

Case study: Achieving SDI's 3* Service Desk Certification



About

- Belfast Health and Social Care Trust delivers integrated health and social care to 340,000 people in Belfast and part of the Borough of Castlereagh. It also provides specialist services to all of Northern Ireland.
- The Service Desk consists of 26 team members in total who support 22,000 customers.
- On average they deal with just over 4,000 work items a month.
- The department is Information, Communications and Technology (ICT), so in addition to traditional IT, the department also supports mobile telephony and provides switchboard services.

"I wanted to show the staff and the users how much the service had improved and SDC facilitated this. It also gave us a road map for continual service improvement."

Cormac O'Brien
IT Service Desk Manager
Belfast Health and Social Care Trust

Challenge

Create a CSI roadmap to increase the maturity of the service desk

In 2012 Belfast Health & Social Care Trust decided to take part in the SDI Service Desk Certification programme. They wanted to use the programme as a road map to increase the maturity of their services.

The biggest challenge they faced was getting everyone within the service desk to buy into the process.

"One of the highlights has been the enhanced reputation and perception of the service desk ever since we achieved certification."

Solution

Undertaking Service Desk Certification

During the SDC programme Belfast Health & Social Care Trust attended team workshop where they were able to collaboratively design and agree their Mission and Vision statements.

It made the team tackle the difficulty of getting the good practice they adhered to down on paper.

It was important to demonstrate this for the audit which led to 3 star certification.

The process also highlighted the need for training. We needed to provide better career development opportunities and this led to the purchase of online training materials for the service desk.

"We met a number of the SDI audit team during our SDC journey and all were professional and knowledgeable and wished us well in our endeavours."

Result

Implementation of a route map for continual improvement

- Enhanced reputation of the service desk and improved appreciation by customers and the business.
- Better career development opportunities for the service desk team.
- Increased staff satisfaction and user satisfaction. FCR has also increased while escalated incidents have decreased.
- Far better collaboration between teams.
- Business Intelligence information is more accurate.
- Improved staff confidence.
- Better all round service.
- Improved MTTR, returning both time and money to the organisation.

"Participation in the SDC programme has definitely had a positive influence on customer satisfaction."