

Case study: Driver and Vehicle Standards Agency

A case for change

Incorrect tickets assignment. High temporary-staff turnover. Overlooked governance processes. New Starter equipment delays. Insufficient user experience.

The Service Integration and Management (SIAM) tower at the Driver and Vehicle Standards Agency (DVSA) was responsible for core IT processes and the Service Desk. With the incumbent supplier's long-term contract due to expire, frustration with the existing service, and internal disillusionment about opportunities to improve it, DVSA chose to bring the service in-house to increase control and transparency of data, and to better serve its IT clients.

Based on Private and Public-sector references, DVSA chose ServiceNow as its new platform. And, backed by further recommendations and a 10/10 customer-satisfaction rating, DVSA selected FlyForm (formerly GovNow) as its implementation partner.

A challenging environment

No process owner. Active incumbent contract. Changing scope. High pressure. A hard deadline.

Replacing an existing platform is never easy. Doing so whilst still retaining other services from the incumbent is doubly difficult. DVSA didn't have an internal process owner as the service was still being run by the supplier. The incumbent supplier hadn't been formally exited therefore couldn't provide technical resources for the project. Other suppliers whose services interacted with SIAM were nervous about the future of their contracts. And the project scope was in constant flux.

Working closely with DVSA, FlyForm needed to navigate all these issues while delivering a working solution before the incumbent contract expired.

DVSA provided an excellent strategic remit on the future of its IT landscape. This allowed FlyForm to redesign relevant processes on DVSA's behalf, using our extensive Service Management and ITIL skills to build on ServiceNow's best practices. We examined the incumbent platform's behaviour to understand what it was doing, without breaching contractual terms. Together, we mediated conversations, keeping the focus on goals and best practice whilst ramping up resources to cope with additional demand.

Company Profile



Driver & Vehicle Standards Agency

Sector

Government

Size

4,600 staff

Project length

5 months

Modules implemented

IT Service Management (ITSM)
IT Operations Management (ITOM)
IT Business Management (ITBM)

User satisfaction

↑ 74%

Two-month adoption rate

↑ 250x

Tickets required for a new starter

↓ 93%



Scoring a perfect 10 out of 10

Transparency, visibility, control, usability, and process efficiencies. Delivered to a 5-month deadline.

FlyForm's Agile implementation of DVSA's ServiceNow platform includes the following modules:

- » Incident Management
- » Problem Management
- » Change and Release Management
- » Configuration Management Database (CMDB)
- » Request Management
- » Service Catalogue
- » Reporting
- » Service Level Management
- » Knowledge Management
- » 3 integrations to suppliers (1 REST, 1 SOAP, 1 email)

The new ServiceNow platform went live in Oct '17. The results are in:

User experience improvements

- » End-user satisfaction rating increased from 4.3 (Feb '17) to 7.5 post go-live (Nov '17), out of 10
- » Single sign-on with Active Directory integration
- » 24/7/365 portal access, with 25% of tickets raised directly as of Dec '17 (previously <0.1%)
- » A clear catalogue of 81 items for end users to select from
- » Real-time report dashboards easily accessible to stakeholders

Process optimisations

- » All New Starter requests generated from a single catalogue item
- » Emailed requests and incident updates integrated into respective tickets
- » Powerful CMDB transform maps automatically cleanse and consolidate data
- » Request catalogue items automatically assigned to the right people
- » Automated service type approvals
- » Full control over and transparency of ITSM data, including other suppliers'

Looking to capitalise on the success of the initial implementation, DVSA has initiated investment into further ServiceNow products and functionality – with FlyForm as the sole delivery partner – to further improve the user experience.

" We look forward to working with FlyForm to continue our ServiceNow development. We will take full advantage of the Service Portal (i.e. self-service, mobile app, instant chat) to provide our end users with the experience they expect and deserve, supporting the agency's transformation journey."

Nia Goldup – Head of User Services, Driver and Vehicle Standards Agency

Ask us about making ServiceNow work for you.

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