

Revolutionizing Local Governance with Cutting-Edge ITSM Solutions - Kirklees Council's Journey with Alemba



In Brief

Kirklees Council is a major local authority in West Yorkshire, England. Facing the challenge of managing a high volume of contacts and a diverse set of IT requirements, they sought a robust ITSM solution. ASM provided the answer, offering an ITIL-aligned, highly configurable service management system that transformed their IT operations.

Business Government

Location UK

Reach

- Population Served: 440,000 residents
- IT Contacts Managed Annually: 60,000
- Departments Covered: IT, HR, Leisure across 5 key directorates, including Children and Young People, Public Health and Adult Social Care
- Self-Service Portal Usage: 44% vs. Telephone Contacts: 56%

Kirklees Council leverages Alemba Service Manager (ASM) to streamline their IT Service Management, enhancing self-service capabilities and IT operations across the borough. Through their partnership with Alemba, Kirklees Council has transformed its IT services, achieving greater efficiency, user satisfaction, and alignment with ITIL best practices.

The challenge

Kirklees Council required a comprehensive ITSM solution to efficiently handle incidents, requests, and changes while promoting self-service among end users. Their existing configuration items, managed via Microsoft Endpoint Configuration Manager (MECM), needed to be integrated into the new system for seamless accessibility. Additionally, the Council wanted to reduce reliance on manual intervention for routine tasks like password and MFA resets, enabling faster resolution and improved security.



The Kirklees Council Head Offices

The solution

Alemba collaborated closely with Kirklees Council, implementing ASM to support their extensive IT operations. Key features and integrations included:

- Email and Active Directory Integration
- MECM and SCOM Connectors
- Incident, Problem, and Change Management
- Knowledge Management
- Service Level Management
- Customer Portal and Service Catalogue
- Request Management
- CMDB Automation via MECM Integration
- Automation for password and MFA resets via role-based access in ASM

Kirklees Council also implemented a range of powerful automation features to improve efficiency, including

role-based self-service for secure password and MFA resets. Through ASM's integration with Active Directory, Entra ID, and HR systems, employee-manager relationships can be synchronized and verified in real time. This makes it possible to support use cases like:

- **Password reset automation:**
Managers can request a staff password reset via the ASM portal. The system verifies the request against the employee-manager relationship and, if valid, automatically issues a temporary password. If the requester is not the correct manager, they are notified accordingly.
- **MFA reset automation:**
Similar logic is applied to reset a staff member's multi-factor authentication details. Once verified, ASM automatically updates the MFA number, reducing reliance on IT support and improving service speed and accuracy. These intelligent automations are made possible through ASM's flexible configuration options and its ability to

integrate seamlessly with identity systems. Despite the challenges posed by the COVID-19 pandemic, the Alemba Professional Services Team delivered a complete implementation package, supporting and training Kirklees Council's IT service teams.

The success of this project was highlighted at the Alemba 2023 User Conference, where Kirklees Council showcased their innovative use of digital automation and the intuitive self-service portal.

About Kirklees Council

Kirklees Council, established in 1974, serves as the local authority for the borough of Kirklees in West Yorkshire, England. As one of the largest local authorities in the UK, Kirklees Council provides a wide range of services to its diverse population through five directorates, including Children and Young People, Public Health and Adult Social Care, and more.

Benefits

- Improved and increased self-service capabilities for end users.
- Streamlined Incident handling processes.
- Automated password and MFA reset processes, reducing manual overhead.
- Improved IT operations through better management of Requests, Problems, and Changes.
- Comprehensive reporting on service delivery KPIs.
- Seamless integration with existing systems such as MECM and SCOM