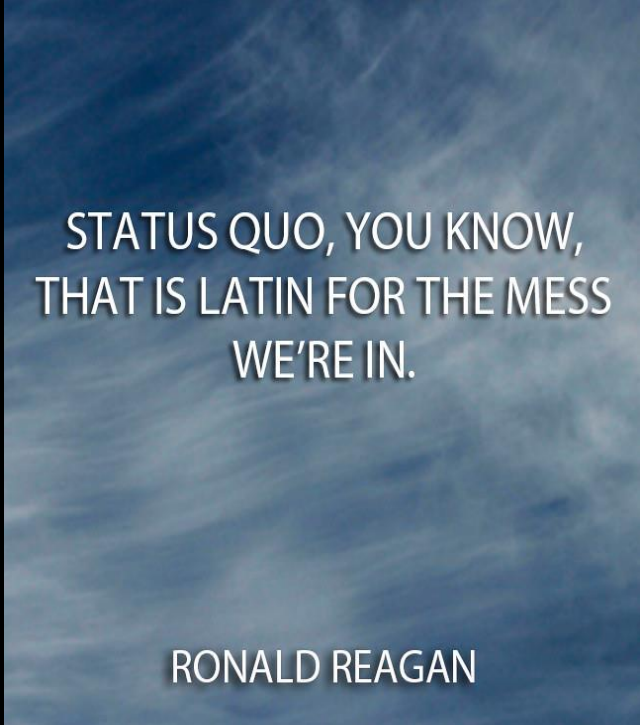# Small Changes = Big Transformation!

Emma Faller

Map the Status Quo

- **Assess the current situation**

- **How? Baseline Report**
  - **Maturity of ITIL processes, KPIs, SLAs, culture**

- **Document key challenges, risks and issues**

- **Engage with stakeholders**

STATUS QUO, YOU KNOW, THAT IS LATIN FOR THE MESS WE'RE IN.

RONALD REAGAN

Analyse Feedback

Too long to get through to the Service Desk	There's no engagement, we have ideas too	You only care about head office!
Too long for tickets to be resolved	Too many repeat Incidents	IT do things for IT's sake
You're faceless, we never see you	Key stakeholders not supported effectively	Terrible communication!

Define the Vision

- **What is our aim?**
- **Establish business goals**
- **Establish how IT can enable that as a strategic partner**
- **Define Target Operating Model**
- **Vision/mission statements**

Define the Service Improvement Plan

Service Area for Improvement	Date	Owner	Priority	Effort/Impact	Actions
Comms	15/07/19	EF	H	L/H	Redesign IT comms style
Reduce Call volumes	01/08/19	EF	H	H/H	Implement Chat
Reduce Call volumes	01/08/19	EF	H	H/H	Improve Problem Management
Reduce Call volumes	01/08/19	EF	M	H/H	Review Channels

Implement the Service Improvement Plan

- **Establish Management commitment**
- **Engage staff**
- **Define roles and responsibilities**
- **Perform Healthcheck**
- **Facilitate collaborative working**
- **Plan and implement changes**
- **Record activities on the SIP**

Actions

Remove Email as a support channel		

Actions

Remove Email as a support channel	Implement Chat	

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops		

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops	Improve Problem Management	

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops	Improve Problem Management	Involve the Experts

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops	Improve Problem Management	Involve the Experts
Consider ROI		

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops	Improve Problem Management	Involve the Experts
Consider ROI	Prioritise Improvements	

Actions

Remove Email as a support channel	Implement Chat	Initiate Pop Up IT Events in regional offices
Run Stakeholder Workshops	**Improve Problem Management**	**Involve the Experts**
Consider ROI	**Prioritise Improvements**	**Get Creative**

Build Trust with Quick Wins
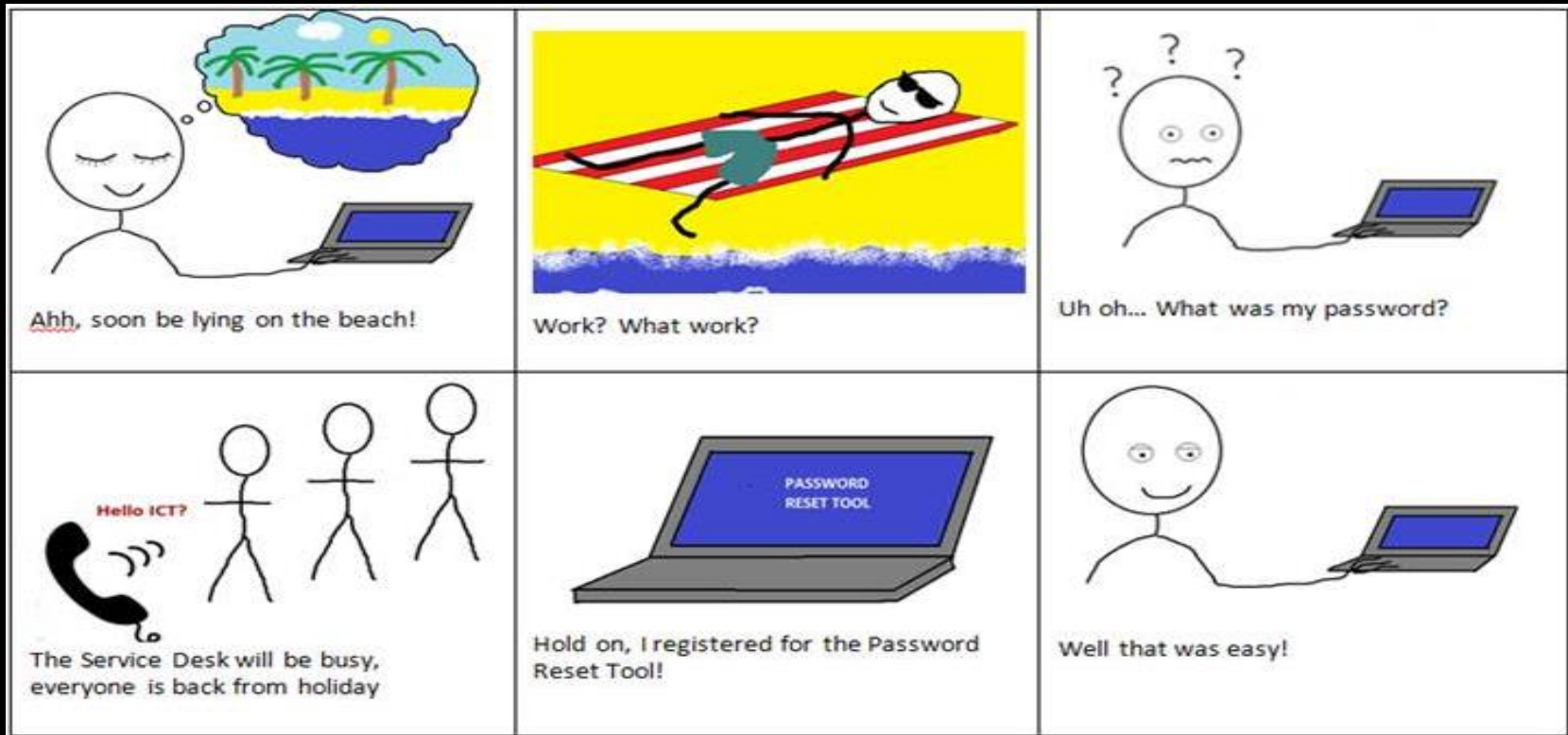
"hahaha those graphics are hilarious .. made our office LOL!"

Results

⬆ Rating the service as good or excellent from 95% to 98%

⬇ Number of incidents by 11.6%

⬆ Number of incidents meeting SLA from 68% to 85%

⬆ FTF to 90%

⬇ Phone calls presented to Service Desk by 3.26% - Abandoned calls by 25%!

⬇

"What a breath of fresh air - call resolved literally in 5 minutes. Before this would take weeks, well done I'm really impressed."

Review
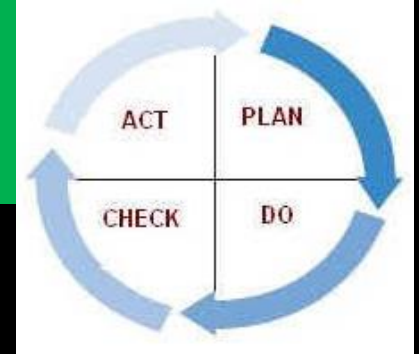
- **Have we achieved what we wanted to?**

- **Are Metrics and KPIs in place?**

- **Are supporting documents in place?**

- **Have we seen an improvement in customer satisfaction?**

- **Celebrate Success!**

- **Ensure momentum for quality improvement is maintained**