



**TechOps  
and Project  
Management:  
A match made  
in lockdown**





## Challenge:

Student Loans Company (SLC), a UK public sector organisation, has worked with FDM since March 2019. Following the positive feedback throughout this partnership, the client was keen to explore how they could build a talent pipeline for their service desk with FDM.

In response to COVID-19, the client's resource and system demands were running high. This created an opportunity for the client to onboard enthusiastic FDM consultants who would gain a foundational understanding in Technical Operations (TechOps) and experience working within a public body.

## Solution:

FDM supported SLC's requirement by providing the consultants with Project Management and TechOps skill sets that best suited the client's existing team, as well as aligning with their future talent pipeline plan for roles across service desk, business intelligence, project management, desktop support and security.

During the first two weeks of the consultant's placement, SLC used FDM's Glasgow academy to deliver specific training in practices such as ITIL and Operating Systems Administration while internal arrangements were finalised to on-board the consultants.

FDM provided highly skilled individuals on short timelines to help alleviate the unprecedented challenges following the global pandemic. The client on-boarded flexible resources in a period when full-time contract agreements were limited. FDM was not only able to fulfill the client's headcount requirements but also provided consultants who immediately fit into the company culture and team, whilst delivering services and working on continuous improvement projects.

## Outcome:

Prior to lockdown, our consultants worked on a variety of projects with SLC delivering results including halving average password resolutions, Service Access Requests and providing an immediate impact on their service desk.

As a result of COVID-19, SLC chose to on-board an Agile Pod of 10 fully-trained FDM consultants in a short time frame to meet demands. Pressure within these areas of the organisation was high and the consultants were critical in meeting project demands and delivering high quality services.

Compared to data for March (pre-lockdown and remote working), SLC has seen the service desk team achieve the following over the four months following the start of lockdown:

- **Double the monthly volume of systems resets**
- **Double the number of incidents logged and processed**
- **Triple the number of incidents resolved by the service desk**
- **A 33% increase in email and call volumes with dropped call rates at a significantly low level**
- **A 25% increase in the first line fix rate**



They've not only picked up the day role very quickly, but there have been some stand outs who have raised the overall quality and service we supply. They have also been involved in changing processes, engaging with the business and worked on things like audit evidence submissions.

**Paul Bryant, Operational Service Delivery Manager,  
Student Loans Company**



What the team has achieved is nothing short of extraordinary and the FDM resources within the team have been crucial in this. Without everyone putting in the level of effort and teamwork that they have, we would not have seen such positive figures and outcomes that we have so far.

**Craig Bell, Service Desk Team Lead,  
Student Loans Company**



# Our work in the Public Sector:



**200+**  
consultants  
transitioned to  
the civil service



**400+**  
consultants  
currently placed in  
the public sector



**1,500+**  
all-time number  
of consultants  
placed

FDM consultant roles on-site in the public sector include:

Project  
Management

Business Analysis

Cyber/  
Info Security

Infrastructure/  
App Support

Development

Scrum Master

Business  
Intelligence

Testing

FDM supports a number of civil servant professions including:



DDaT



Government Knowledge and  
Information Management



Government  
IT



Government  
Finance



Policy



Human  
Resources



Project  
Delivery