

Single IT Service Centre for all HMRC Applications and Hardware

User support and problem management helps staff productivity

The Situation

HM Revenue & Customs staff rely on IT to collect tax and duties, so if they have an IT problem they need to solve it quickly and simply. Users either get IT help and advice from the intranet, or they phone the IT Service Centre (ITSC). The ITSC also manages incidents and root cause analysis to help maintain IT availability and staff productivity, and is delivered through Aspire, Capgemini's end-to-end IT service contract with HMRC.

The Solution

The ITSC resolves user problems relating to 600 Core applications and thousands of other IT solutions, hardware, and mobile services. First line agents resolve issues there and then, or transfer users to more technical agents who can access equipment remotely and arrange desk side support

engineers. ITSC service management restores service for current incidents, prioritises and fixes problems, and identifies trends and root cause to eliminate defects. It is fully integrated into the project lifecycle, to represent user support needs.

The Result

When HMRC staff phone the ITSC, 69% of incidents are solved during the first call and surveys show 98% user satisfaction. The ITSC's proactive service management and involvement in project planning helps maintain the monthly average of only 0.13 incidents per month and contributed to 80% improvement in business hours lost due to IT problems in the three years to 2011.

How HMRC and Capgemini Work Together

For HMRC staff, the ITSC is a telephone number which gives them expert IT help. Behind the scenes it is a virtual service centre with a dedicated team based in two locations with call routing to maintain service at all times. A team of full and part-time agents work shifts which are optimised around projected call volumes at different times of the day, week, and month, and to support roll-out of new projects.

Every agent in the ITSC can help solve problems relating to over 600 applications and thousands of technologies. They use knowledge management tools with proven solutions, best practice guidance and, continuously updated responses to 'how do I' questions.

Management procedures close calls to the ITSC when users confirm they are resolved, and agents ask if they would like to answer a short question telephone survey about how the call was handled and leave a message too. Individual agents are told about positive feedback to be proud about, and any details which highlight potential training needs. The ITSC has a strong focus on personal development, supported by Capgemini-wide education programmes, dedicated ITSC Training, and regular individual and team meetings.

ITSC Incident and Problem Management restores service as quickly as possible after issues are reported, either by users, or the Operations Centre which monitors HMRC IT. The ITSC prioritises problems with the highest volumes of associated incidents in line with Service Level Agreements (SLAs), and identifies root causes to eliminate defects. Statistical reporting and analysis of call trends, volumes and incidents provides valuable input into specific solutions wider service

improvement actions and investment decisions. As part of the Aspire contract, the ITSC operates within an ITIL framework, the ISO 9001 Quality Management standard; the ISO 20000 Service Management standard; and the ISO 27001 Security Management standard. The main service centre processes are documented, maintained, governed and regularly reviewed through a series of Operating Model Authorities that drive best practice improvement across the entire IT service delivery organisation.

The ITSC is critical to Capgemini's end to end service for HMRC, solving individual users' IT problems, providing the single point of contact with the IT department for most HMRC staff, and representing user support needs in the earliest stages of IT projects. With its excellent track record supporting HMRC and staff in their executive agency, the Valuation Office Agency (VOA), the service has been extended to cover new support needs, including the UK Borders Agency (UKBA) staff who transferred from HMRC.



About Capgemini and the Collaborative Business Experience™

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HM Revenue & Customs (HMRC) collects tax and duties to make sure money is available to fund the UK's public services and makes payments to over seven million families, providing targeted financial

support. Capgemini is HMRC's partner for IT and related services delivered through the Aspire contract. Capgemini is prime contractor for Aspire, and manages key partners and HMRC's Ecosystem of preferred suppliers.

For more information, please visit: www.hmrc.gov.uk