



HM Courts &  
Tribunals Service

Digital and Technology Services

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Case study

# Business Continuity and Response to COVID-19

# Business Continuity Plan Invocation

On 23<sup>rd</sup> March 2020, Prime Minister Boris Johnson addressed the nation, stating that people 'must' stay at home and certain businesses must close.

In anticipation of this statement, and as a response to the global crisis, Digital and Technology Services began working with Methods to adjust their service delivery and implement a comprehensive Business Continuity Plan (BCP).

The existence of the BCP enabled DTS' Live Operations team to seamlessly relocate 70+ team members to remote working - almost overnight – without disruption to live service.

The invocation of their BCP included complete relocation of the IT Service Desk to working-from-home. This was possible due to the establishment of Business Continuity Governance via their Methods contract in 2018 and the migration to a new telephony suite delivered via a Methods project team in 2019.

Within weeks of the BCP invocation, DTS had accelerated several workstreams of activity as part of the overarching COVID response within the judicial system.

Recognising the need to stand-up procedures to document, monitor and report on these initiatives, Methods was engaged to assist DTS with adopting appropriate governance at pace. **Within seven days of the formal request, the COVID-19 Support Squad was established.**









Enabled DTS' Live Operations team to seamlessly relocate **70+ team members to remote working - almost overnight**

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. 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.

# COVID-19 Support Squad

To respond to the COVID-19 challenge from a Digital perspective, Methods in partnership with DTS were able to stand up a COVID-19 Support Squad. The role of the COVID-19 Support Squad was to operate as a support function in the coordination of work on the DTS COVID-19 Response, providing additional resource, governance structures and reporting, as necessary.

This included:

	Identifying, organising, and managing the primary Workstreams within the DTS COVID-19 Response
	Facilitating daily Business Continuity calls with the DTS Operations Senior Management Team to ensure their workstream activities were consistently tracked and ragged
	Maintaining the DTS Out-Of-Hours and emergency on-call Rota for Gold Command, liaising with existing DTS operational teams to ensure no coverage gaps
	Accelerating the creation of service wraps/designs and deployment approach for new capabilities required for the response
	Providing support for handling and processing queries and communication from users and Gold Command, where appropriate
	Producing a Highlight Report with direct feed into HMCTS Gold Command

Once well-embedded, Covid Support Squad activity was transferred to Civil Servants for ongoing operationalisation and adopted as standard business-as-usual.

## 6K Laptops Project



A critical workstream within the COVID-19 Response related to a new project driving the distribution of laptops to court staff across the United Kingdom. Known as the 6K Laptops project, HMCTS partnered with MoJ to provision 6,000 devices to HMCTS Staff newly working from home.

On the HMCTS side, Methods provided project management/support staff over a ten-week period with responsibility for:

- managing the requirements of the HMCTS Business Regions
- working alongside MoJ and third party suppliers in the coordination of delivery of the devices
- daily reporting to HMCTS Senior Leadership, including Gold Command.

The 6K laptop project was vital to maintain business continuity and ensure that staff were able to continue their role in delivering critical services.



A **critical success criteria** of the project was that on average **250 laptops had to be delivered to staff daily**, in order to reach the target.

Provision of the laptops covered **13 regions across Scotland, England and Wales** and was delivered successfully with **6,016** laptops distributed to staff over 4th May 2020 – 2nd June 2020.





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