

# University Hospitals of Leicester NHS Trust IM&T Directorate

## A Vision for Continuous Service Improvement

### Profile

IM&T Directorate set up to provide efficient IT services to one of the largest and busiest teaching NHS Trusts in England

### Company

University Hospitals of Leicester NHS Trust IM&T Directorate

### Location

United Kingdom

### Industry

National Health Service (NHS)

### Solutions

- LANDesk® Service Desk Suite

### Key Benefits

- Single point of contact for 12,000 Trust and Leicestershire Community staff
- Central service desk handles 3,500 incidents every month across three hospital sites
- Robust, repeatable ITIL® processes are key to excellent IT service delivery
- Central, integrated platform provides at-a-glance view of entire Trust-wide IT estate
- Service desk efficiencies help reduce carbon emissions
- Time saved is directed back to patient care

### Overview

Formed in 2000, the University Hospitals of Leicester NHS Trust (UHL) is one of the largest and busiest teaching Trusts in England and provides a range of healthcare services to residents living in Leicester, Leicestershire and Rutland. Today, UHL treats over one million people a year at three hospitals in the region: Glenfield Hospital, Leicester General Hospital and Leicester Royal Infirmary. UHL's philosophy is to delight its customers with the level of support provided and aims to develop and improve its services in collaboration with its customers. As a result, the Trust is justifiably proud of its reputation for excellence with nine out of 10 patients rating the service they receive as good, very good or excellent.

Equally important is the ability to support the Trust's 12,000 UHL and Leicestershire Community staff with an efficient IT framework based on IT Infrastructure Library (ITIL®) best practice processes, procedures and methodology. The University Hospitals of Leicester NHS Trust IM&T Directorate was established for that express purpose. The department is now responsible for providing end-to-end IT service delivery to Trust users with an additional remit that extends to maintaining and managing all equipment and infrastructure under agreements in place with UHL's customers across the three hospital sites.

### Challenge: Manual Management Adds Cost and Complexity

A core part of the IM&T Directorate's strategy is the UHL service desk, a single point of contact for all Information Technology enquiries and Service Requests via telephone and email. On average, the service desk handles 3,500 incidents every month and started to use a shared version of the LANDesk® Service Desk Suite with another NHS Trust back in December 2010. However, just six months later in mid-2011, UHL decided to embark on a continuous service improvement programme. As a result, it soon became evident that the Trust would benefit from having its own platform rather than utilising a shared version of LANDesk.

According to Taff Webb, Service Delivery Manager for University Hospitals of Leicester IM&T: "The IM&T Directorate has a vision that places us as a front line contender in becoming the number one service desk in the NHS and a service desk that other NHS organisations can strive to attain our level of excellence. To enable us to achieve this, we required a service desk tool that could meet not only our needs but also those of our customers."

At the time, the UHL service desk had recently gained NHS national accreditation and went live in July 2011. One important criterion of the accreditation process was to ensure that there was a robust service desk tool in place that was fit for purpose and met the requirements of the NHS national systems support.

Furthermore, UHL needed a solution that could link in specialist types of functionality such as networking reporting, system downtime and asset management through one system and have the ability to integrate other UHL tools with the service desk system. This would enable the service desk team to have a clear, all round view of the entire UHL IT estate. At a glance, UHL's IM&T Directorate would know who was using what system, how it was being supported and why, critical to the success of the continuous improvement programme.

## Solution

Based on UHL's positive experience of using LANDesk for incident logging and witnessing first-hand its successful implementation in a complex, fast-changing NHS environment, the Trust took the decision to procure its own LANDesk® solution, an approach the IM&T Directorate felt confident would accelerate its service improvement programme and create a world-class service for UHL staff. Most importantly, UHL's IM&T Directorate was keen to exploit the full ITIL functionality of the LANDesk portfolio with a rigorous set of consistent, repeatable processes that would benefit the Trust's complete community of users in a short space of time.

IM&T procured its own version of LANDesk Service Desk and following consultation for the transfer from the shared solution and a full testing programme, went live after just four months on 11th October 2011.

## Results

Within months of deploying its own LANDesk solution, UHL has noticed significant improvements, a claim backed up by David Smith, Head of Service: "The LANDesk software, even at this early stage, is delivering considerable benefits and is proving that the decision to procure the LANDesk service desk tool was the right decision."

Technicians now have the ability to view and update their calls whilst on the ground. This not only allows real-time service delivery but also reduces the number of incidents that have to be printed off each day, saving the Trust money and lowering its carbon emissions.

Jenna Shaw, Service Delivery Engineer for IM&T concluded: "LANDesk has provided excellent service from start to finish on the project. Account and project management have been very proficient and the implementation was flawless. They really have thought of everything, and the support ever since has been fast and effective."

Following UHL's IM&T continuous service improvement plan, the department's next steps will be the implementation of LANDesk® Event Manager that will integrate Trust-wide monitoring systems and enable real-time automatic logging of system and network downtime. There are also plans to introduce a self-service portal that will enable UHL's customers to log their own incidents and obtain updates on current calls without having to contact the service desk, a move UHL's IM&T Directorate is determined will yield further efficiencies, saving valuable time that can be devoted to delivering excellent patient care.

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— Taff Webb

Service Delivery Manager, University  
Hospitals of Leicester NHS Trust  
IM&T Directorate

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