

## 1. Prior Information Notice

### Provision of a Service Desk service – PR 2022 121

The Crown Prosecution Service (CPS) provides a Service Management function within the Digital and Information Directorate (DID), delivering a professional approach and striving for Service Excellence in the provision of all live IT services.

Whilst the Service Management team is internal, the CPS is seeking to procure a Service Desk service that will provide end users with the first point of call for all IT related issues.

The Service Desk is a key service for the CPS, and it is critical that any supplier delivering this service understands the nature of the business, the key role that the CPS plays within the Criminal Justice System and the need for a full 24 x 7 service for users, as there are services delivered outside of regular business hours.

There are currently approximately 7,500 CPS end users (including additional users from the Attorney General's Office, Her Majesty's Crown Prosecution Service Inspectorate (HMCPIS), and some external users). CPS end users work from a range of sites, including, CPS offices and courts and remotely from home.

The CPS currently use ServiceNow as their ITSM toolset and expect to continue to use this product to provide a service desk service to the CPS; in addition to all other suppliers in the CPS eco structure use Service Now to provide updates on incidents and requests & to manage change control, problem and triage to major incidents. Access to ServiceNow and licenses will be provided by the CPS.

The desk currently takes approx. 9000 calls a month which are a split of 50% incident tickets and 50% requests. The CPS requires a supplier with appropriate experience of working collaboratively within a multi-supplier environment, to provide a 24 x 7 Service Desk to act as a single point of contact for all CPS users to gain support and assistance for all services within the CPS IT environment.

The Supplier will use ServiceNow to manage the following:

1. Incident Management
2. Request Fulfilment Management
3. Service Level / Priority Management
4. Event Management
5. Problem Management
6. Major Incident Management
7. Change Management
8. Asset and Configuration Management
9. Access Management
10. Knowledge Management
11. Continuous Service Improvement
12. Service Level and MI Reporting
13. Customer Satisfaction surveys

14. IT Service Continuity Management
15. IT Accessibility support
16. User Administration Management (UAM)

The Service Desk will manage all Incidents through to resolution and support users who report problems. The Service Desk will co-ordinate with other IT Suppliers (both internal and external suppliers) to ensure normal service is resumed as quickly as possible e.g. resolving of an Incident, fulfilling Service Requests and responding to enquiries.

The Service Desk will update Incident tickets and other records as soon as an update is available. The Service Desk will wherever possible automate the production of management information. The Service Desk will also be required to assist with the trending of incidents and attend operational level meetings with the CPS and other suppliers as required.

The CPS estate comprises of a number of cloud-based solutions, including Office 365 and Oracle ERP & HCM, as well as a cloud Print solution, plus a bespoke Case Management System. These are all provided to end users on a modern Windows 10 laptop end user device.

At this stage, the CPS is seeking to engage with the supply market as part of an information-gathering exercise to understand how suppliers might approach the provision of the services outline above, particularly with regards to any developments in service delivery and innovation.

Suppliers who wish to express their interest in this potential opportunity should do so via the contact details contained within the notice and shall subsequently be invited to attend a virtual engagement session in which they may present their observations on how the requirements within this Prior Information Notice could be fulfilled.

This presentation may take any format and should cover the following areas:

- how the provision of the service desk service has changed/innovated/modernised in the last few years
- how self-service could be enabled more effectively
- knowledge transfer to end users to deal with common issues
- approach to Service Excellence