

Cumbria County is shaping the council of the future with ServiceNow

Case study based on an interview with Paul Curwen, Change Manager, Jonathan Dix, Technical Improvement Manager and Paul Jackson, Service Lead- Remote Support



Government



Services
ITSM
Orchestration
Password Reset



Company Size
6,800 employees



Time Frame
4.5 Months

Background

Cumbria County Council provides a range of services to the county of Cumbria, which is the third largest county in England. Established in 1974, it is an elected local government body responsible for significant local services, including schools, roads, fire fighting, libraries, waste disposal, trading standards and social services. The council employs 6800 staff who are supported by 90 IT employees.

In-sourcing IT

When their IT outsourcing contract expired, Cumbria County Council saw the perfect opportunity to modernise and transform the organisation. To best serve its citizens and make the good use of available resources, the council has a mandate to be efficient, reduce costs, and obtain the highest ROI from each and every initiative. For IT, this meant selecting and implementing the most agile and flexible service management system available.

Paul Curwen, the manager in charge of the project, started the process by compiling a list of requirements, not only from IT, but from other parts of the organisation. Cumbria County Council was looking for a cloud-based system that was secure, highly available, flexible, easy-to configure and able to integrate with Microsoft Systems Centre Configuration Manager and existing monitoring tools. Cloud availability and security was of paramount importance, prompting Paul and his team to get references from other Councils that were using ServiceNow, an exercise that gave them peace of mind as ServiceNow more than exceeded expectations in the enterprise-cloud and security arena.



“Our initial requirements list included over 500 points. Out of 15 companies that we looked into, only ServiceNow met them all. It was also the vendor that had the strongest community around it, which would help us get the most return from our investment in the long-run” – Paul Curwen, Change Manager.

The council is very large and with only 90 IT staff serving over 6800 employees, Paul was looking to consumerise service across the organisation – “we wanted self-service to become the new norm and ServiceNow offered the functionality to make this a reality”, Paul explains. From the beginning Paul envisioned getting rid of the intermediary, not only in IT, but in other areas of the organisation. When he presented ServiceNow to other service areas that have similar service models, Paul was not surprised to see that he gained their buy-in very quickly. According to Paul, “once you show people the structured workflow and provided an alternative to the way they are managing their services, it becomes a compelling argument.”

Paul noted that ‘the success of the project was down to the cooperation between the project team from Focus Group Europe and the Cumbria Team whose Service Management expertise and dedication proved vital.’

The Journey Begins

As is the case with most organisations embarking on the modernisation journey, the most immediate need for the council was the integration of the disparate and isolated systems across the board. Prior to ServiceNow, the council used a very basic ticketing tool, SharePoint for projects, Jira for Change Management, and a lot of Excel spreadsheets and other systems which resulted in multiple versions of the truth. With the implementation of Resource Management, Cumbria integrated the ITSM and Programme/Project Management processes getting closer to a single source of truth. They then moved to the Continual Service Improvement Programme stage.

Phase 1 of the project took only 4 and a half months to complete and at the end of it most of the Focus Launch – Service Management processes were implemented.

“At the council, we had implemented a number of SaaS projects, but none of this scope, I was surprised at how fast we were able to implement ServiceNow despite the large list of requirements and ITIL processes



Focus Launch



Focus Advance

Focus Launch - Service Management

- Self Service Portal
- CMDB Focus Launch
- Incident Management
- Problem Management
- Change Management
- IT Asset Management
- Software Asset Management
- Orchestration Core
- Core System Setup
- Active Directory
- Service Catalogue
- Knowledge Management
- Survey
- Single SignOn

Focus Advance - ITOM

- Project Portfolio Management

Focus Advance – Business Management

- Demand Management
- Resource Management
- Vendor Management

Focus Advance – Application Development

- Call Management
- Request Management

Integrations

- SCCM Integration
- Microsoft Active Directory



Our initial requirements list included over 500 points. Only ServiceNow met them all

- Paul Curwen



“The Focus Group Europe team was very knowledgeable and their methodology helped us prioritise the items in the implementation project. The team was also very flexible, on the day we were scheduled to go-live, Cumbria experienced the biggest flood in its modern history and many of our offices were inaccessible. The Focus Group Europe team reshuffled its projects to accommodate the natural disaster. We went live only a week later with zero hiccups”, Paul explains.

Consumerisation of Services

Cumbria County Council has already started seeing results. The Council's IT team currently operates 635 applications to support different services and it has deployed over 55,000 Configuration Items. The Service Desk used to receive on average 2,000 calls per month with a Service Desk to staff ratio of 1:643. With ServiceNow they are saving an average of 5 minutes per call by automatically logging emails and having employees request services through a self-service portal. IT staff have also been able to decrease the time it took to issue a new laptop from 30 to 5 minutes. With ServiceNow the employee mindset is also changing and self-service has become the norm. There has also been a reduction in fire-fighting activities and an increased focus on improvement activities – the approach has changed from reactive to pro-active. Finally, Paul and his team now have the ability to plan and resource effectively, have improved service insight and most importantly have all the knowledge captured in one place and under formal control.

Shaping the council of the future

Cumbria has embarked on the second leg of the journey. The organisation is currently building a customised service-portal and introducing Change Management. Over the next few months, Paul plans to continue modernising and transforming Cumbria County Council. Among the projects that will be implemented are a HR portal, a citizen's portal, Problem Management, Release Management, Security Operations and the consumerisation of service into other areas beyond IT. With ServiceNow and Focus Group Europe, the council plans to continue automating wherever possible and they look forward to obtaining even better quality data, making better decisions, improving department integration, eliminating duplication and improving cost control.

“

We wanted self-service to become the new norm. ServiceNow made it a reality.

”



©2016 Focus Group Europe. All rights reserved. Specifications subject to change without notice. Focus Group Europe logo are trademarks of Focus Group Europe, Inc.

All other trademarks used or mentioned herein belong to their respective owners.

