

CUSTOMER CASE: FEDICT

TOP QUALITY SERVICE IS A GOVERNMENT PRIORITY

GETRONICS SUPPORTS FEDICT DURING THE OPTIMIZATION OF ITS IT SERVICE MANAGEMENT



SUBMITTING YOUR TAX DECLARATION AND REPORTING A BICYCLE THEFT TO THE POLICE ARE ONLY TWO OF THE MANY ADMINISTRATIVE ACTIONS THAT YOU CAN COMPLETE ELECTRONICALLY IN BELGIUM, WHICH IS A FRONTRUNNER IN E-GOVERNMENT TODAY. SIMPLIFYING GOVERNMENT ADMINISTRATION IS ONE OF THE TASKS OF FEDICT, THE FEDERAL PUBLIC SERVICE FOR INFORMATION AND COMMUNICATION TECHNOLOGY. WITH APPROXIMATELY 85 EMPLOYEES, FEDICT DEVELOPS E-GOVERNMENT SOLUTIONS FOR GOVERNMENT ADMINISTRATION AND SUPPORTS OTHER SERVICES WHILE THEY EXTEND THEIR IT INFRASTRUCTURE.

GUARANTEEING EXCELLENT SERVICE: THE CHALLENGE

The E-loket® platform was developed by Fedict for electronic administrative transactions with the government. One of the Internet services running on it is Police-on-web, where citizens can lodge complaints or request home monitoring, among other services. "The Police-on-web website was recently extended with ALINE: the ALarm INformation Exchange," says Serge Libert, the E-loket® project manager at Fedict. "Since recently, alarm systems are no longer reported to the police, but rather to this central reporting point. All alarm systems installed in Belgium will have to be registered with ALINE by 1 March 2010. This will save the local police a great deal of work and make it easier to identify the owners. But while the number of transactions on Police-on-web has been quite limited so far, it is expected to increase to approximately 30,000 transactions per month because of ALINE.

"GETRONICS HELPED US TO REACH OUR GOALS OPTIMALLY WITH THE RESOURCES AND PEOPLE AT OUR DISPOSAL."

(SERGE LIBERT, FEDICT E-LOKET® PROJECT MANAGER)

There will also be more frequent calls to the service desk: an estimated 40 calls per day. We had to optimize our IT service management to guarantee our clients continued excellent service."

THE BEST ANSWER TO HIGH DEMANDS

As is usual with major government assignments, a public tendering process was used to find a partner to support Fedict during this improvement path. The criteria in the tender specifications were primarily qualitative in nature, e.g. competency, references and technical capacity. The tender was awarded to Getronics, a leading IT services company with a reputation in service management, which, according to Serge Libert, offered the best response to Fedict's needs. Getronics completed a due diligence path between November 2008 and January 2009, and a concrete proposal was worked out based on the results. Implementation of the improvements began in January 2009.

Clientname → Fedict (FPS Information and Communication Technology)  @-novating government

Industry → Government

Challenge → Optimization of IT service management

Solutions → Safeguard the quality of service by designing new incident management procedures and refining existing guidelines, making better agreements with internal and external back-end systems, specifying an escalation system and thoroughly training the service desk operators.

Advantages

- Improved efficiency
- Time-saving
- Enhanced quality of the IT service

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CONTINUOUS IMPROVEMENT

New incident management procedures were determined and the existing guidelines refined in cooperation with Getronics. Getronics also helped Fedict to make better agreements about the internal and external back-end systems. Police-on-web is set up so that the front-end is not available when the back-end systems are unavailable, in order to prevent a complaint from failing to arrive, for example. "The back-end must be optimally available, so we have made clear agreements about expectations. We also have clear agreements with the first and second line support service desk, an internal pool that we share with other services. After all, this has a direct influence on the quality of our service," says Serge Libert. "Getronics supported us during the establishment of the escalation procedures, which we consider to be a constructive mechanism for unblocking incidents and, through obstacle analysis, as a means for continuing to improve our service."

THE INTRODUCTION OF AN EXPERIENCED CONSULTANT

Getronics tackled the Fedict project as a consultant who accompanies the client in the project, and as an adviser who also looks towards the future and investigates the best path to reach the objectives, outside the limits of the project if necessary. "The cooperation with Getronics went very well. We are already seeing clear results," says Serge Libert. "They proved that they can deal effectively with external impediments and problems, and helped us to reach our goals optimally with the resources and people at our disposal. They were even flexible enough to reflect on a following project, even though it wasn't their priority. I also appreciated their good communication skills: Getronics listened to our wishes and responded with tailored solutions."

A POSITIVE EFFECT ON EFFICIENCY

The introduction of new incident management procedures required intensive training of the service desk operators, which Getronics also took on. "While the result of these training courses cannot be measured objectively of course, I feel that Getronics tackled this area well and invested a great deal of time in it. But optimization of our service management contributes significantly to the efficiency of our service desk. Dealing with a simple question cannot take two hours. By adopting a more disciplined approach, with clear procedures, we are endeavoring to restrict the time per ticket to approximately 10 minutes. And we are really moving in the right direction. But the most visible result of our improved service management is that we have come through the implementation of ALINE successfully. Without reliable service management we could never have coped with ALINE's large transaction volume," concludes Serge Libert.

"WITHOUT RELIABLE SERVICE MANAGEMENT WE COULD NEVER HAVE COPED WITH ALINE'S LARGE TRANSACTION VOLUME." (SERGE LIBERT, FEDICT E-LOKET® PROJECT MANAGER)

ABOUT GETRONICS

Getronics is a leading ICT service-provider in the world and the largest ICT service-provider in the Benelux. As expert in workspace services, connectivity, datacenter services and consulting, Getronics helps organisations and its employees to improve performance. To do this, Getronics has a complete portfolio of integrated ICT services for the large enterprise market and works according to a Global Service Delivery Model ensuring that services provided for clients throughout the world are of consistent quality. Since 23 October 2007, Getronics is part of KPN, the main provider of telecommunication services in The Netherlands.