

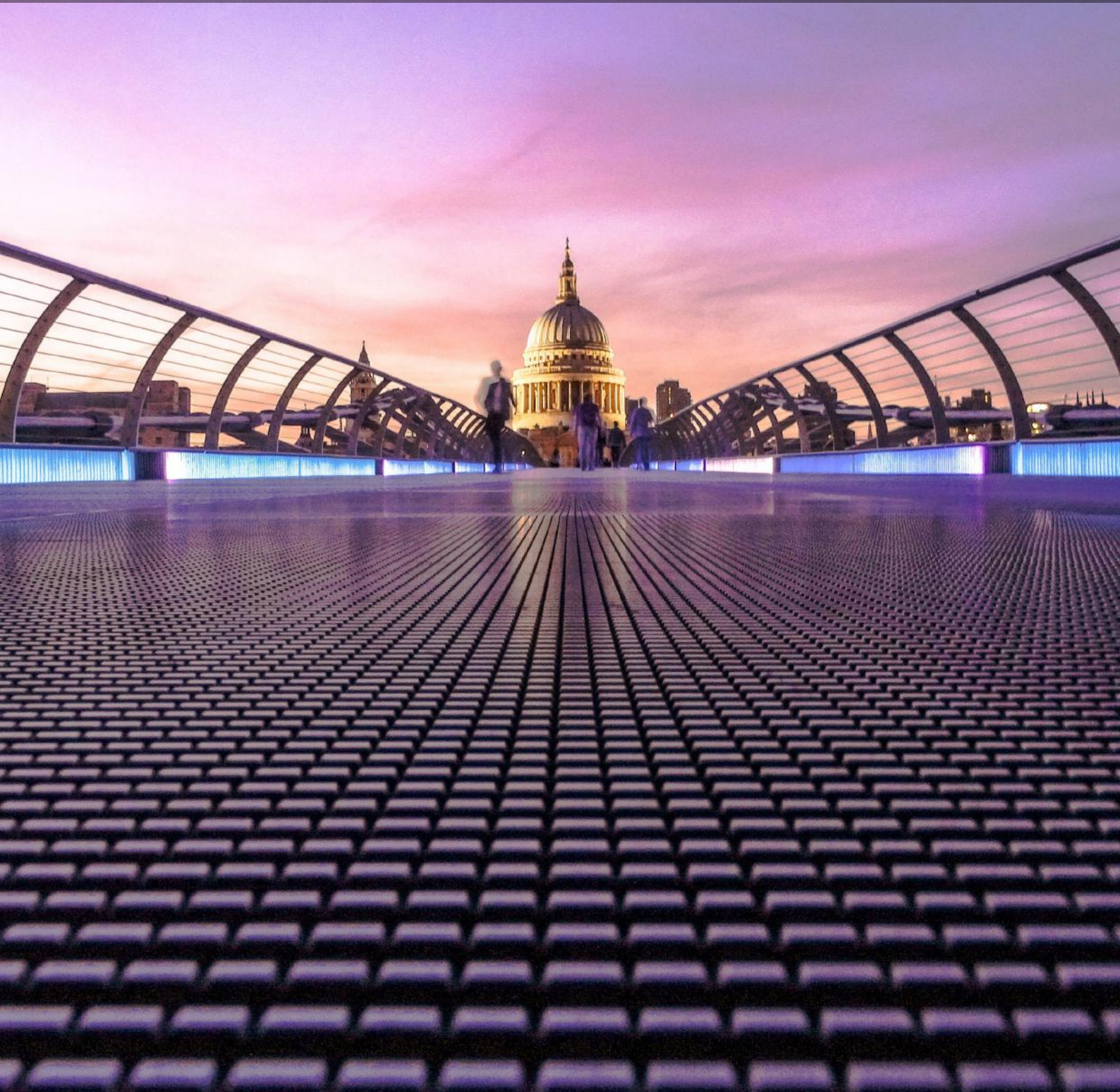
methods 



HM Courts &
Tribunals Service

HMCTS & Methods:

ServiceNow Enterprise Automation Platform



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 involving over 50 projects to improve our court and tribunal services by adopting new technology and modern ways of working.

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

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

and a wide variety of other participants involved in delivering justice.

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. In addition, any operational improvements and Changes needed to keep pace with this rapid transformational digital programme whilst running a secure, high performing BAU service.

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



Results

Sustainability, Maintainability & Usability

Stability

Stability of the platform enabled delivery capabilities within the ITSM toolset.

Test Assurance

Test Assurance Strategy has protected the live service environment. Reduction in 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

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.

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

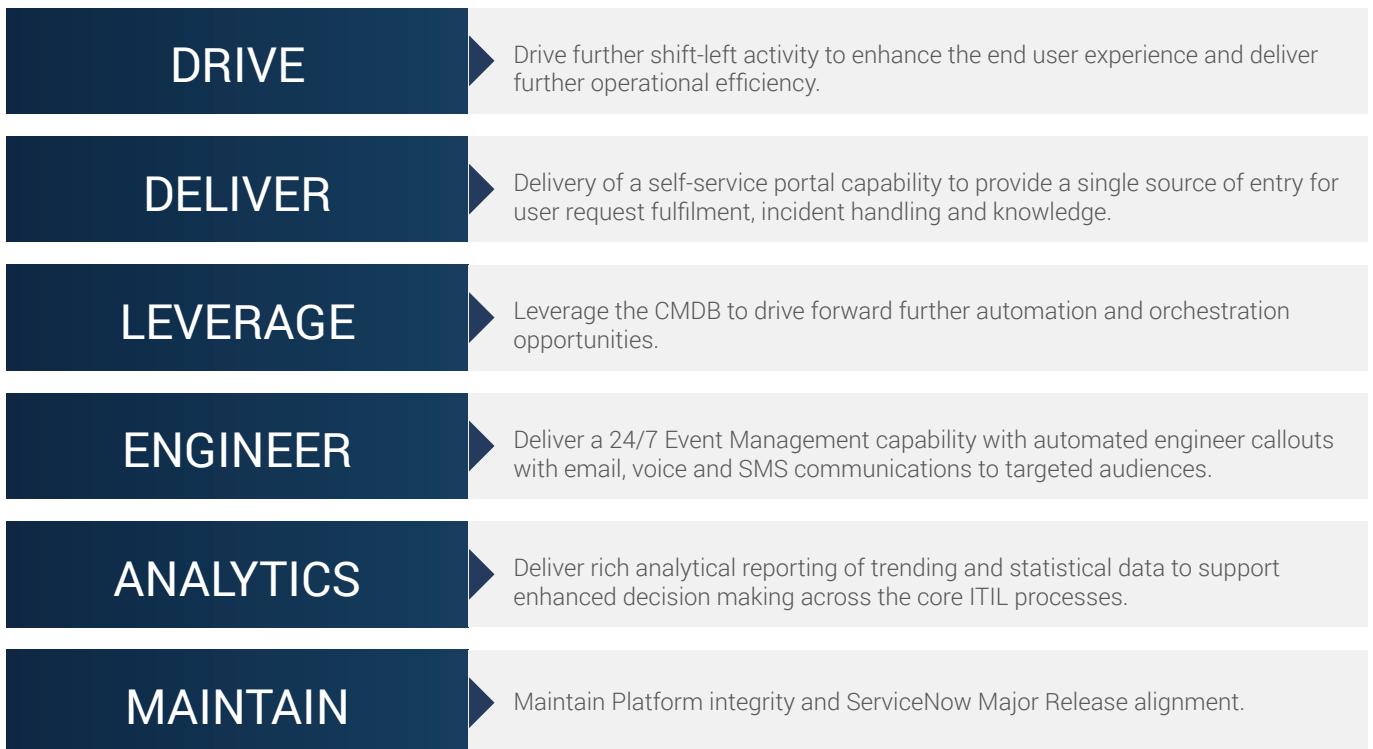
Development and maturity of Project and Programme management to manage the increased breadth and complexity of services demand from the DCD portfolio of major change programmes.

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: Service Strategy, Design, Transition, Service Operations, Continual Service Improvement and Expert ServiceNow Architects, Developers, Testers and Administrators
- A focus on outcome driven service solutions
- A collaborative culture working side by side with HMCTS staff with common goals and shared objectives.
- HMCTS Staff embedded within the team providing invaluable business knowledge and ensuring a retained knowledge within DCD
- Regular engagement, feedback and support from HMCTS Senior Stakeholder; alignment of improvement plan with DCD priorities in support of business needs and goals.
- Leverage industry best practice in combination with 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 across the DCD portfolio that can be scaled to meet the challenges of the growing organisation as it looks to put digital delivery at the heart of its Reform.

Future Development



Office locations:

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

