

ICCM Solutions help Nottinghamshire Fire & Rescue Service to become ITIL® aligned

London, UK, January 19th, 2009 – Nottinghamshire Fire & Rescue Service (NFRS) embarks on ICCM's ITIL® consultancy services and training to ensure their IT systems are effectively supporting NFRS staff with their vision of keeping the Nottinghamshire public safe. ICCM provides industry recognised Service Management consultancy, training and software and, over the next few weeks they will be helping NFRS to become aligned with the latest ITIL® processes.

John Noctor, Senior Consultant for ICCM, who has been in the industry for over 20 years and has worked with a number of Blue Chip organisations, will be assisting NFRS with identifying operating procedures as well as the design and development of their ITIL® processes for Incident Management, Problem Management, Change Management, Service Level Management and Request Fulfilment. Noctor will also be conducting ITIL® best practice training. Upon completion, the aim is for NFRS to have the most up-to-date toolset and skills to formalise their ITIL® processes and functions to improve delivery and support of services to their customers.

"Key to enabling us to deliver effective services to the public is a well managed IT infrastructure. It's easy for IT departments to fail if the technology, skills and expertise to implement IT projects are lacking. In our industry this is simply not acceptable and for that reason we need to equip our staff with the latest ITIL® (IT Infrastructure Library) aligned Service Desk and knowledge. ICCM has supplied our Service Desk solution for a number of years and as we've been so impressed with their competent and experienced staff we entrusted them to match our Service Desk processes with our support services," says Peter Mann, Head of ICT for NFRS.

Noctor comments: "NFRS understand the benefits to their organisation following the guidance contained in ITIL® including: better communication, reduced operating costs and improved service quality." Noctor continues: "Their commitment to this project demonstrates to their customers that essential IT services are being managed and controlled effectively and in the process will reinforce their reputation as a reliable, trusted emergency service."

ABOUT ITIL®

Information Technology Infrastructure Library (ITIL®) was created by the Office of Government Commerce in the mid 1980's and is regarded the world over as the best practice framework for the development of well-managed IT systems. ITIL's® main objective is to align the business's objectives and strategy with Information Technology.

ABOUT NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM FIRE AUTHORITY

Nottinghamshire Fire & Rescue Service has a total of 24 fire stations (11 wholetime and 13 retained) which serve a geographical area of 216,000 hectares (834 square miles) and a population of over 1 million. The organisation aims to achieve 'a safer Nottinghamshire and city of Nottingham by putting safety at the heart of the community'.

ABOUT ICCM

Extraordinary Service Desk Software created within the Leading Process Improvement Architecture

ICCM's core objective is to provide revolutionary software and superior services to organisations aspiring to Best Practice Service Management. Rather than the legacy "application development" driven approach that many vendors in the market have adopted, ICCM's forward-thinking approach blends their first-class Service Desk tool with the functionality of business technology in the form of Metastorm BPM®. This collaboration delivers unparalleled Service Management capabilities across all industries and business functions in almost every geographical region.

For more information:
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