

## Annex 6: Service Design and Experience - Successes and Achievements

### Mobile Phone Support

Using intelligence from the Customer Experience Level Agreements (XLA) metrics, a significant level of dissatisfaction with the Mobile Phone service was identified. IT & Digital was not responsible for the end to end processes for the Mobile Phone service, there were multiple service touch points and no overall control of the contracts.

The poor levels of satisfaction and unwieldy process steps were investigated and a proposal to enhance arrangements was developed. A business case was approved to recruit two new Mobile Phone Specialist who were tasked with providing oversight and control. Improvements were made to processes, supplier relationships and staff engagement including launching several 'Reuse & Recycle' campaigns.

Alongside satisfaction improvements, this intervention also reduced Council-wide expenditure by **£230,000** (total saving). Cost avoidance savings were also achieved. If this contractual intervention has not been made, based on data growth and unused mobile contracts, the Council would have incurred an extra **£730,000**.

### Technical Advocates

With the council's shift to more Agile ways of working and a growing reliance upon Microsoft M365 suite which includes Outlook, Teams, SharePoint and OneDrive. A workforce skills gap was identified. The intention is for the team to bridge the gap between formal break/fix support and formal classroom training and help to develop greater confidence and knowledge about how to use the new technologies introduced to support workplace agility. The Tech Advocates provide tailored training and advisory services based on the needs of individuals, teams and defined cohorts.

Tech Advocates provide in-person, tailored in-person sessions base on the needs of the individual and team.

## In-person sessions



Tech Advocates curate a SharePoint site which allows customers to subscribe to their monthly newsletter. Here you will also find 'Helpful Tips' and 'FAQs'.

