



JITBIT - Frequently Asked Questions

Issue 2: March 2022

These FAQs are provided in response to the most frequently asked questions from Probation staff. Please do share these with any staff you think might find them helpful.

Updates will be published monthly on the Probation Hub in the [JITBIT section](#).

The JitBit page on the Hub has also been updated to include videos, demos and more information about the tool and implementation plans.

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Q. What is JitBit?

A. JitBit is a ticket management system that can be configured to fit the requirements of a business in order to support users in requesting and managing tasks. JitBit enables tasks to be categorised and given priority setting and supports the business in monitoring volumes of tasks and time taken to complete.

Q. Why is it called JitBit?

A. JitBit is the name of the software the Probation Service has purchased. You will hear the tool referred to as JitBit Ticket Management System.

Q. How are Ticket Management Systems currently being used within the business?

A. JitBit (and a similar system called Jira) were utilised by Durham Tees Valley, Thames Valley and London CRCs respectively pre unification, in the main to support Case Administration processes. Both systems were transitioned into the new Probation Service and continue to be used by former CRC staff in London, and parts of the South Central and North East regions. A new version of JitBit Ticket Management System is currently in development and will be rolled out to all users (including former CRC and NPS staff) in London, South Central and North East regions first, followed by National implementation in line with timescales to be determined.

Q. Why do teams not using Ticket Management Systems need to make changes to the way they currently manage Case Administration processes?

A. With many of the reforms to unify the Probation Service underway, one of the outstanding questions was how to take a consistent approach to case administration across the unified Probation Service. Probation teams are currently using different approaches and systems to send and manage requests for support to Case Administration staff, including JitBit, Jira and functional mailboxes using Outlook. Consequently, admin tasks are being completed differently across the business, affecting the overall experience of the service. With no joined-up reporting mechanism it is difficult to have visibility over how long a typical admin task should take and what the overall demands are on Administrative staff across the service.

Q. Why have we decided to implement JitBit Ticket Management System?

A. A 10 week 'discovery' was undertaken in an effort to understand how case admin is currently being used across the service and recommend a single tool to simplify and standardise the approach. Probation staff using different approaches were consulted, and ticket management systems including JitBit and Jira were compared to functional mailboxes. Users rated functional mailbox effectiveness as poor; it is difficult to prioritise work, tasks can be lost or forgotten and Probation Practitioners struggle to see the progress on their request. In contrast, users rated JitBit and Jira effectiveness as 'Good'. Ticket Management Systems give Probation Practitioners and administrative staff complete flexibility in their ability to track and configure admin requests. The tool can be configured so that each task requested has a category and guidelines on timing and priority. The system can also provide reporting on volume and speed of task completion. The decision was made to implement JitBit and retire Jira taking account of functionality and cost.

Q. What tasks can be delivered using the JitBit Ticket Management System?

A. The various processes configured within JitBit are arranged into categories, which include; Court, Allocations, Community Payback, Custody, Enforcement, Interventions, OASys, Performance, Terminations and Transfers. During the initial phase of roll out to London, South Central and North East regions the scope of Case Administration processes included will be limited to those present in the previous versions of JitBit and Jira. Our plans is to then extend the scope of administrative processes included. This might for example include additional

interventions processes, or processes attached to work with higher risk cohorts which wouldn't previously have been included since the tool was operated within CRCs.

Q. Can JitBit be used within Administrative Hubs and PODs?

A. JitBit will support administrative operations in a range of contexts and can be used in administrative hubs such as the Norwich Service Centre for London region, and in PODs. With smarter working introducing more flexibility in terms of where teams work, JitBit provides an effective way for POD members to interact remotely in relation to delivery of administrative tasks. The configuration of JitBit will enable tickets to be allocated directly to specific Case Administrators, supporting collaborative working within a POD. The benefits derived from JitBit will be evaluated, and this will include testing out the effectiveness within different administrative contexts.

Q. What are the intended benefits of using JitBit Ticket Management System to support Case Administration?

A. There are a number of benefits that we believe will be realised by implementing JitBit across the business. This is based on user experience feedback through the digital discovery work, and will be further tested following initial roll out;

- JitBit will offer improved visibility of tasks and reduction in duplication that can occur when multiple people are able to receive a task through functional mailboxes.
- Functionality to add Service Level Agreements to tasks so that they can be prioritised and completed accordingly.
- Ability to track status of work which will help to reduce email traffic resulting from staff checking the progress of a task. This will also reduce the risk of tasks being missed or partially completed.
- Provision of information to support workload measurement data for Administrative staff through visibility of volume of tasks completed.
- Helps to align and unify processes, and the teams delivering those processes thereby improving consistency of service, recording practice and data quality
- Increased resilience through improved ability to provide cover for unplanned absence/annual leave and across functions
- Evidence of CRC innovation and successful implementation being used to inform the unified model

Q. Why is work underway to align the processes that will be undertaken using JitBit?

A. The system itself will not create the consistency and change we want to see across the service. An operational working group was established to support implementation by defining a single set of case administration operating processes to configure into JitBit. The working group included representatives from all 11 regions and Wales. The set of processes agreed by the group will be implemented nationally and will be expanded as new aligned processes are included in the system. The only exceptions should be where a different approach is required in London to take account of the Norwich administrative hub, or where regions are using nDelius functionality to deliver a task instead of JitBit.

Q. Is JitBit a workload Management Tool for Administrative staff?

A. No, JitBit is not a workload management tool. It can however report on volumes of tasks completed and length of time taken, so will be a useful tool to support measurement of administrative work undertaken using the tool in a way that has never been possible previously.

Q. How will implementation of the JitBit Ticket Management System impact on Case Administrator roles?

A. We recognise the centrality of the Case Administrator role in delivering quality Probation Services and want to invest in this group of staff to support them in undertaking tasks as efficiently and effectively as possible. JitBit will also provide functionality to measure the volume of tasks being undertaken using JitBit and to support with prioritisation by providing clear Service Level Agreements. Feedback from Case Administrators who currently benefit from ticket management systems is positive, and demonstrations of the tool have been very well received by representatives from the Operational Working Group from all 11 regions and Wales.

Q. When will JitBit be implemented in my region?

A. The digital team have developed a new version of JitBit which has now been successfully rolled out to former Durham Tees Valley CRC staff in the North East (the group of staff who previously used JitBit). Further digital development work is currently underway, following which the system will be implemented across London, South Central and North East regions for both former CRC and NPS staff. Our plan is to implement the system in advance of the existing ticket management tool Jira being retired in London and South-Central regions by June 2022. Engagement is currently taking place with all other regions to discuss implementation plans and timescales.

Q. What training and support will I be provided with to help me to use JitBit?

A. ICT Training have developed a live Webinar which will be available to staff in North East, London and South-Central regions to support roll out. There are 2 separate events; one for Case Administrators who require a more intensive input, and one for Probation Practitioners and other staff who will be using the system. We will also be producing a help guide for staff to use as a reference document. ICT Training arrangements to support wider national implementation are subject to confirmation but may include a training video which staff can access at the point of need.

Q. What feedback have you received from existing users of ticket management tools within the Probation Service?

A. Current users of JitBit and Jira have provided really positive feedback in support of wider implementation, "it's just so user friendly. It gives you that reassurance that you've done a task...you know a task is going to get done and not just sit on your to-do list (Probation Practitioner), "It's very easy to use and see what's assigned to me on my JitBit dashboard. Completed tasks are closed but if you need to look back through and find a ticket that you did last week or yesterday it's very easy to do" (Case Administrator), "before Jira we had to send an email and say 'please can you request a Borough Intelligence Unit check' or 'please can you request a safeguarding check'. IT was a lot of flicking through your emails to find out 'did I remember to do this?' (Probation Practitioner).

Q. I work in a regional Corporate hub – will I be able to access JitBit to support my work?

A. In the first phase of roll out the scope will be limited to case administration. However, the project is considering potential expansion of JitBit to other functions within the business including Corporate and Management Co-ordination Hubs.

Q. I understand that eventually a new digital service will replace nDelius. What will the implications of this development be for JitBit?

A. At this stage JitBit is intended to operate as an administrative solution within the Probation Service for the next 2 years as a minimum. A new digital service will eventually replace the current case manage system (nDelius) and better data collection and storage will mean many Case Administration processes can be automated and operated by Probation Practitioners.

Q. Will JitBit replace CSC Works for former CRC staff working in East and West Midlands regions?

A. JitBit is not a replacement for CSC Works but will offer similar functionality in relation to ticket management and when implemented will be available for all staff in East and West Midlands.

Q. Can I see the JitBit Ticket Management System in action?

A. Yes. We have produced a short video demo that provides a great overview of what JitBit is, how it can support your work, and what the benefits are. It's less than 4 minutes long and worth a watch. The video can be found here <https://welcome-hub.hmppsintranet.org.uk/wp-content/uploads/2022/01/Jitbit-Intro-01h-sub.mp4>