

# The Belfast Trust SDI Journey

August 2018

Cormac O'Brien – ICT Operations Manager

*“The BHSC ICT Service Desk’s mission is to provide timely incident resolution through a friendly, professional service.”*



Belfast Health and  
Social Care Trust



# Overview

- Some Metrics
- Potted History – What had gone on before.
- What to do about it?
- SDI and how it has helped us
- Questions



# Overview - Metrics 2018

- 22,000 - Employees
- 15,000 - Regular Users
- 36,000 - Managed Network Devices
- 900+ - Applications

And throw in a couple of PFIs



# Potted History

- RPA – time of confusion and uncertainty
- April 2009 – 3000+ active incidents
- April 2010 – 1100+ active incidents
- April 2011 – 650 active incidents
- Corner had been turned but still haunted by legacy of 2009



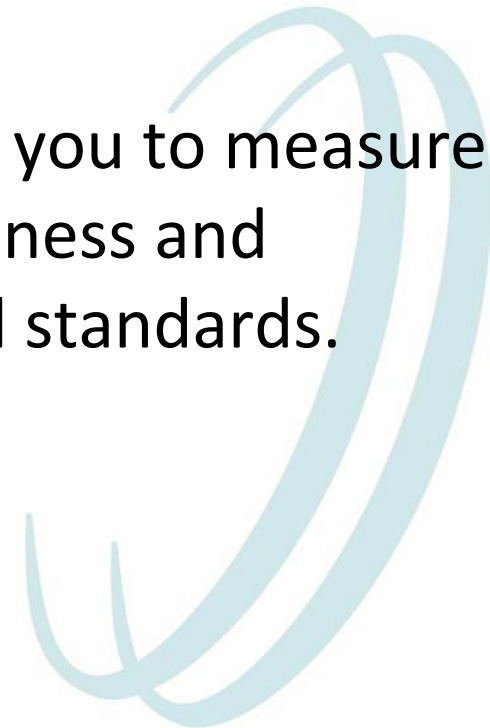
# What to do about it?

- ISO
- ITIL
- Individual training/accreditation
- Service Desk Institute (SDI) accreditation



# SDI Certification

- Service Desk Institute (SDI) Certification
  - The SDI Service Desk Certification Standards, based on the [EFQM model](#), provide a clear and measurable set of benchmarks for your Service Desk operation; many of which are not included in ITIL or ISO/IEC 20000.
- The SDI Certification Programme enables you to measure and improve your service desk's effectiveness and maturity against their globally recognized standards. There are nine certification concepts.





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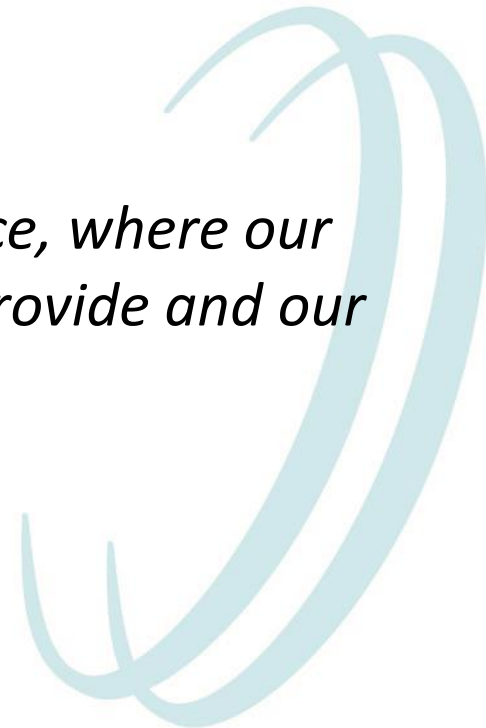
# Overview - Service Desk Purpose

## Our Mission Statement

*“... to provide timely incident resolution through a friendly, professional service.”*

## Our Vision Statement

*“... to become a recognised centre of excellence, where our users are appreciative of the ICT services we provide and our highly skilled staff are proud to work.”*





# Staff Appreciation Day (S.A.D.)

Hi All

The staff Appreciation Committee would like to invite you along to our third Staff Appreciation Event.

Yes, SAD SAC III ☺

I asked and you answered. What do you want to do?

Bowling & Beer (Beer Before, Bowling After)

Slightly different this time. Teams of up to 6 are required to participate. So I need the teams submitted to me by next Wednesday, 6<sup>th</sup> Feb. Like they say on TV submit after that time and your mail will be read but you wont get to go.

Hope you can make it.  
The Staff Appreciation Committee.

## Staff Appreciation Day

Friday 1<sup>st</sup> March  
6.30pm – closing time ☺  
Odyssey Bowl

*"Hi Cormac,*

*Just wanted to say Thanks to the team that organised this morning's coffee and bun session.*

*Was a great break from the office and your chocolate cake was delicious! ☺*

*Can you pass on my message to the rest of the organising team.*

*I feel extra appreciated now!*

*Thanks Again*

*Karan ☺"*



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# SAD SAC Summer 2018



# Questions ?

