROBLEMS:

- Confusion around which icon to choose on IT portal

OUR ACTIONS:

- Conducted interviews with users
- Tested our prototype with users

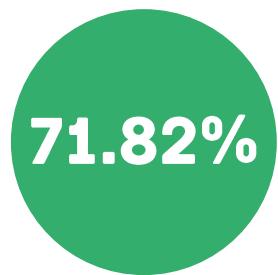
SOLUTION(S):

- Quick log icon for popular topics based on statistics

IMPACT:



Quick log can save user time and it's fuss free



Positive feedback (rating 6-10)
Two weeks of launching the service!

19/64 users gave it 10 out of 10!

Quick Log
New Quick Log Icon!

You have given us a lot of feedback saying it can be confusing where to log a ticket. With the Quick Log icon we've taken the most common requests and put them all in one place so that you can raise a ticket quickly and efficiently!

Please try it out today when raising your ticket and leave us some feedback on the form included!

Welcome to the new Quick Log icon.

This aims to capture the most popular requests and allow you to raise a request quickly.

Please note if you need HR, Accounting or other Service Specific requests, you may need to check the lower section of the portal.

Service Specific Support

- Accounts Payable
- Accounts Receivable
- Automation
- Brent Oracle Cloud Support
- Brent Website
- CHAD Systems Team - Mosaic & CareStore
- CHAD Systems Team - One, Y7 & Synergy
- Change Request
- Children Apps
- Customer Access Performance & Quality
- Dynamics
- Fixed Assets
- Housing and Idax
- LBS Dynamics 365 CRM
- Legal Quality Check Requests

Hi, Best Intisarn, how can we help you today? *

Email (Outlook)

Internet issues

Laptop

Password Reset

8x8

Other

Email - please narrow down your request *

Outlook not launching/opening

Shared mailbox

Release Email

Distribution list

I cannot find outlook icon

Other

Please summarise your request: *

Test

Next



Easy to navigate, log a ticket within a few clicks with provided popular issues.

LIVE REPORTING DATABASE

PROBLEMS:

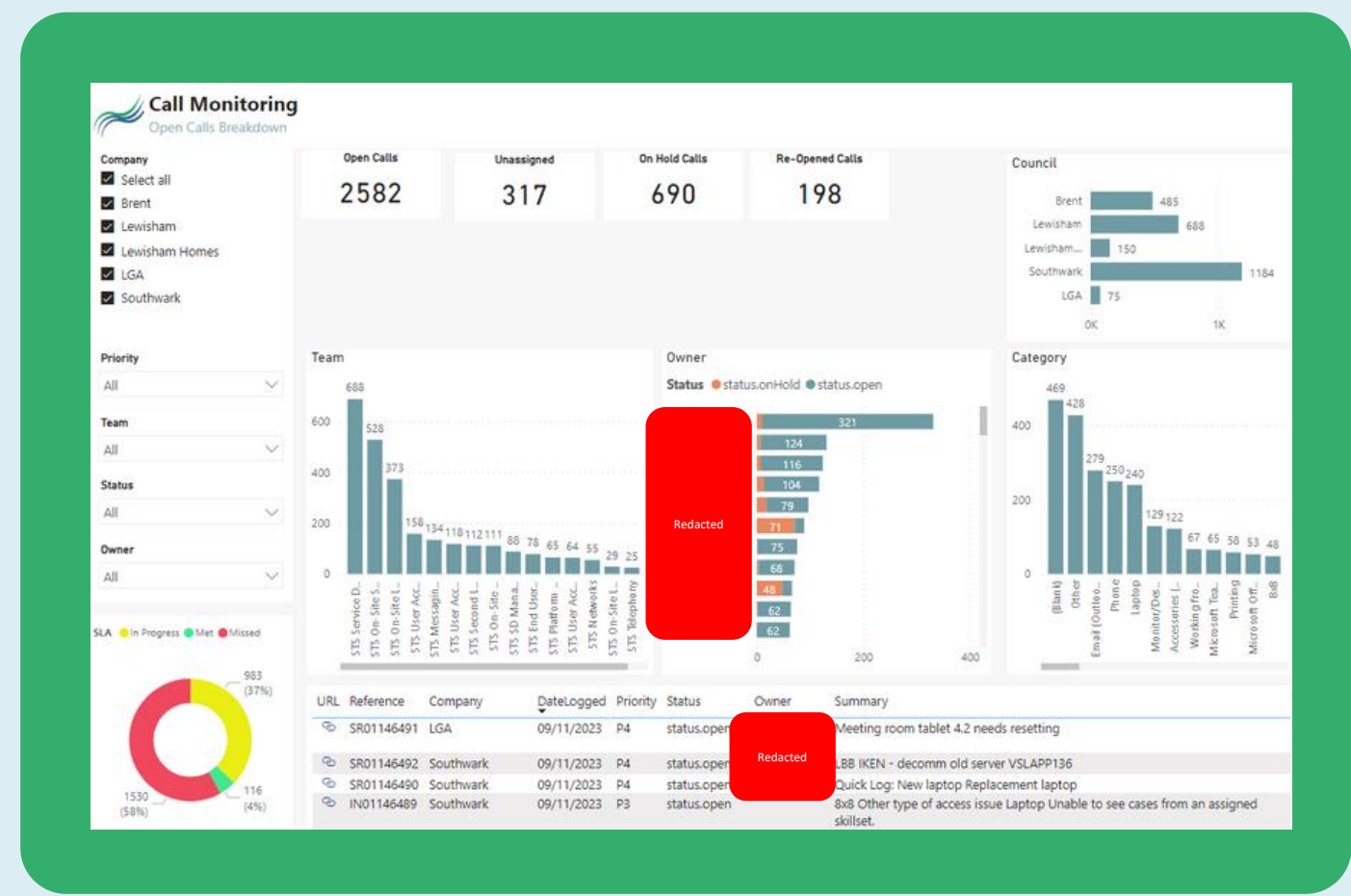
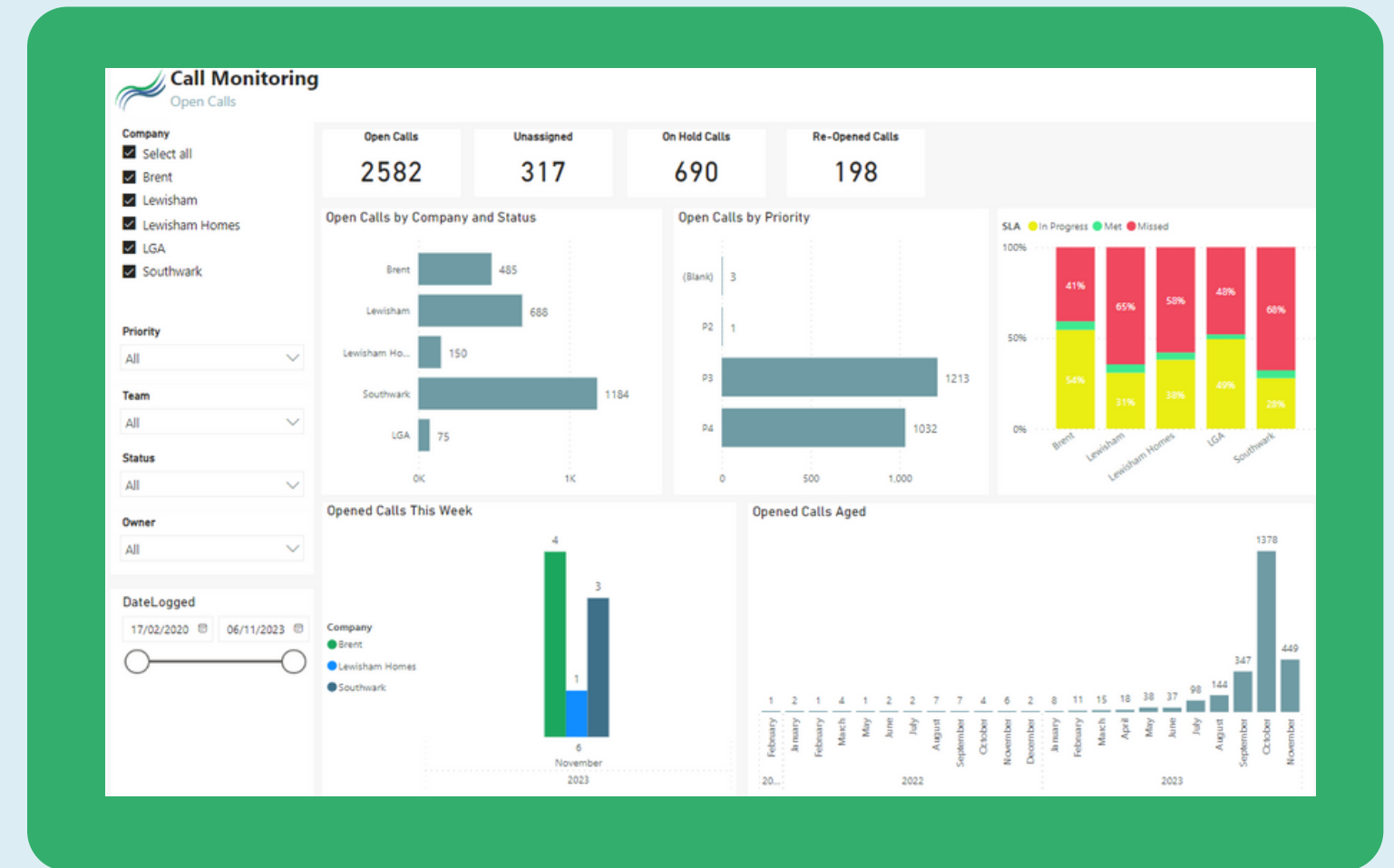
- No live reporting - using Hornbill for reporting is a very manual process to get any reporting let alone live reporting
- HB has no direct connection (API) to Power BI or other such tools
- Without live reporting it's more challenging for STS to know where the issues are or forecast, therefore to make informed business decisions

ACTIONS & SOLUTION:

- As Hornbill has no API Power BI ,we used a script to automate reports from HB to an SQL database, which is then connected to Power BI for live reporting
- We have live reports that show us data for Open calls, Raised and resolved calls for the last 30 days
- The next phase is to build more then 30 days data but to have to 13 months in the DB for trends, forecasts etc

IMPACT:

- Make informed business decisions backed by data
- One source for all our reporting needs
- Self service capability



PROMOTE COLLABORATIVE & CONTINUOUS IMPROVEMENT CULTURE

ENGAGEMENT:

40+

Engaged with 40+ customers in interviews about our services across three councils.

10+

Engaged with 10+ analysts to work on various project deliverables .

4

Organised and led 4 workshops with internal teams across three councils.

∞

Innumerable interactions with customers, and analysts through conversations and surveys.

WHAT'S NEXT?

- Follow up workshops
- Open door invitation to reach out about your ideas

Redacted



**Projects we're
working on ...**

AI CHATBOT

PROBLEMS:

- Users would like quicker or immediate service
- Getting information can be hard to find and reliant on siloed sources
- Traditional chatbots have higher barriers to entry and limited effectiveness

OUR ACTIONS:

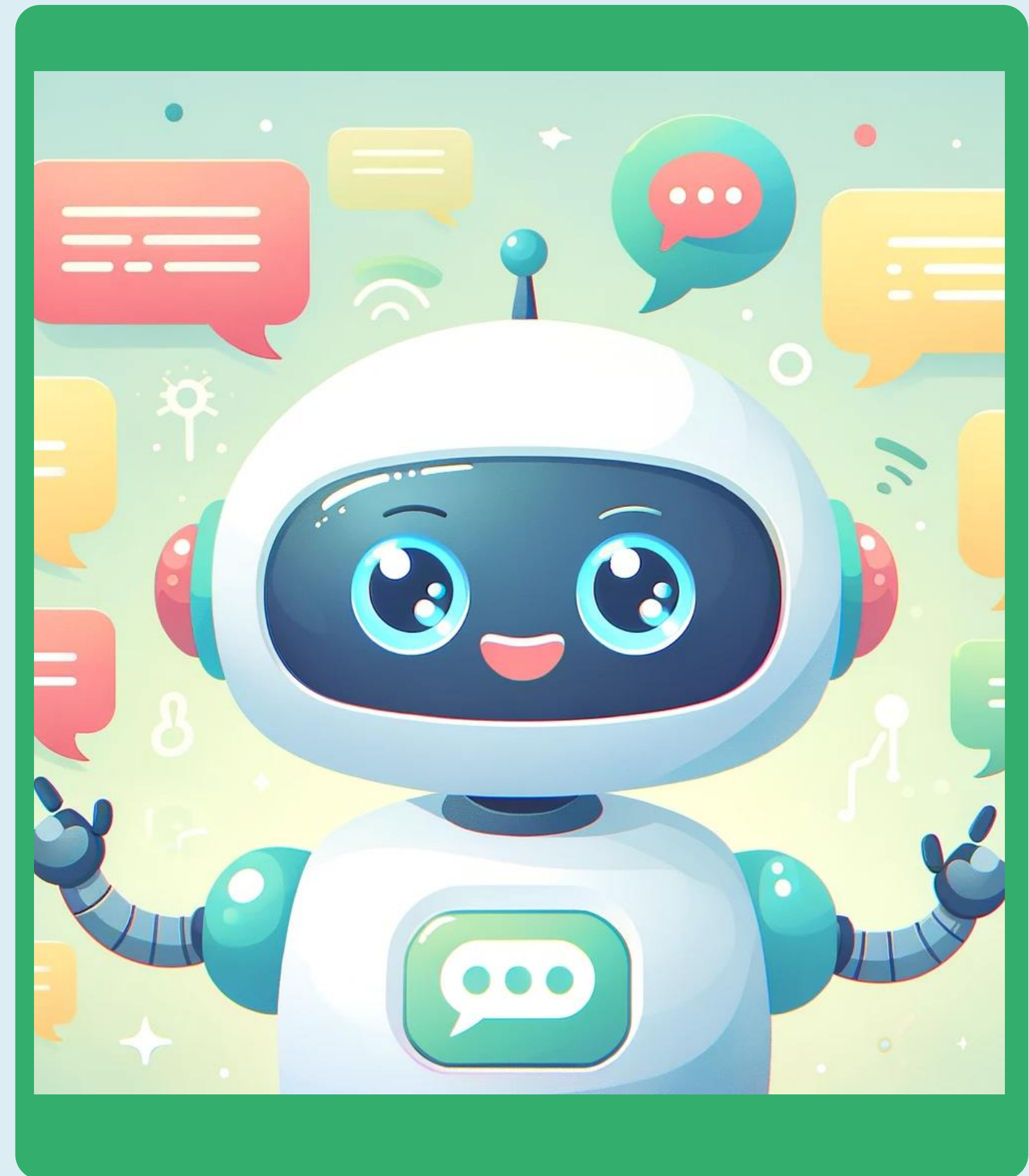
- Explore areas of greatest need
- Determine what is possible and constraints (financial, technical, security)
- Agile research, testing out how tools could complement our model

RESEARCH AIM

- Find a cost effective tool that is useful!
- See how achievable deploying this tech is with our current resources.

POTENTIAL IMPACT:

- Money Saved
- Time Saved
- Build up and retain institutional knowledge



RISUAL X HORNBILL IMPROVEMENT

PROBLEMS:

- Lack of accurate data on our database (relying on Risual to provide data)
- Data doesn't match on our side and Risual's side

OUR ACTIONS:

- Collaborate with the Risual team from the beginning
- Co-develop an icon on Hornbill for Risual team

SOLUTION(S):

- Risual service icon on Hornbill to capture first time fixes and all calls from users

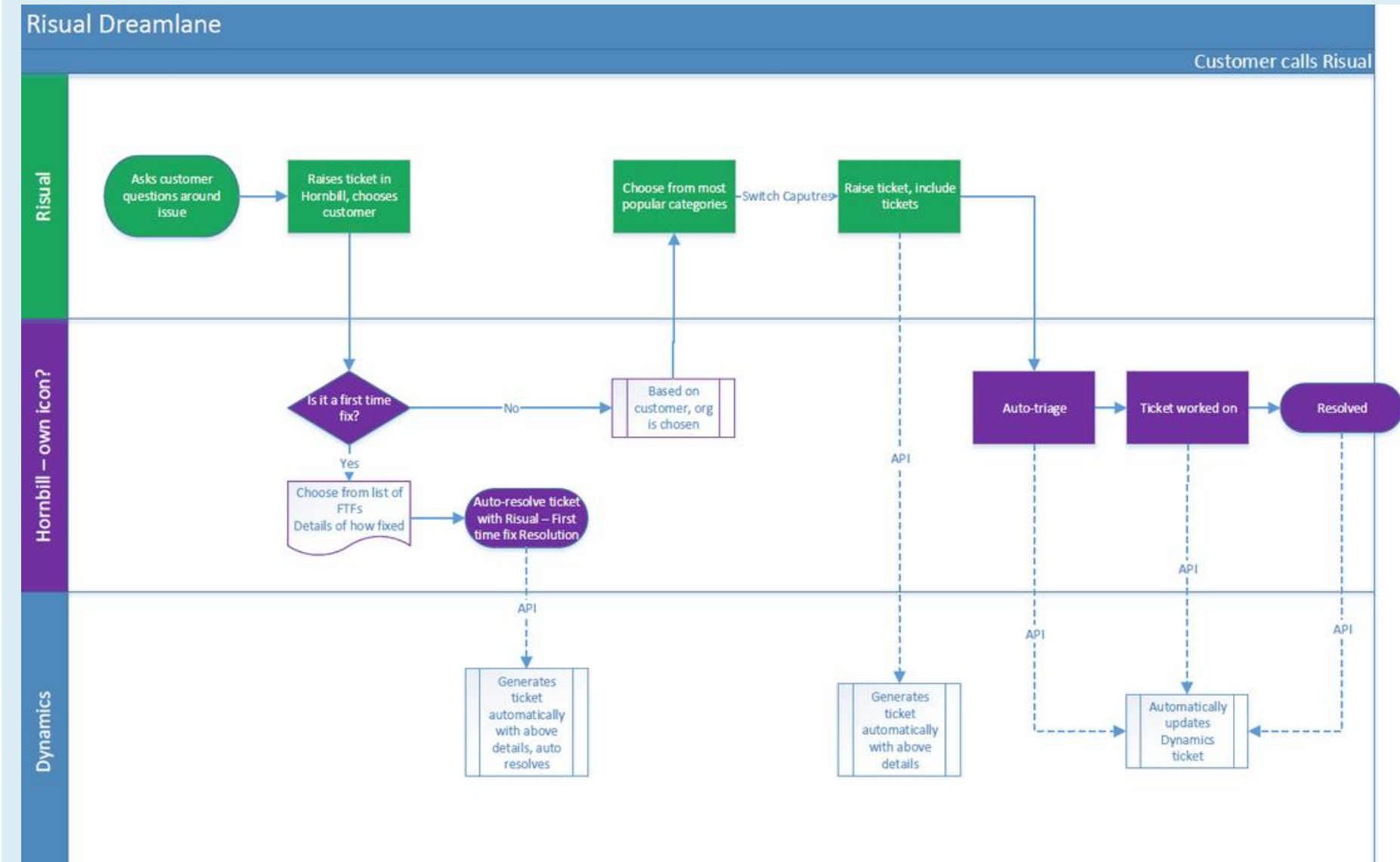
POTENTIAL IMPACT:



Accurate data and SLAs



Ownership over our data and ability to cross-check with Risual for service improvement moving forward.



Is it a first time fix? *

Yes

No

Please choose which First Time Fix it is *

Password Reset

Direct Access

Djoin

Other

Next

Previous Finish

SUCCESS MEASUREMENT REVIEW

PROBLEMS:

- Data isn't accessible to all relevant people
- Not enough participation/ responses from customers on our server.
- No procedure or action plan on getting back to customers.

OUR ACTIONS:

- Collaborate with Kevin and BRMs
- Research around NPS (Net Promoter Score), Customer Effort Score (CES) and Customer Satisfaction Score (CSAT)

POTENTIAL IMPACT:



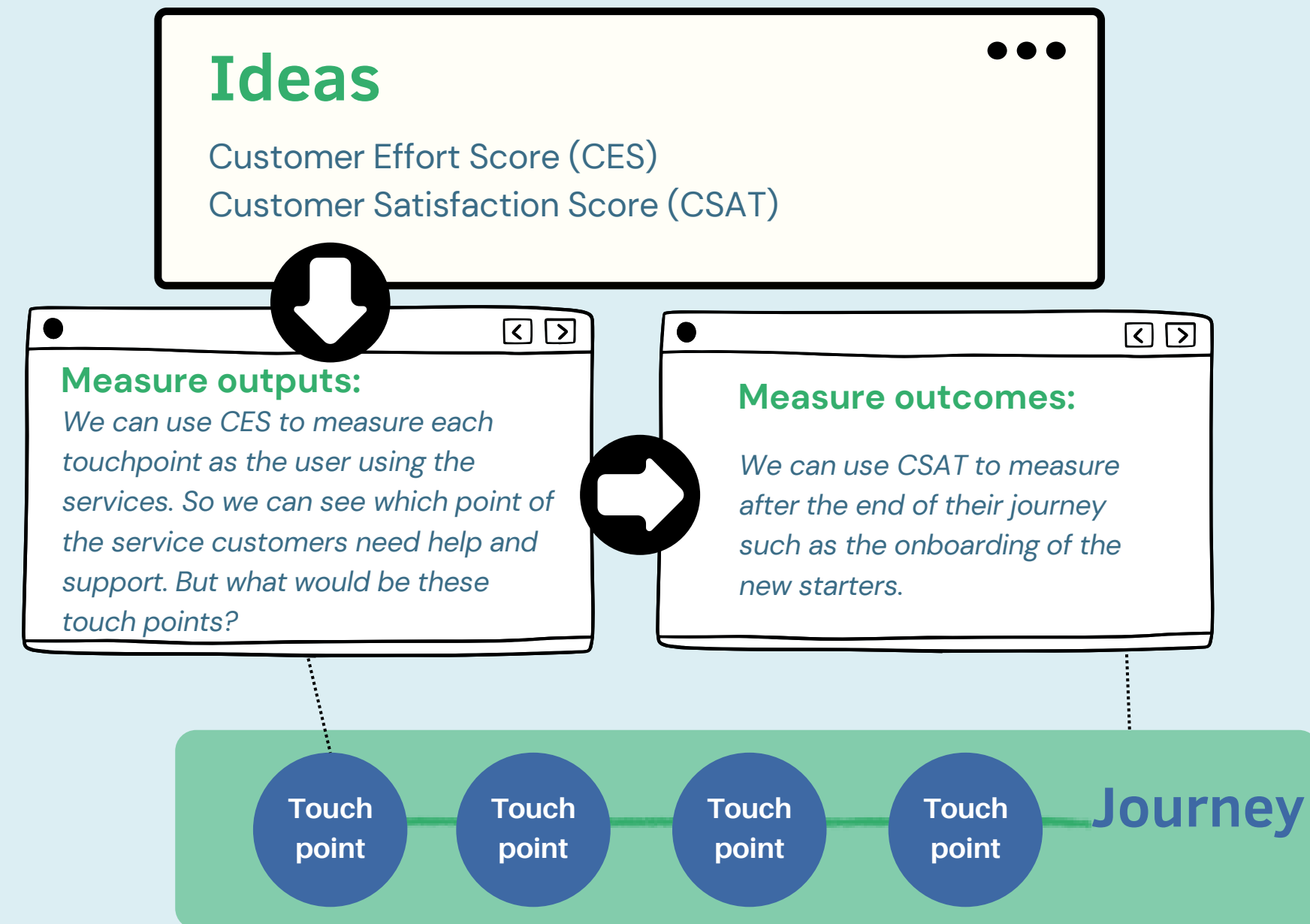
Improve customer experience overall and stronger customer relationships



Cost and resources saving

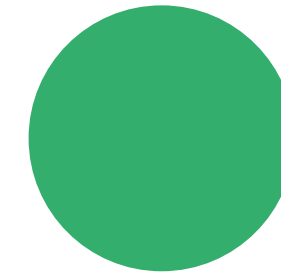


Enhance collaborative culture

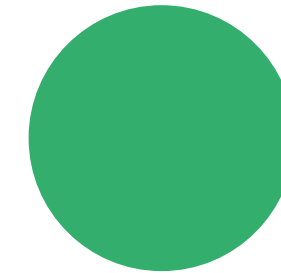




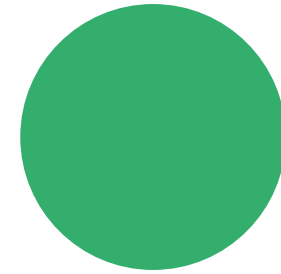
OVERALL WE CAN SAY THAT WE'VE IMPROVED...



USER EXPERIENCE
Both internal and external



COLLABORATION
Across teams and even councils throughout the process



COMMUNICATION
Communicate directly with end users



Thank you!

Feel free to approach us if you have any questions or improvement ideas, we would love to collaborate.