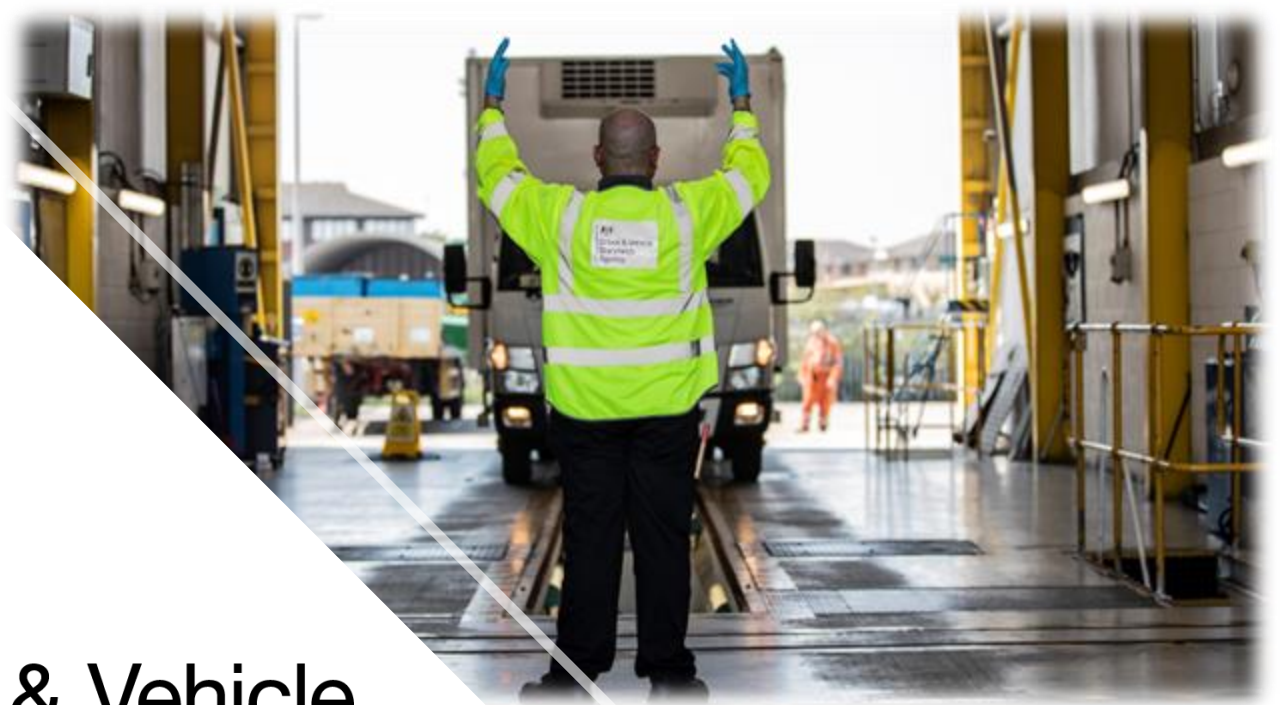


An aerial photograph of a roundabout with a central landscaped island. Several cars are visible on the road, and there are green spaces and trees around the perimeter. The text is overlaid on the left side of the image.

**The DVSA Service Desk.
Supporting DVSA's commitment to keeping Britain's
roads safe.**

Nia Hatchett, Head of User Services
Driver and Vehicle Standards Agency

Helping you **stay safe** on **Britain's** roads



Driver & Vehicle Standards Agency



Helping you stay safe on Britain's roads

DVSA Digital Data and Technology vision

Digitally enabled

Using modern technology platforms

Flexible in supporting the changing needs of the business

Frontline colleagues have the right technology

Sustainable organisation for the future.





Driver & Vehicle
Standards
Agency

Vision Statement

Our Vision is to deliver a first-class Service Desk by delivering IT Support Services using the latest technologies, whilst striving to empower and educate our end users with the self-service tools and solutions to help them keep Britain's roads safe.

A silhouette of a person in mid-air, jumping from a platform labeled 'PAST' to another platform labeled 'FUTURE'. The background is a bright, hazy sky with clouds. The person is positioned in the center, with their body arched as they leap across the gap between the two platforms.

PAST

FUTURE



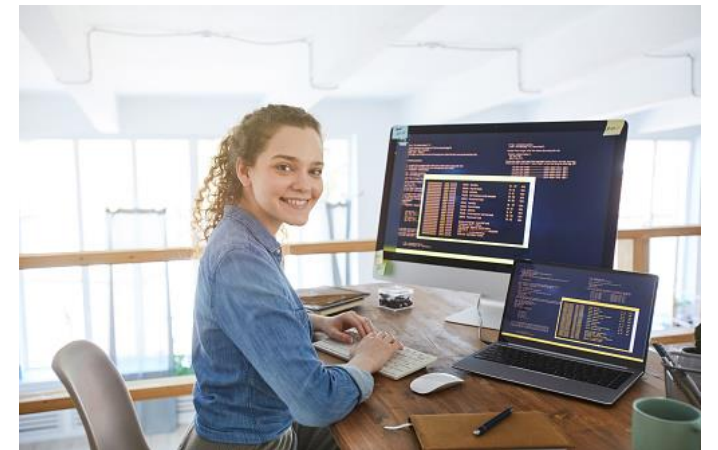
COVI



POSSIBLE



Driver & Vehicle Standards Agency





Happy
Signals

 FlyForm

servicenow®



BeyondTrust

3CLogic



Driver & Vehicle
Standards
Agency

3CLogic

Technical features

Computer Telephony Integration (CTI)

Single omnichannel Agent workspace
(phone, SMS, etc.)

Intelligent ServiceNow Screen-pops

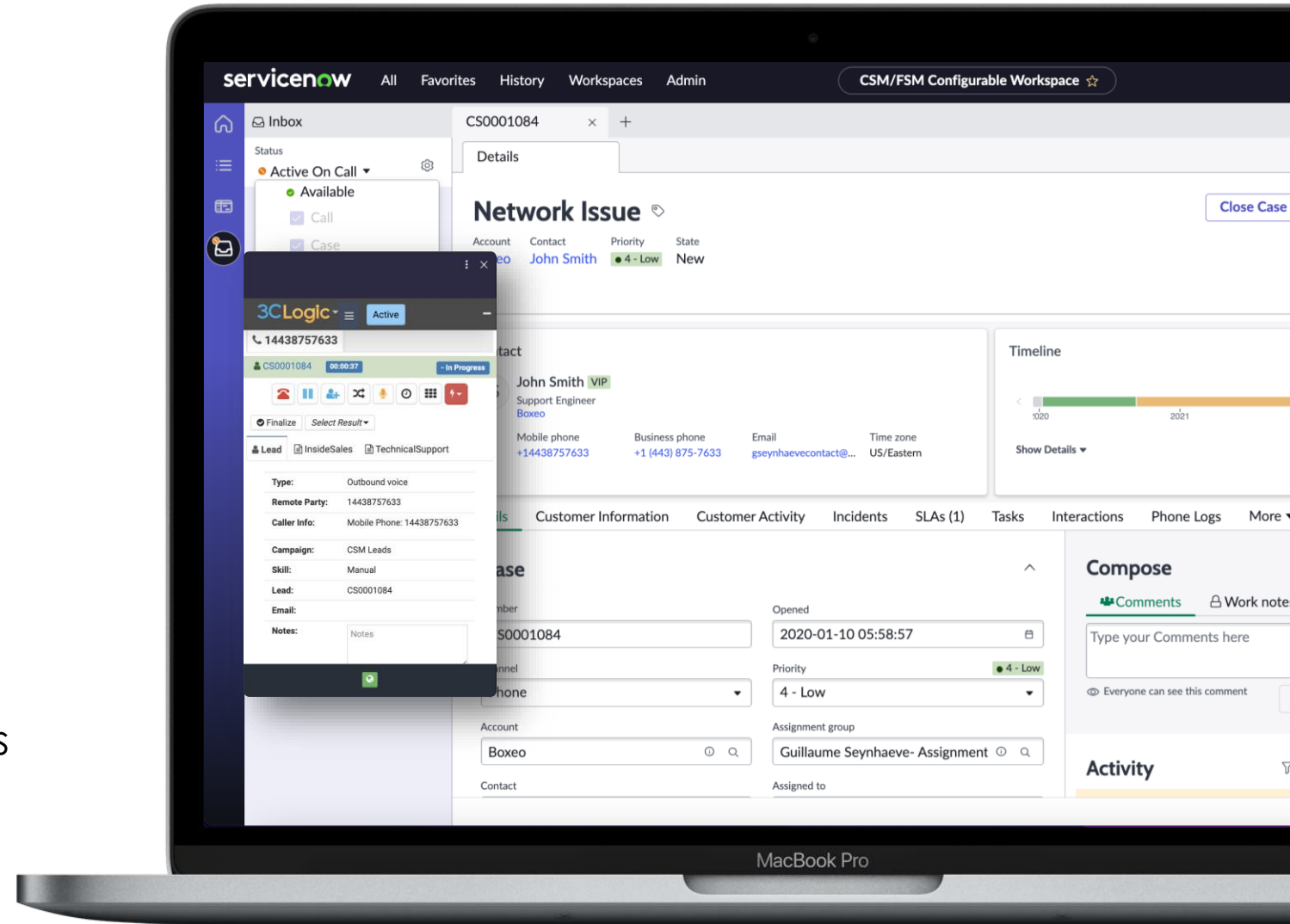
Automated call recordings

Contact Center Admin Portal

Drag-and-drop IVR Designer and workflows

SMS Integration

Text-to-Speech Messaging



370% increase in knowledge articles viewed since launch

Over 225 request catalogue items

Computer Telephony Integration

Remote access support



Over 70% incidents via self service:

- Live chat
- Form

55% service interactions deflected to virtual agents

100% self service request catalogue



DVSA reimagines service experience

170%

Increase in monthly self-service

226

Items listed on service catalog, 100% self-service

55%

Of service interactions deflected to virtual agents

Critical Success Factors



Experience Team - Critical Success Factors 2022-2023

Improve User Experience by delivering IT Support Services using the latest technologies, whilst striving to empower users through the self-service tools and solutions to help them keep Britain's roads safe.

Provide efficient and effective IT support services to the satisfaction of all our end users, by providing an informative and helpful user experience, whilst assisting all our end users in making the best use of our technology for their business needs.

Support teams and users	Improve the usage and effectiveness of the knowledge bases.	Provide high quality user experience through continual service improvement	Improve self service adoption and process automation
<p>Introduce and share customer service Avatars for the three roles with most staff in DVSA by end of Q1</p>	<p>SDI: 8.28 – Increase the use of Service Desk & 2nd Line Support knowledge articles to level of at least 2800 views per month by q1 and maintain level through year.</p>	<p>Identify and feed all improvement initiatives into the Continual Service Improvement process, with updates recorded following each TSIG meeting.</p>	<p>Achieve a reduction of interactions received as per DVSA calls of 5% and monitor at end of 6 months.</p>
<p>Introduce and share Avatars for the three roles with most staff in DVSA by end of Q1</p>	<p>SDI: 8.29 – Increase the use of user facing knowledge articles to level of at least 900 views per month per month by q1 and maintain level through year.</p>	<p>Provide updates into the monthly User Services review pack</p>	<p>Achieve a reduction of at least 15% in the amount of Non-Standard Requests received from completion of request catalogue improvement work measured monthly.</p>
<p>Happy Signals Survey Response Rate. Event triggered surveys for requests increased to match level of returns for incidents (up to 22% return rate) over the next quarter</p>	<p>Negative knowledge feedback tasks should be reviewed within 3 working days of their creation</p>		<p>Achieve a reduction in abandoned virtual agent interactions from 40% down to 20% measured monthly following from when VA V2.0 implemented.</p>

DVSA Service Desk User Experience Program

Feedback Analysis

Create Improvement Plans

Implement Improvements

Communicate Changes

Feedback Collection





“New systems are brought in without much consultation about whether the old system was good or bad.”

“Virtual agent, required at beginning not just a skill set but above all an educational approach with END USERS”.

“Do you publish KPIs at all? I wouldn't be able to tell you what your values or strategies are”.

“I felt that the message wasn't always consistent when receiving communications regarding values and strategies”.



Driver & Vehicle Standards Agency



Happy Signals

♥ Happiness

+82

Your organization
Last 60 days

+77

Benchmark
Last 6 months





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Certified
customer-led
service desk
★★★

