

Appendix J – ICT Intervention

ICT Service

The ICT intervention began in summer 2015 and initially focused on the helpdesk/support function, before it was quickly recognised that the scope of the intervention needed to cover the whole of the service. The ICT service provides support to Council employees and deals with all issues relating to ICT systems and equipment.

The old approach Purpose: Fix my problem with a quick fix

The old approach very much focused on providing a 'quick fix' for those with any problems. Often the root of the issue was not diagnosed and/or resulted in a further problem. In addition, the views of the service users were not 'trusted' and as a result some problems could go on for a long time before being fixed, causing frustration to users. If the deadline for a job was nearing, it would simply be extended to allow further time for completion.

There would be approximately 200 open helpdesk requests at any one time, with a 60% failure demand. Up to 200 lock-outs or password reset requests would be received per month.

The new approach Purpose: Fix my problem first time and prevent it reoccurring

"Efficient and friendly service; always looking to find solutions to problems and the easiest route to the solution"

Customer feedback

The new approach ensures that priorities are driven by the service users and more time is spent ensuring problems are permanently fixed in a timely manner, whilst looking at ways to prevent a reoccurrence.

The ICT department now work more closely as a team to ensure problems are solved as effectively as possible and regular team meetings are held.

A 'duty officer' system has been introduced to free up resources for project work and permanent fixes.

Officers now trust the view of the service user and know that they need to understand more about their problems – rather than trusting their judgement to diagnose a problem, they have a face to face conversation and experience the problem themselves.

The new way of working has resulted in a reduction in the number of open helpdesk requests - currently 76, with this figure steadily reducing. The 60% failure demand has already decreased to 40%.

A simple change that has had a major impact is that users are no longer required to regularly update their system log-in password; as a result of this only 2 password reset requests are received per month.

