



Case study

Future Services Programme

Transforming Service Management at HMCTS

Her Majesty's Courts and Tribunals Service (HMCTS) was established in 2011 and is responsible for the administration of all criminal, civil and family courts and tribunals across England and Wales. With approx. 17,000 staff operating from over 500 locations, they work with an independent judiciary to provide a fair, efficient and effective justice system. Within 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.

Future Services (FUSE) Programme

In November 2020, DTS initiated the Future Services (FUSE) Programme to drive their ambition to mature operational support to ensure it is **targeted** to meet end user needs, **standardised** to be more efficient, and **optimised** to reduce resource consumption and cost.

Over two iterations - FUSE I and FUSE II - the programme has spanned a range of projects, with more to come. To date, these have included:



DTS Balanced Scorecard

The delivery of a report that captures key performance metrics for digital and reformed services across DTS to help drive improved decision-making for Senior Leadership. This was coupled with enhancements to Service Reporting to enhance Availability and Infrastructure Performance Reporting.



Default Service Levels

Aligning to HMCTS objectives of providing an excellent quality of service for our end users, this centred on the identification and implementation of a broad range of relevant service levels that are specific, measurable, achievable and repeatable.



DTS Annual Digital Support Survey

Conducting targeted business engagement activities to better understand end user needs. This included the launch of the inaugural DTS Annual Digital Support Survey facilitating quantitative and qualitative analysis of users' perceptions of support, which obtained over 5,000 responses.



DTS Standardised Support Offerings

The design and definition of DTS Standardised Support Offerings, which for the first time categorised support models into three wraps of support facilitating the ability to design, communicate and cost ongoing support.



End User Support Aids

To simplify the ability to access support across a landscape of 230+ service offerings, the programme developed End User Support Aids to assist end users with a better understanding of the support available from DTS.



Ways of Working

To facilitate collaboration and capture service expectations for shared services across HMCTS and MoJ, the discussion, agreement and documentation of Ways of Working between the two central government organisations.

The achievements of the FUSE programme can be attributed to the establishment of a multi-skilled Methods team with a combination of organisational knowledge and ITSM best practice, working alongside Civil Servants throughout the organisation.

High Quality Transformation at Pace

Utilisation of an Agile methodology enabled delivery of the transformation at pace and to high quality in the midst of significant business change. The result was an acceleration of Service Management maturity at a critical time for HMCTS, without disruption to live service.





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