

## INTERNATIONAL TELCO



**Making it easy for employees to engage with the services they need to do their jobs, whilst making operational performance a priority.**

### Background

Preparations for the implementation of a new IT Service Management toolset had highlighted a number of critical issues: unauthorised and unplanned changes were fuelling the generation of incidents; the resolution of incidents was being hampered by an unnecessarily high number of incidents being categorised as Priority 1 and known problems were simply not being resolved.

### Approach

Our team members scoped and mobilised a transformation programme to achieve step change in operational service – instigating an ITSM process improvement plan incorporating most of the ITIL processes and an upgrade of the ITSM tool set.

Over a 6 month period, our team worked with internal and third party stakeholders to develop rigorous, repeatable and standardised processes underpinned by clearly defined business rules, to drive a step change in operational performance.

### Results

A new ITSM model was developed, with re-engineered IT processes incorporating critical integration points to ensure ‘joined up’ working. Documentation was completed – including a functional description of each individual process, complete with job roles and responsibilities, process maps, detailed process design and work instructions.

Changes were brought under control with a 40pt improvement in Change performance. The number of high priority incidents was reduced and incident resolution across all priorities by over 10pts. Problems were resolved faster, driving a significant reduction in repeat incidents.

