



iGrafx works with service Birmingham to help transform Birmingham City Council

FlowCharter and Process Central technology at the heart of Service Birmingham's ten-year council-wide transformation programme

"iGrafx has given us the ability to build incredibly complex process maps that anyone on the project team can drill down into and find all of the information they need from a single source. This is allowing us to drive efficiencies and cost savings across all of the programmes – and the benefits are already clear to see."

- Nick Denington

CHAMPS2 method, learning & assurance manager, at Service Birmingham's Centre of Excellence for Business Transformation

SUMMARY

Focus

Service Birmingham transforming Birmingham City Council

Challenge

To revolutionise the way the council delivers services to its citizens and visitors whilst minimising both cost and risk.

Solution

iGrafx® FlowCharter™
iGrafx® IDEF0®
iGrafx® Process Central®

Benefits

The Corporate Services Transformation (CST) programme has already delivered savings of £9.6m in 2006/07 and £26.1m in 2007/08.

Efficiencies and cost savings across all of the programmes are now being realised.

The Story

Birmingham is perhaps best known for the part it played in the Industrial Revolution, earning it the nickname 'workshop of the world'. It is now the second city of the United Kingdom and the largest of England's core cities, with a population of over one million people.

Its local authority, Birmingham City Council, is the largest in Europe and currently employs more than 55,000 people. In recent years, the city council has embarked on the most ambitious and far reaching business transformation programme of its kind.

The programme, which began in April 2006 is designed to revolutionise the way the council delivers services to its citizens, and covers all aspects of the council's interaction with people who live, learn, work in or visit the city.

In order to deliver such transformational change, a strategic partnership between Birmingham City Council and Capita was created, known as Service Birmingham. This partnership forms part of the Council's objective to find better and more innovative ways of delivering services for the benefit of employees and citizens.

Based near the city's Jewellery Quarter, with a contact centre and its Training & Innovation Centre at Fort Dunlop, Service Birmingham employs around 500 staff and has the objective of helping the council deliver efficiency savings of more than £1 billion over ten years.

In order to achieve this, the Council has developed nine business transformation programmes, including Corporate Services Transformation (CST), Customer First and Excellence in People Management. At the heart of each of these programmes of transformation are FlowCharter and Process Central from iGrafx.

The Challenge

Birmingham City Council wanted to make fundamental changes to the way it works so that it could deliver better services to its citizens. In order to do this it needed to review what it was actually doing and then identify areas where improvements could be made.

To ensure the business transformation programmes ran smoothly, Service Birmingham needed a single language and approach that would provide consistency across the entire council and all of its partner organisations. This would help to reduce the duplication of efforts, remove the re-invention of templates and tools, and minimise both cost and risk.

As a result, Service Birmingham developed CHAMPS2 (www.champs2.info), a common approach designed to assist the programme teams that had been requesting help with methods, tool templates, quality plans and business cases.

CHAMPS2 was trialled with the first Business Transformation programme, entitled Corporate Services Transformation (CST), which focussed on finance, procurement and management information whilst implementing tools and procedures that help staff work more effectively.

In order for the common approach to be successful, Service Birmingham needed to use a mapping tool that would allow programme teams to design, drill down into and share process information at any level and across multiple disciplines, as Nick Denington, CHAMPS2 method, learning & assurance manager, at Service Birmingham's Centre of Excellence for Business Transformation, explained:

"The key to making improvements and savings with large organisations like Birmingham City Council is understanding

