What is IT Service Management?

Service Management Board
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ITIL is a set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of the business.

ITSM is set of specialized organizational capabilities for providing value to customers in the form of Services.

The concept of providing Services that meet the UW’s business needs instead of simply providing technologies.
IT Service Management

A paradigm shift from managing IT as stacks of individual technical components to:

- Focusing on the delivery of end-to-end services
- Using best practice process models (ITIL)
- Emphasizing benefits to customers

It’s about the business, not the technology.
ITIL Lifecycles

**Service Strategy:** identifies organizational objectives & customer needs
**Service Design:** plan for delivering the business objectives
**Service Transition:** develops capabilities for introducing new services
**Service Operation:** manages services in supported environments.
**Continual Service Improvement:** improves services and processes
ITSM Definitions and Roles

Process
A structured set of activities to accomplish a specific objective

Process Owner
Ensures that the Process is Fit for Purpose

Example: Incident Management Process

Important note: we only implement processes that bring us value; we do not plan to implement all processes
ITSM Definitions and Roles

Service

A means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

Service Owner

Accountable for the delivery of a Service and a primary stakeholder in all of the underlying IT processes that enable the service owned
ITSM at UW

Governance

Because ITSM is all about supporting the business, UW has 3 Governance boards to provide that input: Strategy Board, IT Investment Board, and Service Management Board.

UW-IT Portfolio Management

UW-IT has developed maturity around our Project Portfolio. We are starting to emphasize our Service Portfolio as well.
IT Service Management in UW-IT

Better IT Management: a UW-IT Strategic Goal

ITSM Roles in UW-IT

- Process Owners and Process Managers
- Service Owners and Service Managers

UW-IT Service Management Office

UW Connect tool (ServiceNow) to support ITSM
IT Service Management for UW

Potential for:

- Common framework across IT departments at UW
- Common vocabulary (e.g., Incident Management)
- Common tools
- Improved collaboration and customer service
- Integrated help desks
- Integrated service catalogs
- Continual alignment of services to meet business needs
Questions?

Have we answered the question: What is Service Management?
ITIL Word of the Day

Each SMB meeting we review one key word and concept from IT Service Management, to remind us of the framework and its purpose.

Oftentimes, we discuss how the official definition aligns with our concepts and/ or implementation.
Governance

Ensuring and Policies and Strategy are actually implemented, and that required Processes are correctly followed. Governance includes defining roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.

UW Connect Service Management

Overview
Review Service Catalog entry
Explain pricing
What’s included, and what’s coming
Departments in the process of onboarding
How to request a demo
What is UW Connect?

UW Connect is a Service Management application built on the ServiceNow platform, and configured for UW. It is a powerful tool for managing the work needed to deliver customer-focused services, allowing organizations to:

- Use a single system of record for tracking service requests and the ensuing activities
- Organize and prioritize work, allowing users to move away from shared email accounts and spreadsheets
What is UW Connect (cont.)

- Deliver consistent and regular customer communication
- Provide customers with self-service capabilities for request creation and tracking
- Establish a knowledge base to house service-related documentation such as support procedures and best practices
- Create dashboards and reports that provide historical and real-time data to help inform service improvement efforts
- Automatically create records and route inbound emails to your assignment group
How does UW Connect support ITSM?

Service Management refers to an established information technology framework. For the UW, it allows support organizations to use UW Connect for their own service delivery and support activities, while leveraging industry best practices adopted by UW-IT. While UW Connect was implemented in support of UW-IT’s Service Management program, it is a solution built on best practices with UW organizations in mind.
UW Connect and Service Management

As a customer of this service, your unit adopts the existing configuration, then UW-IT makes minor adjustments that allow you to associate those small customizations with your service offerings and assign records to the appropriate assignment groups.
Pricing

One-time setup fee: $3,660*
Monthly license charge (staff): $66/user
Monthly license charge (student): $46/user

A licensed user is an organization’s staff or student employee who is using UW Connect to process records and/or run reports. Licenses are not required for end users who request and receive support. Licenses are named licenses vs concurrent licenses, and cannot be shared.
Service Catalog Entry

Service Catalog entry link and Inquiry Form:

https://itconnect.uw.edu/service/uw-connect-service-management/
Current departments: Foster IT, Intercollegiate Athletics IT, UW Facilities IT

In process: Institutional Analysis in OPB, 11 units in Financial Management (e.g., Tax, Global Ops, Data Group).

Interested: Arts & Sciences Shared Services, Facilities Services
Questions?

Questions about the service?

Would the SMB like a demo at our next meeting?

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