

# RUNSHAW COLLEGE: SERVICE DESK CERTIFICATION SUCCESS



Runshaw College is an Ofsted Outstanding provider of Further Education split across two campuses in Leyland and Chorley. The Service Desk of 3 and wider IT Service team of 13 currently support over 720 Staff and 6000 Students. Read on to discover what they said about their Service Desk Certification experience.

## **Why did you decide to pursue Service Desk Certification?**

*"We had been aware of SDC for a number of years before embarking on the programme, as a small department it was about timing and waiting for the right opportunity to present itself. Our main reason for embarking on SDC was simply Continuous Improvement and our commitment to strive for excellence."*

## **What were the highlights and difficulties you encountered?**

*"There weren't many difficulties for us in all honesty, other than the volume of work required whilst also maintaining service operation on a day to day basis."*

*Highlights were the recognition from the auditor of our Customer Experience Programme, in particular the way we operate a fluid VIP service which is business-driven not person-driven. Refining our walk-up area was another highlight, as well as the improvements to Service Desk equipment that were made during the process."*



**Certified**  
customer-led  
service desk  
★★★



### **How was your experience of working with SDI?**

*"Fantastic! We found our auditor John Noctor extremely knowledgeable - his informal but structured and humorous approach fitted with our way of working perfectly!"*

*"We have experienced many benefits - it's something we would recommend"*

### **How did you measure the success of the project? What results have you seen alongside the certification itself?**

*"Well there was the certification score of course - attaining three stars on our first audit was a proud achievement. New monthly reporting has been received really well, both within our department and by the Business / our Senior Management Team."*

### **How has your team responded to the achievement?**

*"The pride and satisfaction within the team at seeing how highly we are valued and respected by the business was a great by-product of this process. The flexibility of working, for example being able to work seated or standing up sounds simple but has really been appreciated by the team, as well as having health benefits."*

### **What future plans do you have for the IT service operation?**

*"We have a strong focus on Information Security; we're continuing to push Self-Service and as always are looking to automate and innovate wherever possible to achieve time and cost efficiencies."*

**SDI SERVICE DESK CERTIFICATION:  
THE GLOBAL BEST PRACTICE STANDARD FOR SERVICE DESK**  
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