

## The Royal Borough of Kingston upon Thames Case Study

### **Background:**

The Royal Borough of Kingston upon Thames is the second smallest London Borough (after the City of London) and one of only four Royal Boroughs in England and Wales. Kingston is situated on the River Thames in south West London, twelve miles from central London and eight miles from the M25.

Kingston has a reputation as a high-performing low-spending council. Over recent years, this has been confirmed by a number of external inspections. In their 2005 Comprehensive Performance Assessment they were rated as a 3 star council that is improving well.

The Council's housing department provides the management of select housing stock available within the community. Having accurate, easily accessible, up to date information is essential to maintaining this registrar.

### **Situation:**

The Housing IT Development Department, which supports over 300 users including areas of the Community Service directorate and external property maintenance contractors, was in need of a powerful tracking system to provide technical support. Procurement needed to be managed, incidents needed to be tracked and resolved, and problems managed in a central place. Support calls needed to be addressed quickly and organized for assignment.

### **Strategy:**

The current tracking software being used by the department was not meeting the need. After looking at several support products, The Royal Borough of Kingston upon Thames selected the Novo Service Desk. Not only does the Service Desk include a powerful help desk, but also a built in knowledge base and asset management system. The Novo Service Desk was quickly implemented to begin tracking support calls and incidents.

### **Results:**

Both the Housing Department and IT support personnel are pleased with the new system. Housing Procurements are now easily accessible from one central place. The help desk reporting system allows the ability to track jobs that have been resolved and to report common problems. The Asset Manager is being used to track problem issues to PC's. Incidents are now managed in an efficient and timely manner, providing satisfaction for all. The IT department states that, "Novo Solutions 'ease of use' has been a plus side to its implementation."