



HM Courts &  
Tribunals Service

Case study

# Transforming Service Management at HMCTS via the **Future Services programme**





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.

## Future Services (FUSE) Programme

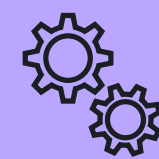
In November 2020, DTS initiated the Future Services (FUSE) Programme to drive their ambition to mature operational support to ensure it is **targeted** to meet end user needs, **standardised** to be more efficient, and **optimised** to reduce resource consumption and cost.

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

Enhancements to Service Reporting to drive improved decision-making for Senior Leadership, such as the introduction of a DTS Balanced Scorecard and **improved Availability and Infrastructure Performance Reporting**.



### Default Service Levels

Analysis of existing Service Levels to clarify how performance is measured, and the design and implementation of new Default Service Levels to augment Service Level Management.



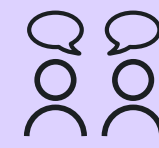
### DTS Annual Digital Support Survey

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.



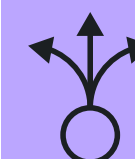
### DTS Standardised Support Offerings

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

Development of End User Support Aids to assist end users with better understanding of the support that is available and set expectations appropriately.



### Ways of Working

Discussion, agreement and documentation of Ways of Working in close collaboration with the Ministry of Justice.

## 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.

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.