

## Royal Borough of Windsor and Maidenhead

Royal Borough of Windsor and Maidenhead creates integrated service desk and Change Management framework to deliver enhanced IT support to 2,000 users and contribute to the success of local government transformation in the UK.

### Business needs

Expand on the success of the service desk to deliver enhanced IT support to 2,000 users and create a fully integrated Change Management framework based on ITIL® best practice principles. At the same time, demonstrate the value of ICT to the Royal Borough of Windsor & Maidenhead organisation and to influential bodies such as Socitm, which plays a leading role in ICT-facilitated local government transformation in the UK.

### Solution

LANDesk® Service Desk

LANDesk® Configuration Manager

LANDesk® Self Service

### Business benefits

- Successful provision of IT service desk support to RBWM employees for over 10 years.
- Creation of fully integrated service desk that combines Incident, Problem, Change, Service Requests and Self-Service on a single platform.
- “All-in-one-place” philosophy gives control and visibility of all ICT activities, provides enhanced IT support to 2,000 Council users and manages changes that affect a full range of services.
- On average, 345 incidents are successfully handled each week bringing the total managed to nearly 18,000 every year.
- Introduction of self-service has reduced the number of calls to the service desk by an average of 60% with ambitious plans to have 90% of all incidents handled via self-service by the end of the year.
- Calls resolved within four hours have risen from 47.6% to 58.9% since the implementation of the self service portal.

### Overview

The Royal Borough of Windsor and Maidenhead (RBWM) is a dynamic and diverse area sitting in one of the most prosperous regions in the country and about 20 miles west of London. This strategic location, together with a comprehensive transport and communications infrastructure, is key to the area's vitality with 55% of households employed in professional or managerial occupations compared to the national average of 38%. The Borough is also a major tourist destination, attracting some 7 million visitors a year, generating spending of £360 million, and employing approximately 11,000 people. Both residents and visitors expect high quality services from the Council. In turn, RBWM's employees rely on a robust ICT infrastructure to help them manage and deliver those services to their customers living, working and visiting the Borough.

The relationship between the Royal Borough of Windsor and Maidenhead and LANDesk goes back a long way as Kim Rolfe, Service Desk Manager at RBWM explains:

“About 10 years ago, we were managing a classic help desk environment, logging and monitoring all IT calls and requests. We needed a system that could not only handle incidents efficiently, but was also easy to use. After reviewing four or five products, we selected LANDesk and deployed their original HelpDesk system, which worked very well and met our requirements at the time. I admit that I regularly keep an eye out for the latest technology and look at new products every two or three years but I have always come back to LANDesk!”

Since introducing LANDesk, Kim and 65 analysts now provide service desk support to 2,000 Council users, handle around 1,400 incidents per month and have moved to the LANDesk Service Desk Suite. The solution is used widely across the organisation, by all teams with an ICT remit, from project management, account managers who interface with the business, as well as the network, server and architecture teams and application administrators across the council.

### Introducing industry best practice and Change Management to support local government transformation

The decision to upgrade to LANDesk's latest technology was driven by a major project two years ago to introduce IT Infrastructure Library (ITIL®) best practice principles into the organisation and the subsequent requirement for a management tool that could underpin the Borough's transition to an ITIL framework. In particular, there was a growing need

to create a robust Change Management process to control the increasing number and complexity of changes being made across the entire IT infrastructure. The ICT department manages a large server estate, the major repository for data that is crucial to the effective delivery of services to citizens in the Borough; as Rolfe explains:

“Data sharing is critical because different services are often administered by separate departments but to the same citizens. All departments, whatever applications they are using, need access to the correct information so that the right services are delivered to the right citizens at the right time. You don’t want a situation where one resident receives two wheelie bins for their rubbish but their next-door neighbour receives none at all. LANDesk’s ITIL-verified solution helps us to provide joined up services to citizens, the ultimate goal of local government ICT transformation.”

The LANDesk Service Desk Suite has supported the Borough’s Change Management programme tactically and strategically. In addition to setting up processes and showing different categories for change, the solution is often used to drive the agenda of the organisation’s Change Advisory Board (CAB) meetings comprised of team leaders and managers across the business who can then discuss priority changes and action items on screen direct from the LANDesk system.

## Delivering tangible business benefits

As a local authority, The Royal Borough of Windsor and Maidenhead is expected to adopt industry best practice standards. Organisations such as Socitm which aims to promote the effective and efficient use of Information Technology in Local Government publishes annual surveys that track the status of individual authorities’ progress, auditing their processes and statistics on the number of calls received, the duration of those calls and how the calls were resolved.

By implementing the LANDesk Service Desk Suite, Kim and her team can now provide meaningful information for auditing purposes. For example, the Borough recently launched its self-service portal, based on LANDesk technology. Since its introduction, the number of telephone calls to the service desk has dropped by over 50% and calls resolved within four hours have risen from 47.6% to 58.9%.

Most significantly, the ICT department can demonstrate enhanced customer satisfaction ratings. When an incident is resolved, the user is asked to rate the service he or she has received via a link in the self-service portal to the company’s customer satisfaction survey. Within the first four weeks of the portal’s introduction, Kim and her team regularly scored their highest rating ever: 6.84 out of a possible top score of 7:

“LANDesk Service Desk Solutions now manage the whole of our IT business,” added Kim. Everything is in one place, giving us a clearer view of what everyone is doing and helping us to manage workloads by scheduling time and allocating tasks between team members more effectively.”

This “all-in-one-place” philosophy has been crucial to the success of the ICT department. In addition to reducing the number of calls to the service desk and improving call resolution rates, the LANDesk Service Desk suite has provided tight integration with Novell’s ZENworks eDirectory and remote control services. Employees can also order new IT equipment or a BlackBerry, set up a new user and request access to the staff portal via the one LANDesk system. With LANDesk’s new service request capability, users can even track the progress of their orders and other requests. What is more, a project which might not traditionally fall within Incident, Problem and Change (IPC), such as a project manager wanting a new server to be built, can be raised by the project manager as a service request. It is then scheduled and allocated in the same way as any other IPC request.

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—Kim Rolfe

Service Desk Manager, Royal  
Borough of Windsor and  
Maidenhead

## Future plans

The Royal Borough of Windsor and Maidenhead's ICT department believes it can reduce call volumes to the service desk even further. Currently at 60%, it aims to have at least 90% of all calls handled via self-service by the end the year. It might also consider how it can use the LANDesk Service Desk Suite to introduce Configuration, Release and Capacity Management and take advantage of the Outlook Integration facility.

However, the department is proud of what it has achieved and is taking stock as Kim concludes:

“Sometimes, it is too easy to get caught up in the next new project. Instead, it is important to stand back a little and assess the progress made to date. Within a relatively short space of time, we have taken on a new and large system and got buy-in from the teams to use it. From a random approach to managing changes, we now have a full Change Management framework interlinked with Incident, Problem, Self-Service and Service Request processes. In short, LANDesk has enabled us to operate in a completely different way from before – we should celebrate that.”

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**– Kim Rolfe**  
Service Desk Manager, Royal  
Borough of Windsor and  
Maidenhead

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