



CLIENT CASE STUDY

IT GOVERNANCE & SERVICE EXCELLENCE AT GODOLPHIN & LATYMER (G&L)

Godolphin & Latymer



In Conversation with Diana Lynch - Bursar

Recently, a prominent private girls' school (G&L) required the services of an expert IT solutions company as part of their internal review of all support functions.

The goal was to improve cybersecurity and overall efficiency as any form of downtime could impact teaching and learning. Therefore G&L wanted IT experts with industry experience, who spoke their language, to look at their current setup and pinpoint problem areas.

After speaking with other bursars and schools who had successfully upscaled their IT departments, they were referred to MSP Lab for a consultation. It would involve an audit to find out what they are doing, how they are doing it and whether their processes covered every angle.

What Did The MSP Lab Audit Entail?

MSP Lab did a series of stakeholder interviews, (remotely during the COVID crisis), talking with every member of the SLT team. This included The Head, Bursar and all the senior members to give an understanding of the value of the IT Support Department's service being delivered to the school.

MSP Lab also spent time on-site with the IT team doing one-on-ones to find out what motivates them and what they think works well, or not. The focus of each conversation was about how the school IT team could deliver the best possible service.

To complete the audit engagement, a detailed questionnaire was sent to each member of staff to gain a holistic view of their opinion on the IT service.



**Diana Lynch - Bursar
Godolphin and Latymer**

We found it difficult to contact anyone with the necessary experience which is why we reached out to bursars in other schools who recommended MSP Lab.

After meeting with Adam and Dean, it was an obvious choice as their knowledge and expertise were second to none, not to mention very reasonable in terms of costs and timeline.

The fact that Adam presented the findings and ran through the reports with the IT team was invaluable.

As a third party, Adam was able to point out any strengths and weaknesses which benefited the IT team tremendously.

What Were Their Main Challenges?

One of the issues the school was unaware of at the time was a lack of customer service you'd expect from your IT team.

To get a better understanding of whether the issue was technical or personnel-related, MSP Lab spoke to every team member and determined that both areas could do with enhancements, in particular by looking at the management systems currently in place.

In addition to making a few tweaks to the IT security systems, MSP Lab also came up with solutions to improve certain areas that may not have been as strong.

They presented their findings and covered the report in detail with the bursar and other stakeholders from where they personally showed it to the IT team.

How did MSP Lab help improve the IT Department?

When presented with the 'current state' findings, you could almost see every staff member of the SLT and IT team nod their heads in agreement.

With MSP Lab's background and service offering, the IT department started relating to MSP Lab and buying into the approach. They soon realised that service excellence should be expected and a base standard, not an added extra.

MSP Lab's Cyber Top 10

One thing MSP Lab did was a 'cyber top ten' which is a conversational piece that takes about 30 minutes to complete.

Together with the client, it helps to highlight potential cyber vulnerabilities by scoring IT layers using a traffic light system. The scoring is based upon evidence of necessary protections and the application of industry best practices. Example areas covered include:

- IT Governance
- Data and System Backups
- Network and Perimeter Protection
- Email Security

Once completed, the score helps determine the next steps and how to fill the gaps.

Putting Together a "Work Package"

As part of the process, MSP Lab compiled a "work package".

This included the number of days it would take to address the quick wins such as implementing certain policies in place, relevant documentation, service level agreements and an overall timeline which the school and all stakeholders would agree to.

Working with their internal IT department, the school now gets monthly management reports on how busy the desk is and if each team member is being utilised properly

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A Final Word From The Bursar

Given their experience with independent schools, MSP Lab understands how we operate and where we are different from other schools. They know what the institution stands for which is very important to us as it helped speed the process along.

MSP Lab made the whole process manageable. I don't think we would've progressed as quickly as we have without their support. MSP Lab has turned around the IT function at our school in a matter of months which is just tremendous. We will continue using and recommending MSP Lab without a shadow of a doubt.

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