Making the Case for SAM Automation

James Shepherd
IT Operations Manager

Proving life can get better
The Vision of Dimensions is for an inclusive society where people have equal chances to live the life they choose.

This is delivered through the Strategy for 2020 that sets out the direction of the organisation to deliver the Vision and Mission. This includes the introduction a new support model, a move to digital recording of support needs and progress of the people we support to meet those goals as well as long term goals to improve access to housing and the workplace for people with learning disabilities and autism.

Across England and Wales Dimensions supports nearly 3,000 people employing 8,000 staff, most of these being support workers.

Dimensions is a provider of support, not care, the difference is important as it is not only reflected in the title of the majority of the workforce, support worker rather than care worker, but there is a fundamental difference to providing care and providing support.

Care is doing to someone, sometimes this is known as the hotel model – the bed is made, changed and cleaned for you. You do not participate in the activity. The reason
staff do this is often it is quicker and easier. Example: someone we support can’t fold their washing nor set the programme – therefore the staff do the washing.

Support: giving just enough support for someone to complete a task themselves (Often called active support). Example: Whilst a person we support might not be able to load the washing machine/fold/set programme, they love fooling around, so we play tug of war to get the bed sheets off the bed, have a pillow fight as we sort the pillows, and throw washing tablets into the drum (this may take many attempts!) until we get one in, then help them push the start button. Thus the washing is done.
FAST, internal audit, self-assessment

Microsoft Project, productivity tools (Dragon for example) must have, used for a short period of time never used again but always other people wanting the software

Local admin rights, software that bypasses this, TOR browser, software with a free home use licence but chargeable for business use (VNC, AVG anti-virus)

Let’s give everyone an Office 365 E3 licence. But is it really needed. Managing starters and leavers and inactive users

Group think. There is no doubt that at a certain point managing licences on an excel spreadsheet is not the right way to do it but up to a point it can be ok. The point of change is different for all organisations and needs to be considered in the case for SAM
Value for money = value of the benefits delivered divided by the cost of the change. The actual method of calculation is not fixed and valuing benefits can be a challenge especially if they are non-financial, for example improving morale. But even this can be valued if you have some data. If the forecast increase in morale is expected to reduced turnover by 10% then the cost of recruiting and training a new staff member can be used.

The status quo – excel or some other homegrown database to record the number of licences purchased compared to the amount of equipment

The cost of change – SAM software, deployment, new servers, etc

The benefit – varies by organisation and will range from risk reduction, reduces likelihood of an audit or increases likelihood of proving compliance to cost savings from ceasing redundant licences and not purchasing additional specialist software licences

Delivering the 2020 Strategy – the IT changes over the last 2.5 years and real life example.
Thank You

Do you have any questions?