

# The benefits of ISO/IEC 20000 and ITIL® at the Airwave Network

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## The Airwave Network

The Airwave Network was purpose-built to meet the needs of the emergency services. It delivers critical voice and data communications for organisations that provide vital public services including all police, ambulance, and fire and rescue services across Great Britain.

Airwave is a world leader in mission critical communications offering security, resilience and interoperability, meaning different organisations can communicate with one another.

Covering 99% of Great Britain's landmass, the Airwave Network - and the people that manage it - ensure the emergency services have access to the communications they need to manage major incidents, maintain public safety and help save lives.

Airwave was the first to offer secure, seamlessly integrated communications between public safety Agencies. It has over 300,000 individual users and over 300 organisations use the Airwave Service. Customers range from the main emergency services to Local Authorities, the Highways Agency, and UK Immigration. It employs 500+ staff with main offices in Slough, Rugby and London.

## The business challenge

- Driven primarily from contractual obligations, Airwave was required to demonstrate the quality of our service delivery by adherence to ITIL and ISO/IEC 20000.
- Airwave has always been aligned to ITIL given the level of specificity that it provided.

- ISO/IEC 20000 adherence was based on this, responding to customer feedback and desire to provide additional value. The transition to the 2011 edition has seen this embedded, as requirements of the 2011 edition have increasingly informed application of ITIL to drive value as per the ISO/IEC 20000 definition of service.

## The solution

- Using initially bespoke Service Management tools and a small, dedicated project team, we created a Service Management System meeting the needs of certification. Enhancing the role of process owners and sponsors resulted in improved engagement, enhancing ownership of processes within Airwave.
- This was enhanced over time moving away from a bespoke tool to apply Service Management in a more cost effective manner. We continue to seek opportunities to align our ITIL and ISO/IEC 20000 approach to increase the value we provide in enabling our customers to achieve their objectives.
- The team achieved certification within 12 months from business case sign off.

## The benefits

- The application of ISO/IEC 20000 onto an ITIL framework has enabled Airwave to improve our operating practices, eliminating inefficiencies associated with organic growth as the business developed.
- The consequence of a large investment in ITIL and ISO/IEC 20000 has been detailed understanding across the business leading to a passion to deliver service, generating very high levels of customer satisfaction.
- ITIL has enabled us to gain granular monitoring and measurement of our customers' key drivers, focussing us on providing service where and how customers need it.
- Top Management involvement with ISO/IEC 20000 has evolved to the extent it is now being publicised by the COO as a key mechanism to help deliver our future strategic goals.
- ISO has provided an ongoing framework for us to continually assess the effectiveness of how we deliver our customer requirements. This has enabled us to deliver ongoing financial benefits and improvements.