



Briefing Paper

Top 10 IT cost-saving benefits Education providers should be getting from **ITSM**

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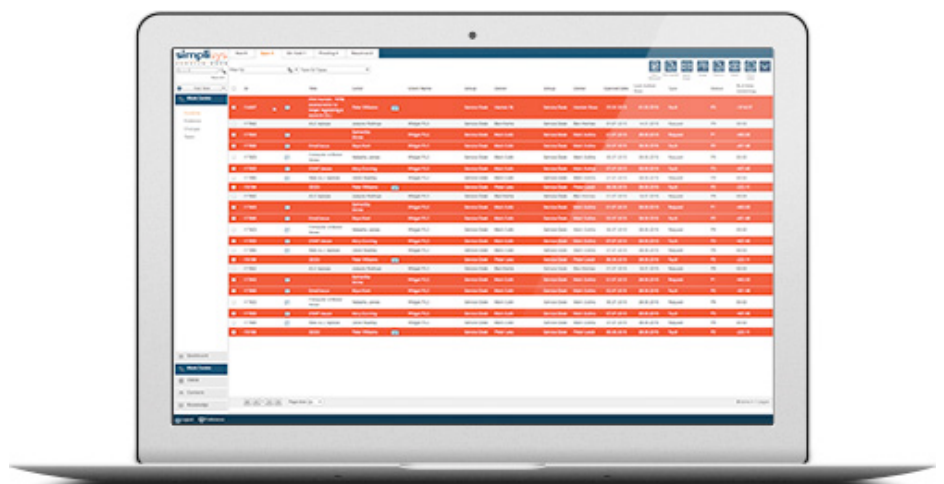
- **Configuration not customisation**
- **Get the reporting you need**
- **Business rules and workflow integration**
- **Let customers help themselves**
- **Share knowledge**
- **Keep it simple**
- **Provide consistent support**
- **Know how you are doing and where to improve**
- **Do it all from one system**
- **Do it in the cloud**

A new breed of highly capable and very cost effective IT Service Management solutions are opening up new ways for Education providers to manage their organisations more efficiently, drive down their IT service costs and greatly improve both customer service and satisfaction levels.

The key to actually achieving cost savings in a highly complex and pressurised IT environment like Education with its rapid turnover of users is to engage with a system that is designed specifically to address the issues faced in your kind of organisation; one that does all of the core service and IT management functions exceptionally well, and one that doesn't include lots of functionality that is just not needed and adds complexity and management costs while reducing usability. A system that has been designed around the latest technology and ITIL best practice, is highly configurable and fully featured out-of-the-box with simplicity and ease of use as guiding principles will be fast to deploy, free to adapt and maintain in-house, and will deliver greater efficiency and better customer service throughout the organisation.

Having delivered cost and efficiency improvements to many Education providers, we wanted to provide the sector with some feedback and pointers to areas of cost saving where we have seen substantial customer benefit realised.

Much has changed within the ITSM sector during recent years and we have found that many colleges are struggling with outdated and limiting technology that is draining their precious financial resources and holding them back at a time when student numbers are growing. We hope that this brief guide will prove helpful in highlighting some of the areas that IT management may wish to investigate further.



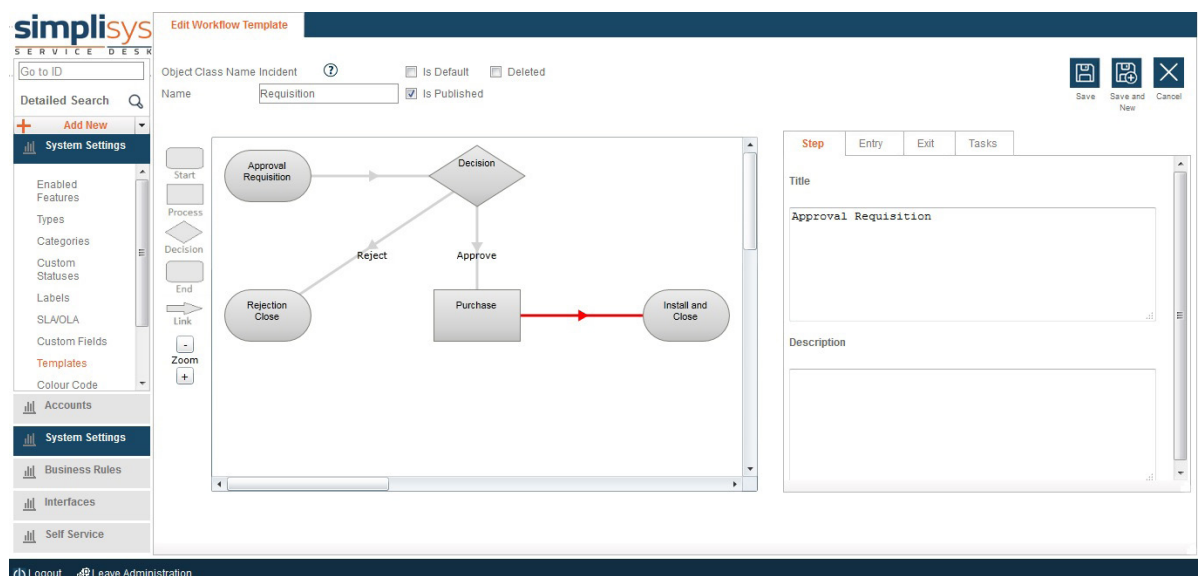
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Configuration not customisation

Feature rich, highly configurable, fast to deploy and simple to use out-of-the-box ITSM systems virtually eliminate the need for customisation using expensive consultants as any features not configured can be quickly and intuitively enabled internally. Without this option, adapting your ITSM system to operate in a way that complements your internal processes and delivers the range of services and support functions you need can be one of the most significant costs you face when setting up a new system or trying to update a legacy system.

We have found that one of the most common reasons for Education providers to consider switching to a more modern ITSM system is the ongoing cost of maintaining their software and trying to get it to deliver the management information they require to make timely and informed decisions. If that sounds familiar then it would certainly be worth looking into the systems now available.



Fast and intuitive configuration with Simplisys Service Desk

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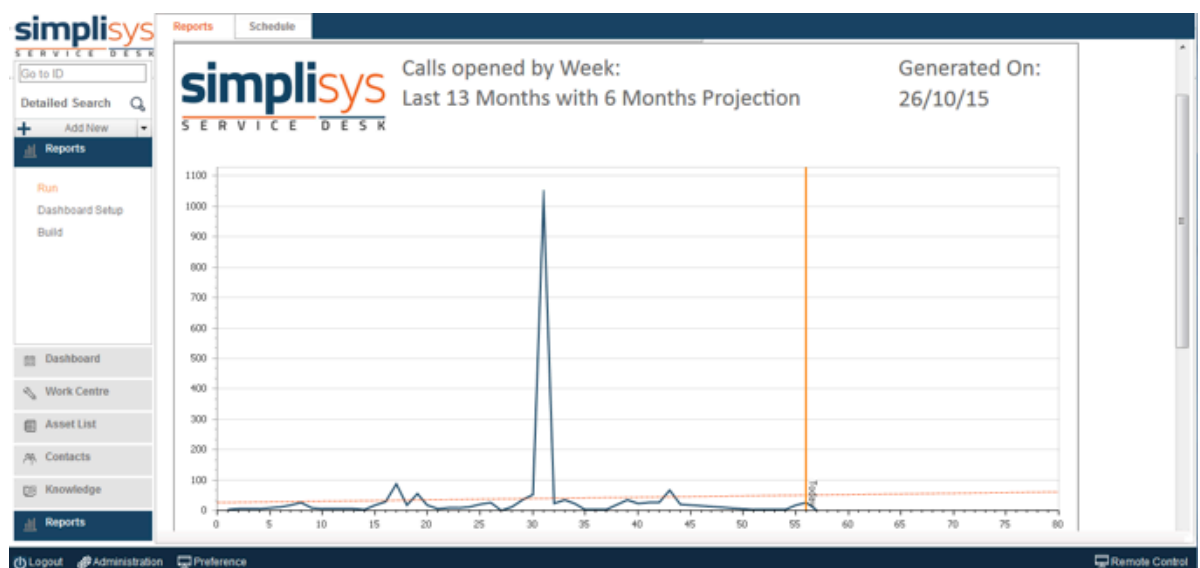
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Get the reporting you need

One of the most commonly heard complaints and frustrations about legacy systems, and even some of the newer systems on the market, is the lack of flexibility managers have regarding the reports they can run. Historical data together with current real-time information delivers clarity and informs accurate decision-making. It's the very least you should expect to be built in to your ITSM system yet many lack the range of reports needed and do not provide an acceptable way of creating them.

In our view, paying expensive consultants and developers to facilitate this is not an acceptable answer given the options available today. Simplisys Service Desk, for example, has over 85 standard reports built in and generating more is a simple configurable process. So you always have historical and real-time current information to hand to inform your decisions. And what if you want to use the information that you have and the trends you see to extrapolate where you will be in 6 months or a year ahead?

Modern systems, such as Simplisys, will provide this functionality as standard which means that you can make informed decisions and judgements, based on actual data, and provide substantial supporting evidence when determining budgets and assessing the value that IT can and is delivering to the organisation.



A management report with projections. Simplisys Service Desk.

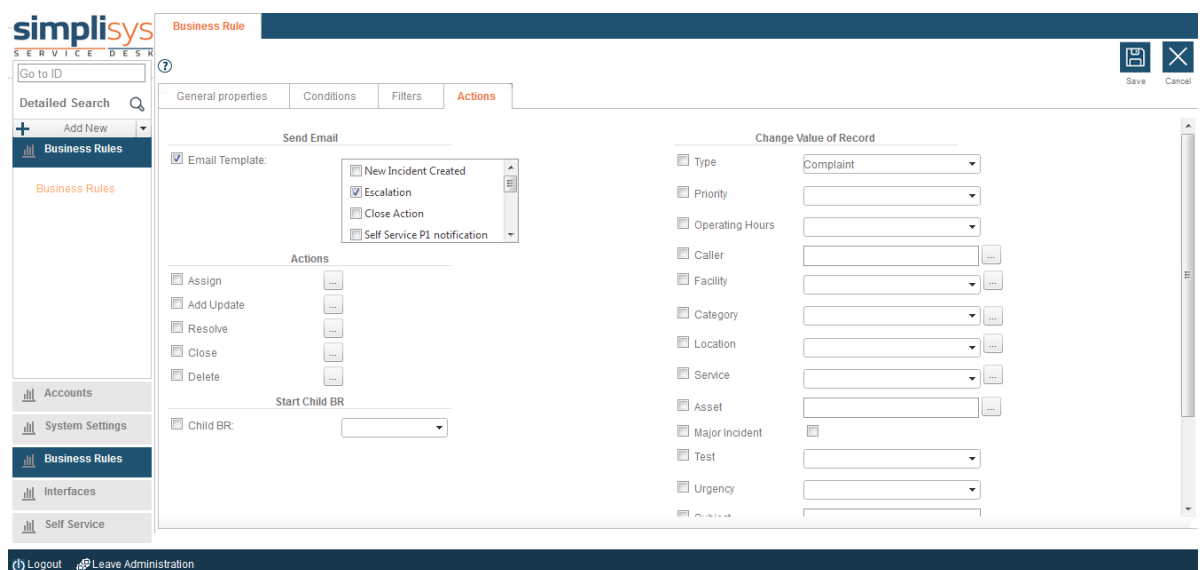
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Business rules and workflow integration

Organisations large and small have business rules and relationships that determine how incidents, problems and changes are managed, how information flows, responsibilities pass and work is allocated. Your ITSM system should complement and underpin these often complex working practices rather than dictating that they must change.

Highly configurable systems allow integration with business rules and workflows, improving efficiency by seamlessly allocating actions and directing information to the right people. A modern ITSM system will incorporate this functionality, through configuration, allowing you to align your ITSM system with your business needs.



Simplisys Service Desk allows integration with existing business rules and workflows

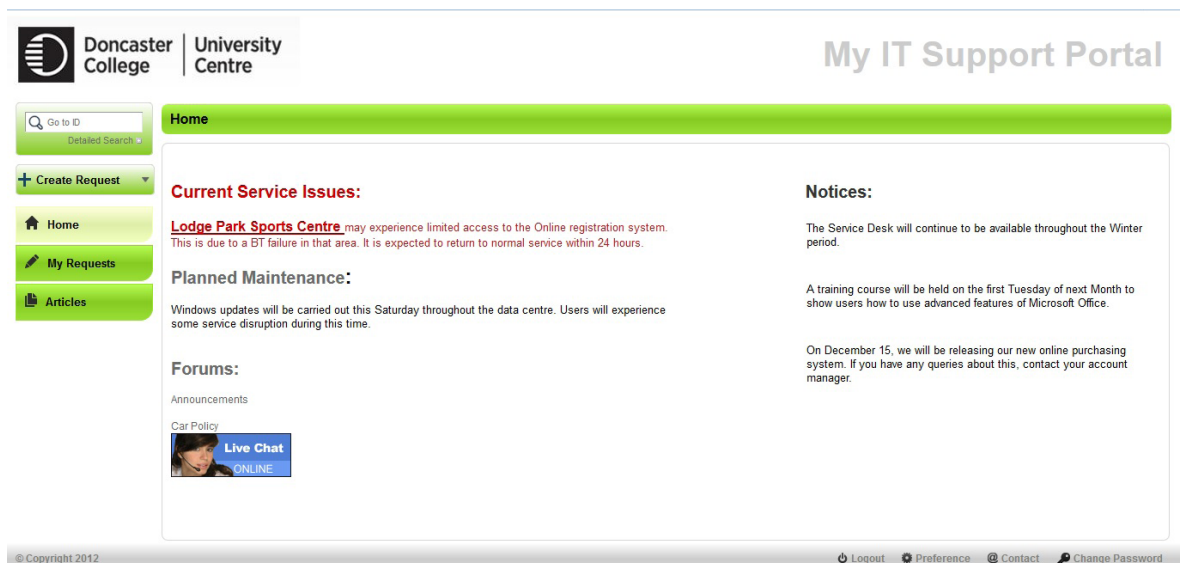
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Let customers help themselves

A typical scenario could be that your IT services team are already stretched in fire-fighting live technical issues that impact the organisation as a whole yet they are constantly inundated with relatively trivial requests that just distract them and get in the way of more pressing issues. Yet for the end-user, even a trivial issue may well stop them working and lead to dissatisfaction with the performance of the IT department.

Themed self-service can dynamically promote common fixes, FAQs or simple work-arounds as possible solutions based on the issue at hand freeing up service-desk and technical staff time for dealing with more complex issues, planned maintenance or the myriad of other demands on their time. This not only keeps costs down but can dramatically improve the customer experience, employee satisfaction and perceived contribution of the IT department.



A typical themed self-service portal screen from Simplisys Service Desk

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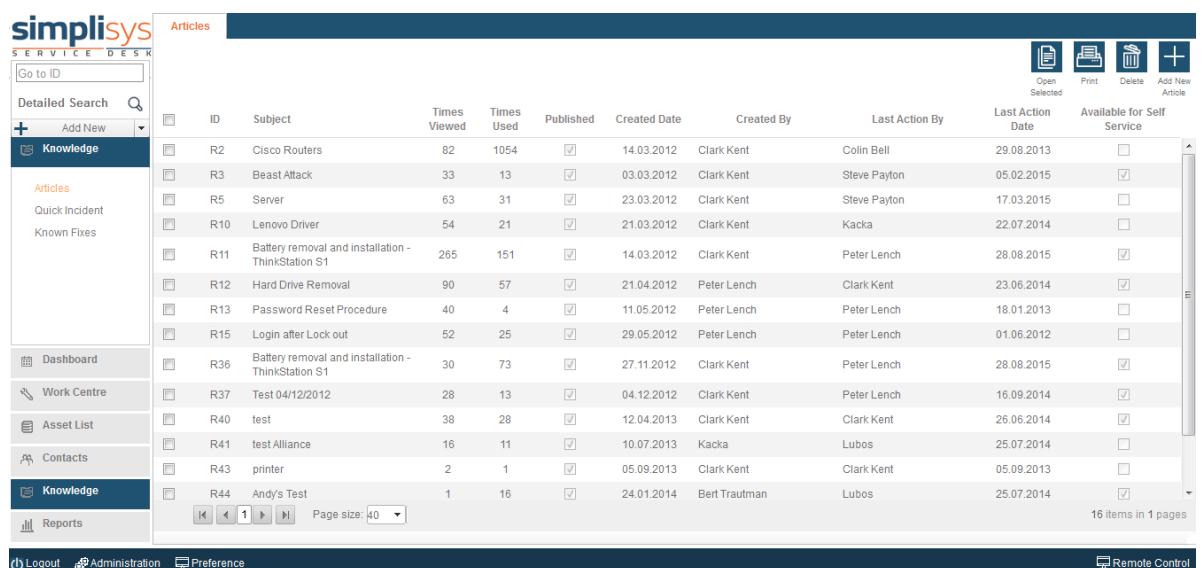
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Share knowledge

Dynamic knowledge management can deliver for help desk staff what themed self-service does for end-users. The duplication of effort throughout an organisation in continually re-visiting and re-investigating recurring issues slows response times and adds considerably to costs.

A modern ITSM solution can centralise information and knowledge, making known issues, fixes and workarounds instantly available to all help-desk operatives including dynamic and intelligent suggestions where additional related information exists. This can greatly improve the number of calls resolved at first contact which is a key driver of service and support costs.

If your current ITSM system doesn't provide this functionality then you will be operating at a much higher cost base than you should – and if your reporting capability is inadequate you'll struggle to identify where these costs lie.



The screenshot displays the simplisys Service Desk interface. On the left is a navigation sidebar with options like 'Go to ID', 'Detailed Search', 'Add New', 'Knowledge', 'Quick Incident', 'Known Fixes', 'Dashboard', 'Work Centre', 'Asset List', 'Contacts', 'Knowledge', and 'Reports'. The main area shows a table of knowledge base articles. The table has columns for ID, Subject, Times Viewed, Times Used, Published status, Created Date, Created By, Last Action By, Last Action Date, and Available for Self Service. The table contains 16 items, with the last item being 'Andy's Test'.

ID	Subject	Times Viewed	Times Used	Published	Created Date	Created By	Last Action By	Last Action Date	Available for Self Service
R2	Cisco Routers	82	1054	✓	14.03.2012	Clark Kent	Colin Bell	29.08.2013	<input type="checkbox"/>
R3	Beast Attack	33	13	✓	03.03.2012	Clark Kent	Steve Payton	05.02.2015	<input checked="" type="checkbox"/>
R5	Server	63	31	✓	23.03.2012	Clark Kent	Steve Payton	17.03.2015	<input type="checkbox"/>
R10	Lenovo Driver	54	21	✓	21.03.2012	Clark Kent	Kacka	22.07.2014	<input type="checkbox"/>
R11	Battery removal and installation - ThinkStation S1	265	151	✓	14.03.2012	Clark Kent	Peter Lench	28.08.2015	<input checked="" type="checkbox"/>
R12	Hard Drive Removal	90	57	✓	21.04.2012	Peter Lench	Clark Kent	23.06.2014	<input checked="" type="checkbox"/>
R13	Password Reset Procedure	40	4	✓	11.05.2012	Peter Lench	Peter Lench	18.01.2013	<input type="checkbox"/>
R15	Login after Lock out	52	25	✓	29.05.2012	Peter Lench	Peter Lench	01.06.2012	<input type="checkbox"/>
R36	Battery removal and installation - ThinkStation S1	30	73	✓	27.11.2012	Clark Kent	Peter Lench	28.08.2015	<input checked="" type="checkbox"/>
R37	Test 04/12/2012	28	13	✓	04.12.2012	Clark Kent	Peter Lench	16.09.2014	<input checked="" type="checkbox"/>
R40	test	38	28	✓	12.04.2013	Clark Kent	Clark Kent	26.06.2014	<input checked="" type="checkbox"/>
R41	test Alliance	16	11	✓	10.07.2013	Kacka	Lubos	25.07.2014	<input type="checkbox"/>
R43	printer	2	1	✓	05.09.2013	Clark Kent	Clark Kent	05.09.2013	<input type="checkbox"/>
R44	Andy's Test	1	16	✓	24.01.2014	Bert Trautman	Lubos	25.07.2014	<input checked="" type="checkbox"/>

A dynamic Knowledge Base saves time and cost while improving customer service

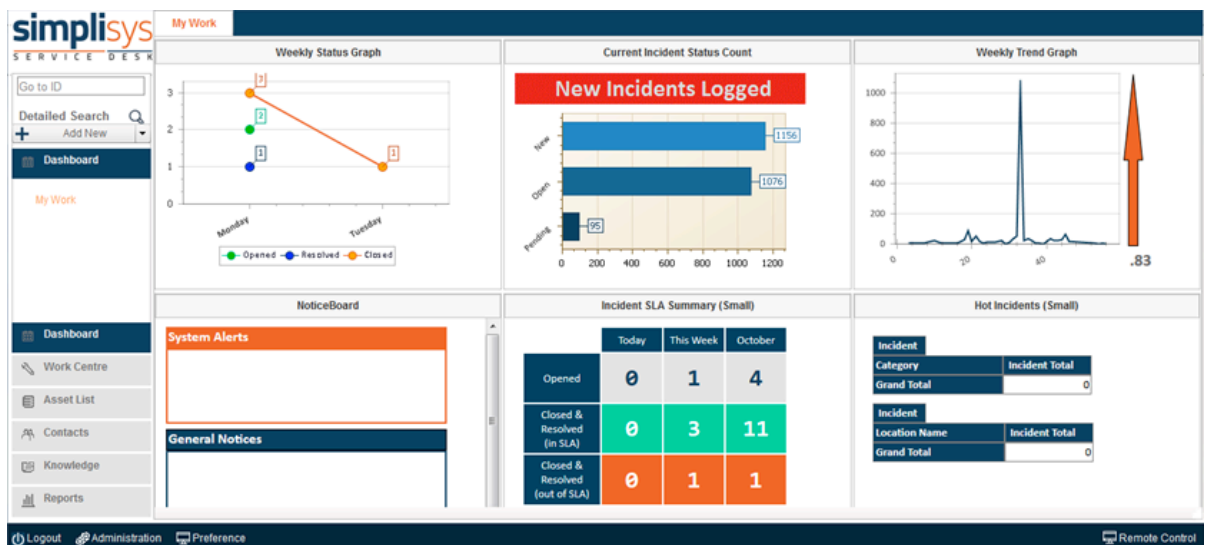
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Keep it simple

You want an ITSM solution that is easy to work with – both at a technical and user level. A simple and intuitive user interface reduces training costs and encourages usage. But if you are using a legacy system that has been re-worked and added to over a number of years it is highly unlikely to be able to deliver the user experience that a modern service desk can.

The use of features like graphics, dynamic dashboards and self-service to name but a few have dramatically changed the way that users of all kinds interact with the system. It is also likely that a modern system which encourages engagement and delivers high levels of customer satisfaction will be considerably cheaper to run as well.



Personalised dashboard screen from Simplisys Service Desk

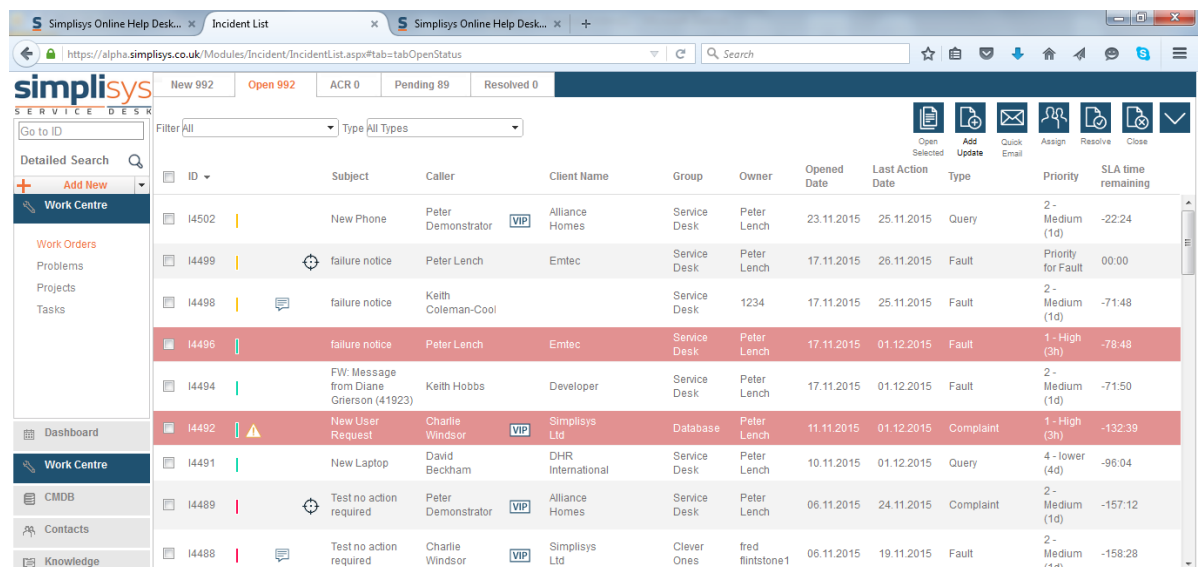
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Provide consistent support

One of the most common challenges facing IT Managers is how to deliver a consistent service which meets the expectations of their IT consumers and is aligned with organisational goals. It's easy to keep users happy when there is little else going on but IT departments within Education establishments are rarely in that position so they need a framework that allows them to deliver consistency and repeatability.

An ITSM solution, such as Simplisys Service Desk, that has been designed around ITIL best practice will achieve this while allowing IT professionals to focus on process improvement and the broader objectives of the organisation.



The screenshot displays the Simplisys Service Desk interface. At the top, there's a navigation bar with tabs for 'New 992', 'Open 992', 'ACR 0', 'Pending 89', and 'Resolved 0'. Below this is a search bar and a filter dropdown set to 'All Types'. The main area is a table of incidents with columns: ID, Subject, Caller, Client Name, Group, Owner, Opened Date, Last Action Date, Type, Priority, and SLA time remaining. The table lists several incidents, including a 'New Phone' request, 'failure notice' entries, and a 'New User Request'. A left-hand sidebar contains navigation links for 'Work Centre', 'Work Orders', 'Problems', 'Projects', 'Tasks', 'Dashboard', 'CMDB', 'Contacts', and 'Knowledge'.

ID	Subject	Caller	Client Name	Group	Owner	Opened Date	Last Action Date	Type	Priority	SLA time remaining
I4502	New Phone	Peter Demonstrator	Alliance Homes	Service Desk	Peter Lench	23.11.2015	25.11.2015	Query	2 - Medium (1d)	-22:24
I4499	failure notice	Peter Lench	Emtec	Service Desk	Peter Lench	17.11.2015	26.11.2015	Fault	Priority for Fault	00:00
I4498	failure notice	Keith Coleman-Cool		Service Desk	1234	17.11.2015	25.11.2015	Fault	2 - Medium (1d)	-71:48
I4496	failure notice	Peter Lench	Emtec	Service Desk	Peter Lench	17.11.2015	01.12.2015	Fault	1 - High (3h)	-78:48
I4494	FW: Message from Diane Grierson (41923)	Keith Hobbs	Developer	Service Desk	Peter Lench	17.11.2015	01.12.2015	Fault	2 - Medium (1d)	-71:50
I4492	New User Request	Charlie Windsor	Simplisys Ltd	Database	Peter Lench	11.11.2015	01.12.2015	Complaint	1 - High (3h)	-132:39
I4491	New Laptop	David Beckham	DHR International	Service Desk	Peter Lench	10.11.2015	01.12.2015	Query	4 - lower (4d)	-96:04
I4489	Test no action required	Peter Demonstrator	Alliance Homes	Service Desk	Peter Lench	06.11.2015	24.11.2015	Complaint	2 - Medium (1d)	-157:12
I4488	Test no action required	Charlie Windsor	Simplisys Ltd	Clever Ones	fred flintstone1	06.11.2015	19.11.2015	Fault	2 - Medium (1d)	-158:28

A simple, intuitive interface provides key IT Service Management information in one place

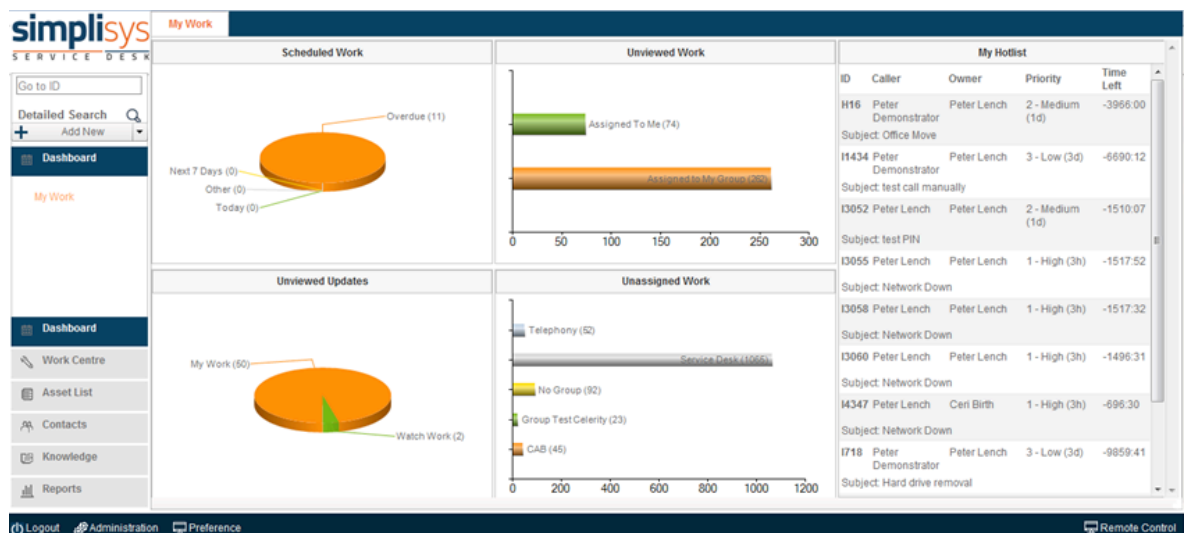
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Know how you are doing and where to improve

Accurately assessing performance against SLAs and KPIs to improve departmental efficiency is very hard if you don't have real-time information available to you. You are always behind the game, trying to catch up and, if you aren't meeting agreed SLAs, it's hard to be proactive in identifying and addressing the issues in time to get you back on track.

Knowing this and being able to do something about it in a cost-effective way, is very hard unless you are running a modern ITSM system that tracks issues end-to-end and provides comprehensive data acquisition and reporting.



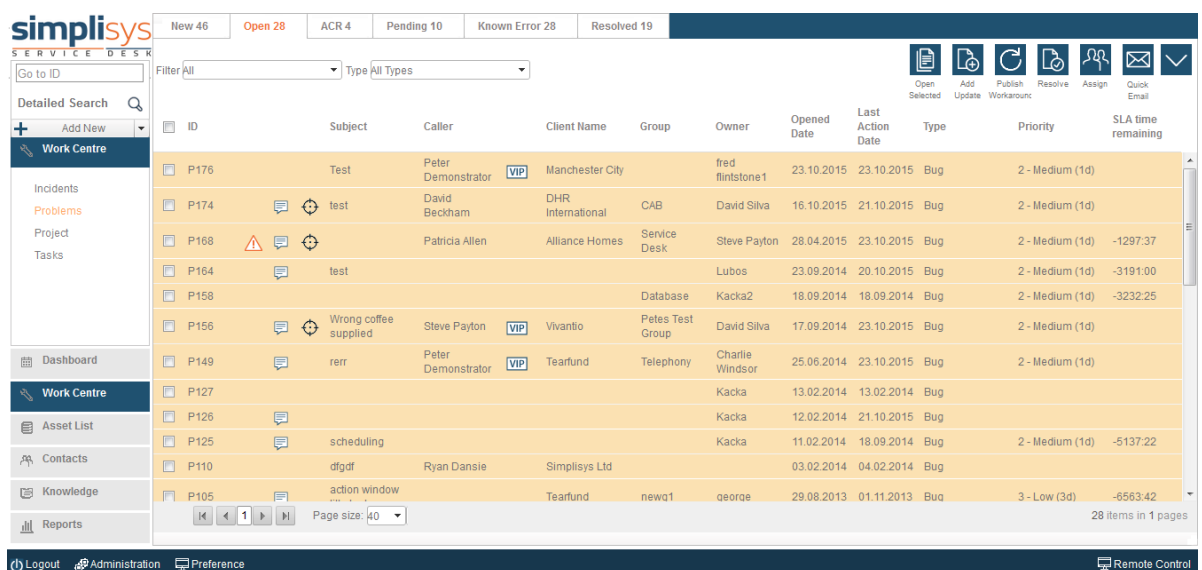
Real-time information helps IT managers meet SLAs

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Do it all from one system

Incident, Problem, Change, Release, Task and Project Management within one system allows you to plan, schedule, manage and control key service elements and assets across your entire organisation with real-time visibility of progress and status. The range and depth of information available through the latest systems, and the multiple ways that the information can be distributed, displayed and presented makes this a highly valued IT management facility. It empowers colleges to do more with less and focus more of their resources on dealing with the ever-changing and demanding user base.



The screenshot displays the Simplisys Service Desk interface. At the top, there's a navigation bar with status counts: New 46, Open 28, ACR 4, Pending 10, Known Error 28, and Resolved 19. Below this is a search bar and a filter dropdown set to 'All'. The main area is a table of incidents with columns for ID, Subject, Caller, Client Name, Group, Owner, Opened Date, Last Action Date, Type, Priority, and SLA time remaining. The table lists 15 incidents, with the last one (P105) highlighted. The interface also includes a left-hand menu with options like Dashboard, Work Centre, Asset List, Contacts, Knowledge, and Reports, and a bottom bar with Logout, Administration, Preference, and Remote Control links.

ID	Subject	Caller	Client Name	Group	Owner	Opened Date	Last Action Date	Type	Priority	SLA time remaining
P176	Test	Peter Demonstrator	Manchester City		fred flintstone1	23.10.2015	23.10.2015	Bug	2 - Medium (1d)	
P174	test	David Beckham	DHR International	CAB	David Silva	16.10.2015	21.10.2015	Bug	2 - Medium (1d)	
P168		Patricia Allen	Alliance Homes	Service Desk	Steve Payton	28.04.2015	23.10.2015	Bug	2 - Medium (1d)	-1297:37
P164	test				Lubos	23.09.2014	20.10.2015	Bug	2 - Medium (1d)	-3191:00
P158				Database	Kacka2	18.09.2014	18.09.2014	Bug	2 - Medium (1d)	-3232:25
P156	Wrong coffee supplied	Steve Payton	Vivanbo	Petes Test Group	David Silva	17.09.2014	23.10.2015	Bug	2 - Medium (1d)	
P149	rerr	Peter Demonstrator	Tearfund	Telephony	Charlie Windsor	25.06.2014	23.10.2015	Bug	2 - Medium (1d)	
P127					Kacka	13.02.2014	13.02.2014	Bug		
P126					Kacka	12.02.2014	21.10.2015	Bug		
P125	scheduling				Kacka	11.02.2014	18.09.2014	Bug	2 - Medium (1d)	-5137:22
P110	dfgdf	Ryan Dansie	Simplisys Ltd			03.02.2014	04.02.2014	Bug		
P105	action window		Tearfund	newq1	george	29.08.2013	01.11.2013	Bug	3 - Low (3d)	-6563:42

Simplisys Service Desk combines Incident, Problem, Change, Release, Task and Project Management in one place

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Do it in the Cloud

Running IT systems from Cloud-based applications is the way that much of the industry is heading. There are many reasons for this and many benefits to organisations of all kinds and sizes but as this guide isn't a discussion about the benefits of Cloud computing we won't cover them here. For the purposes of this document, it should be noted, however, that running Cloud-based ITSM solutions can deliver significant financial and operational benefits to Education providers while delivering far greater flexibility/scalability, less up-front and on-going maintenance costs and data-centre level security. Companies like Simplisys, however, recognise that the Cloud option isn't for everyone so they offer the choice of running their applications as either Cloud-based managed services or on-premise installations.

About Simplisys

Simplisys Limited is the developer of Simplisys Service Desk (formally known as Citrus Service Desk). When we designed Simplisys Service Desk our objective was to quite simply create the ultimate service desk application for use in the real world – a rich feature list, configuration not customisation at its core, fast implementation out of the box, integration with your workflows and business rules, following ITIL best practice and a price point that makes it accessible to most organisations.

Simplisys Service Desk is designed developed, installed or hosted, and supported by our team at Simplisys Ltd. With our head office in Portishead, Bristol, Simplisys Ltd is an ISO 9001 registered company and delivers solutions to industry best practice quality standards. Our approach to implementation is to work closely with our customers, understanding requirements and reasons for change and ensuring that projects exceed expectations.

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