UW Connect Service Management

Service Management Board
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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 (**new service**)
- Integrated service catalogs
- Continual alignment of services to meet business needs
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
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
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.
UW Departments

Current departments: Foster IT, Intercollegiate Athletics IT, UW Facilities IT, Institutional Analysis in OPB

In process: 11 units in Financial Management (e.g., Tax, Global Ops, Data Group, and early next year, Procurement).

Interested: Arts & Sciences Shared Services, Facilities Services
Service Catalog Entry

Service Catalog entry link and Inquiry Form:

https://itconnect.uw.edu/service/uw-connect-service-management/
Questions before we begin demo?

Initial Questions, followed by demo