
Sussex Police use Fox IT's Assessment Services to Baseline Their Service Management Implementation Against BS15000.

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Background

The 15 police districts covered by Sussex Police are home to 1.5 million residents, numerous businesses and Gatwick Airport. The force has a combined strength of over 5000 police officers and staff, providing a service to the local community that continues 24 hours per day, 365 days per year. It is vital that the underpinning IT services are of a high quality and consistently delivered, in order to support the critical operational functions relied on by both police officers and members of the public.

Sussex Police have recognised the need for continual service improvement within their IT strategy, and are looking to ITIL (the IT Infrastructure Library) and BS15000 to provide them with the framework and direction for achieving this. The police force, as with the majority of organisations, is increasingly reliant on the availability of IT services, in order to support its everyday activities.

Baseline

As an initial activity within their Service Improvement Programme, Sussex Police decided that a baseline assessment of their existing processes and procedures should be conducted. So as to obtain a repeatable benchmark against a recognised standard, it was decided that the assessment should be carried out against BS15000, the British Standard for IT Service Management.

After a procurement exercise, Sussex Police commissioned Fox IT to conduct the assessment and to provide them with recommendations and a Road Map for service improvement. The decision to use Fox IT was based upon their many years experience and thorough approach to helping a wide variety of organisations assess, plan and improve their IT service management capability, coupled with a flexible approach to meeting requirements.

Assessment Approach

Although Sussex Police wanted the assessment to cover the full breadth of BS15000, there were a number of process areas where it was felt an in-depth assessment was required, while in other areas less detail was required. Fox IT consultants worked with Sussex Police to tailor the assessment to their specific requirements and to identify the members of staff that would be interviewed during the assessment.

The information gathering phase of the assessment took place onsite at Sussex Police Headquarters in Lewes, using a combination of interviews, observation of key activities and review of service management documentation. The information and evidence gathered was

analysed, assessment documentation completed and benchmark ratings produced. The findings and ratings were then documented in a report, alongside recommended improvement actions. The report included a Road Map for implementation of the improvement actions, showing the recommended order in which actions should be taken and the expected timescales for each action.

The report findings and recommendations were presented to the Sussex Police IT management team, and Fox IT facilitated a detailed discussion of the issues found and the way forward.

Fox IT is now working with Sussex Police on the implementation of the recommendations and in mentoring Sussex Police personnel on best practice and a practical implementation approach.

Benefits

Lee Kielty, IS Customer Services Manager at Sussex Police says:

"The BS15000 audit has provided the foundations on which we will build our ITIL based service improvement. Working with Fox IT enabled us to gain fast track access to the skills and knowledge required to accurately assess our current position and provided the map that will enable us to get to where we need to be. We are now working with Fox IT to implement our Service Improvement project"

The assessment has provided Sussex Police with both an independent benchmark against a recognised standard and a prioritised plan for service improvement. This has allowed Sussex Police to start moving forward from a known position, enabling future measurement regarding the success of their service improvement programme. The ongoing relationship with Fox IT has provided support and guidance from experienced Service Management professionals, allowing Sussex Police to avoid the pitfalls that many organisations encounter when implementing processes.

About Fox IT

Fox IT is a global IT Service Management and Governance company, providing organisations with [consultancy](#), [education](#) and [technology](#) in methodologies that help them to align their IT operation with the business strategy and ensure good IT Governance. It also offers toolset implementation services for a variety of Service and System Management tools.

Its services are underpinned by world-class Service Management and Governance concepts and practices based on a range of industry standards, including the IT Infrastructure Library (ITIL®), the global de facto best practice guidance for delivering business focused IT services, [MOF](#), [ISO/IEC 20000](#) and COBIT®.

The company's head office is in Woking in the UK, with operations in both Philadelphia, PA and Seattle, WA. Fox IT is further expanding its global presence through strategic partnerships in Japan, South Africa, Middle East, Central Europe and Latin America.

For more information, visit <http://www.foxit.net>.

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