

Our Client

HM Courts and Tribunals Service (HMCTS) is an executive agency of the Ministry of Justice with around 19,500 staff operating from over 360 locations, including flagship citizen-facing Courts & Tribunal National Centres (CTSCs) and County Court National Business Centres (CCNBCs) to date.

The HMCTS Digital & Technology Services (DTS) acts as a key enabler of HMCTS' future as a digital organisation, supporting multiple transformation programmes to improve our court and tribunal services by adopting new technology and modern ways of working.

Methods is an experienced ServiceNow Premier Partner

The Digital Operations function within DTS (who support a diverse set of users including citizens, court and tribunal staff, the Judiciary and legal professionals), sought a partner who could bring thought leadership alongside service delivery. In addition, they required operational improvements and changes to keep pace with this rapid digital transformation programme, whilst continuing to run a secure, high performing BAU service. They were looking to evolve, enhance and improve the service, gaining greater business value from the ServiceNow Platform.

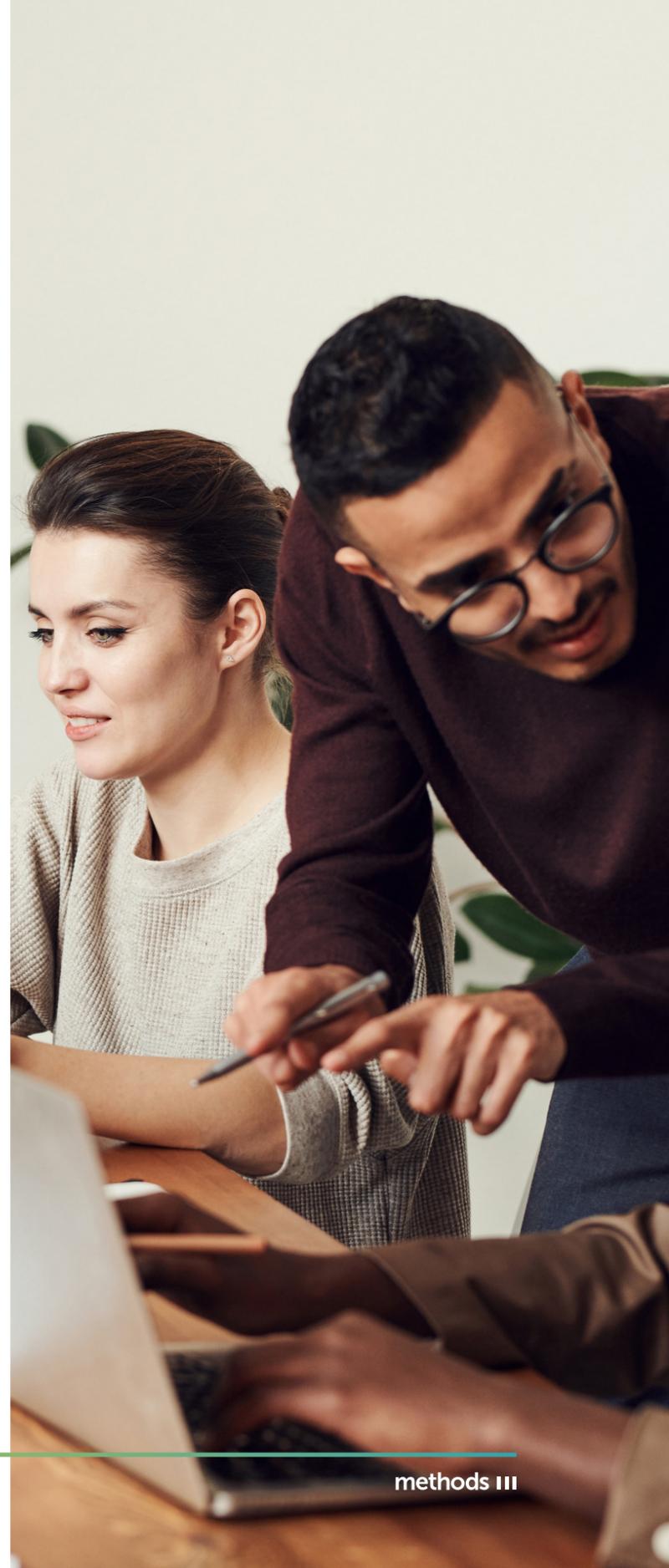
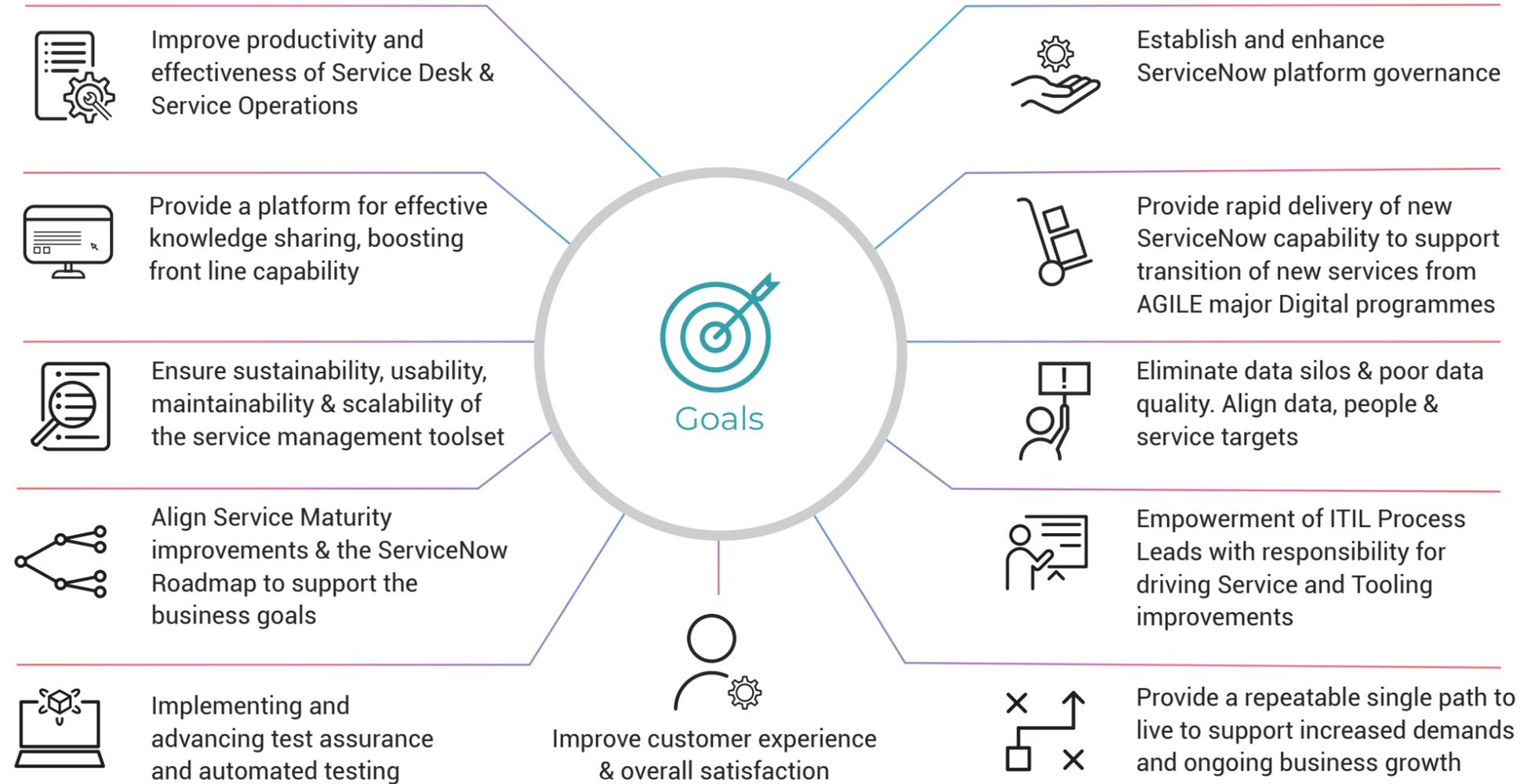
Following the award of an initial two-year contract in January 2018, a renewal was agreed in late 2019 to continue the contract into 2021.

HMCTS DTS & Methods Working Together

- 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
- A collaborative culture working side by side with common goals and shared objectives
- Experienced and skilled teams with proven results for delivering Service Management capabilities, utilising best practice methodologies, and aligned with ServiceNow best practice and delivery expertise
- Driving the adoption of key best practice across the DTS portfolio that can be scaled to meet the challenges of the growing organisation putting digital delivery at the heart of its Reform
- A focus on outcome driven service solutions
- Regular engagement, feedback and support from HMCTS Senior Stakeholders; alignment of improvement plan with DTS priorities in support of business needs and goals
- Supporting business change alongside transformation and technological growth through key stakeholder engagement and communications strategies, proactively empowering and driving DTS's cultural vision of change
- HMCTS Staff embedded within the team providing invaluable business knowledge and ensuring a retained knowledge within DTS

Key Goals

To realise the investment in ServiceNow and the ability to deliver long-term results that are identifiable and understood, our key goals were to:



Results - Sustainability, Usability, Maintainability, Scalability



Stability - of the platform enabled delivery capabilities within the ITSM toolset, and facilitated further maturation.



Test Assurance - Strategy protected the live service environment, reduced production defects by over 99.9%, and resulted in significant reduction in cost of release cycles.



Re-implementation - A full CMDB eliminated data silos, to identify and track service issues and support management.



Operational Maturity - Ongoing activities to mature operational functions by leveraging tooling capabilities and automation. Dedicated projects of work have been successfully completed to iteratively transform operational functions across Incident Management, Problem Management and Change Management.



Event Management - Delivery of a 24/7 Event Management capability with automated engineer callouts, including voicemail, SMS communications to targeted audiences, and automated incident capture in-tool.



Self-Service Portal - A self-service portal capability has been delivered and matured, providing a single source of entry for user request fulfilment, end-to-end incident handling, inclusive of customer service capability, and knowledge.



CSM - Delivered and matured a Customer Service Management (CSM) capability with full end-to-end integration into a front-facing Customer Service Portal and the ITSM suite, to proactively support citizen facing contact centre services, including CTSCs, and rollout.



Platform Upgrade

Successful in-house delivery of full ServiceNow platform upgrades, with seamless implementation and no disruption to service.

Results - Productivity, Performance & Reporting



Moved more than 70% - Enabled shift-left activities that have moved more than 70% of the resolution volume to the DTS IT ServiceDesk, despite the influx of more complex services into the DTS IT Service Desk over 2020, as well as the impact of COVID-19 and the requirements for adjusted and flexible working practices – this has delivered significant operational efficiency and greater capacity for value-add activity.



Reducing live queues by 80% - Improved performance reporting has allowed the DTS IT Service Desk to analyse and manage the backlog of active tickets, reducing live queues by 80%.



Reports & Dashboards - Customer has a well-defined and detailed view on the performance of their services, with automated reports and dashboards.



Automation - Automating testing of Service Operations modules within the platform reduced test execution effort by at least 85%.



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 service demand from the DTS portfolio of major change programmes.



Stakeholder Engagement - Implementation of a supporting stakeholder engagement and business change strategy has improved adoption of systems, and introduced and maintained best practice and promotion of HMCTS DTS vision across the organisation.

Future Development



Drive

Drive further shift-left activity to enhance the end user experience, the ability to self-serve and deliver further operational efficiency and capability.



Leverage

Leverage the CMDB to drive forward further automation and orchestration opportunities.



Maintain

Continued maintenance of Platform integrity and ServiceNow Major Release alignment.



Deliver

Delivery of Single Sign On (SSO) and User Provisioning capability to enhance automation and user experience, and further strengthen access security.



Reframe

Reframe IT Service Design and Architecture to provide a tailored, consistent and robust approach to design and delivery across the whole project lifecycle.



Analytics

Continued development of rich analytical reporting of trending and statistical data to support enhanced decision making across the core ITIL processes.



Integrate

Integration of existing ITSM capability with other key technical tools, such as JIRA, House on the Hill and Dynatrace, to drive further capability and support a technologically advancing organisation.



methods III



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