

INTRODUCTION OF BEST PRACTICES TO IMPROVE IT SERVICE DELIVERY AT SANBS



Nico Van Der Walt, Amit Singh



Overview

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Introduction

- Most businesses cannot function without technology
- Role of technology in SANBS:
 - Business processes improvement (testing and distribution of blood)
 - Business Intelligence (improve marketing and blood drives)
 - Process automation (HR, Maintenance and Stores)
- As a result IT services had to become more responsive to business needs
- This project set out to renew and revive Service Delivery processes to ensure these needs are met



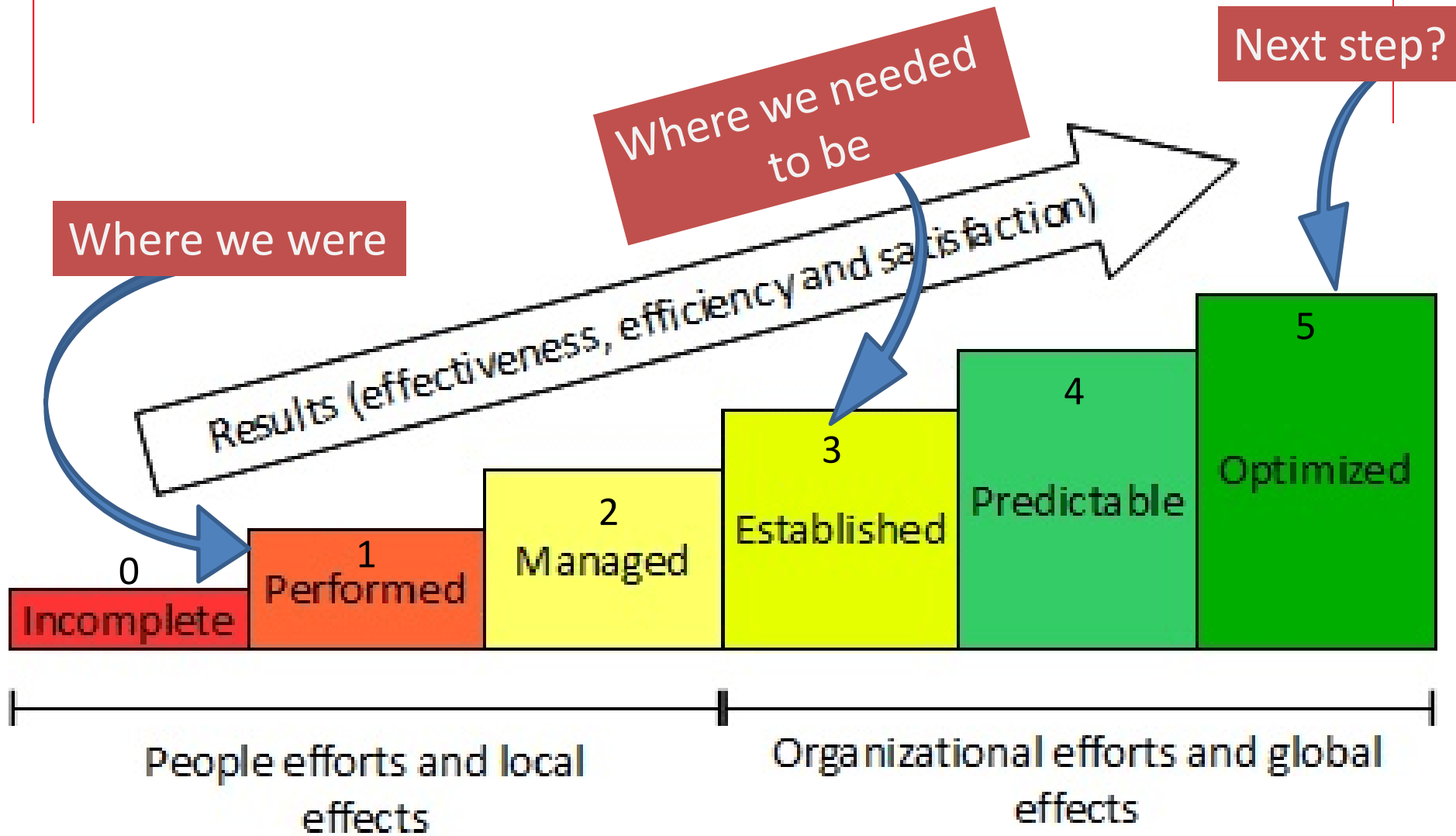
Nature of the problem

Inadequacy of **HEAT** (the previous Service Desk toolset used in SANBS)

- No longer able to meet the **growing needs** of SANBS
- Problem areas were difficult to pinpoint due to inaccurate categorisation and **inadequate use** of toolset
- **Audits** that cover IT governance revealed that several processes **lacked control** and stability
- An extensive **maturity assessment** was initiated to understand current process maturity and identify weaknesses and strengths.



Process Maturity



Solution: SMART Service Desk

1. Improve and formalise all Service Delivery processes

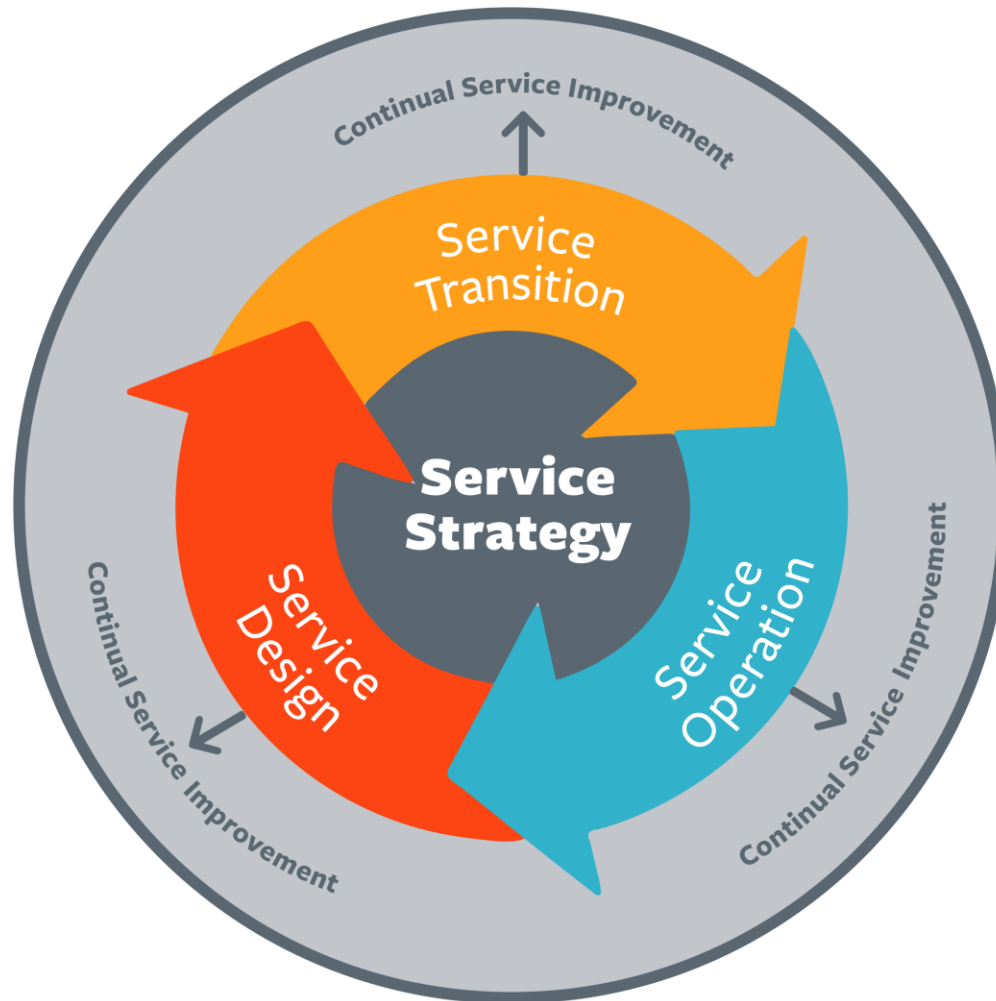
- Incident Management (to manage errors)
- Request Fulfilment (to manage general requests)
- Change Management (to manage changes to the environment and applications)
- Configuration Management (to control and manage IT assets)
- Service Level Management (to set customer expectations)

2. Implementation of SMART

- Technology for management and controls
- Centralise and standardise processes for sustainability
- Introduce critical automation to streamline processes
- Provide a new easy to use management front-end for the users.

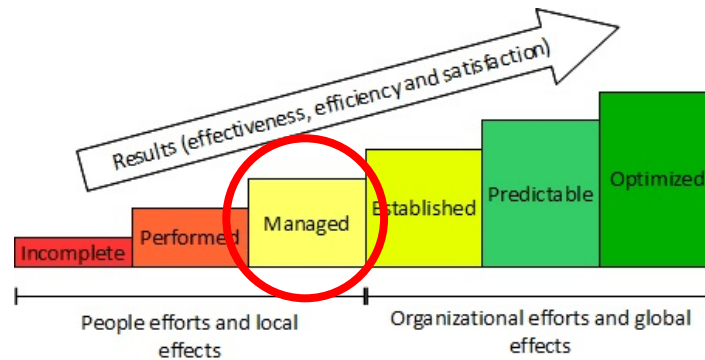


IT Infrastructure Library (ITIL) as the backbone



The Results

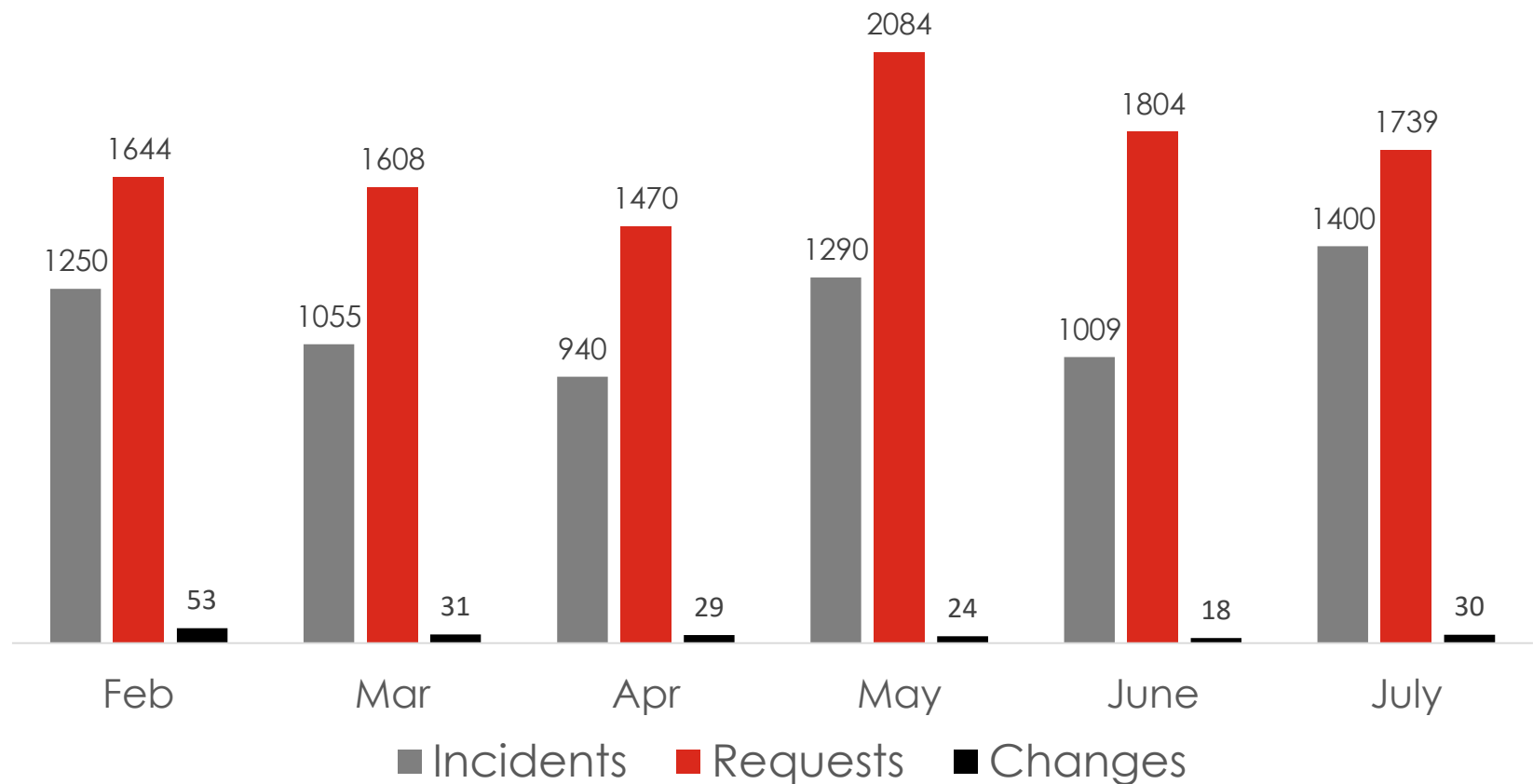
- Level 3 process maturity achieved



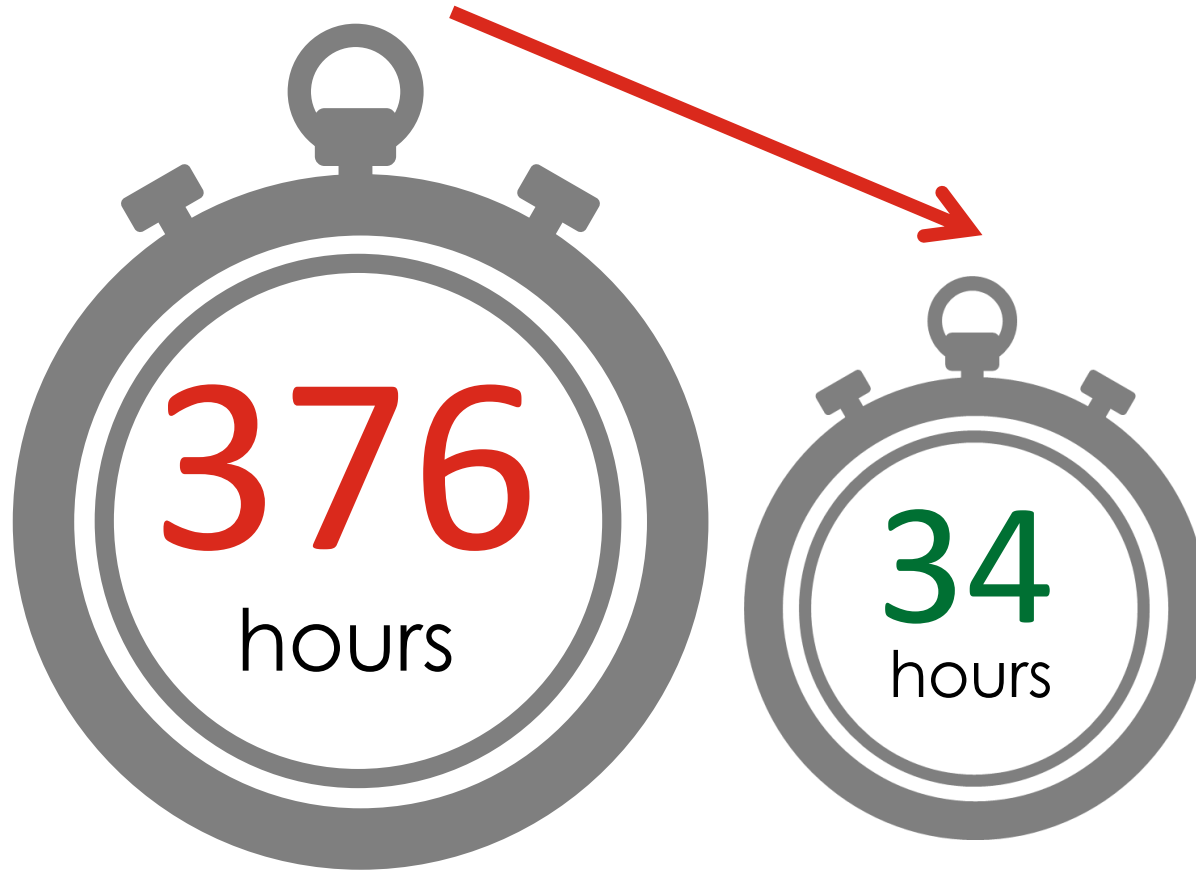
- Customers can now log and track interactions on SMART SD
- 530 staff trained in 36 training sessions nationally
 - Introduction to new front-end
 - Clarity on importance of logging calls
- All IT staff trained on new application and processes



Incidents / Requests / Changes



Hours to resolve

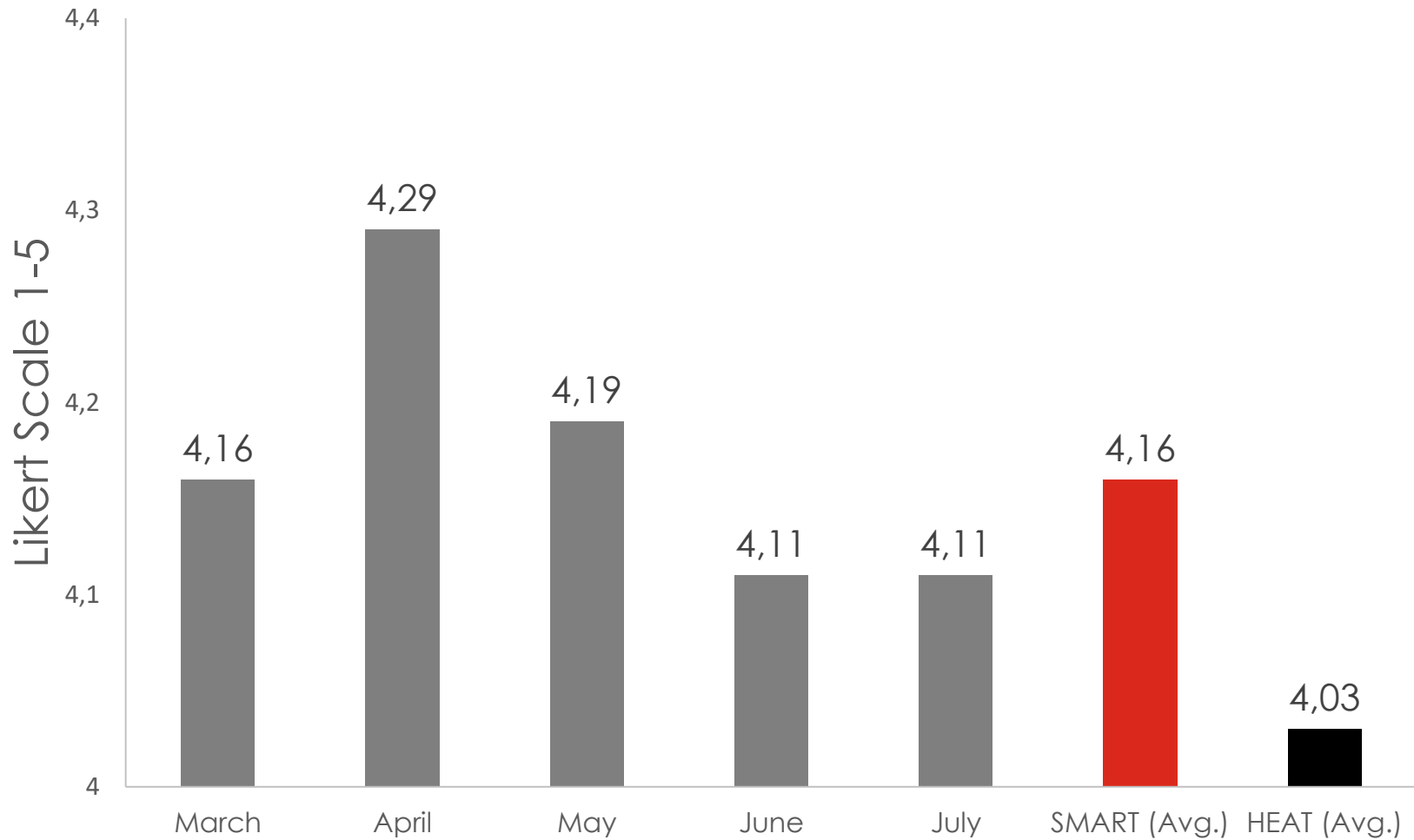


HEAT

SMART



Customer Satisfaction



Cost Saving



With significant process improvement and the introduction of SMART, **SANBS has saved**

± 62%

In Service Delivery associated costs



Next Steps

Bring other Service Units on board

- Admin and Facilities
- Stores
- Learning and Development
- Transport
- Maintenance

Continuously improve our
Customer Centric
focus

Further improve
process maturity



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Thank you

