Service Management

Strategy on a Page

Service Management Board

Mary Mulvihill, Service Owner

04/17/17
### Strategy Statement:
Align UW-IT services with the University’s current and future needs and improve service delivery through: Service Portfolio governance, defined business processes, roles, and software tools.

### Vision:
Provide the UW with relevant, reliable, and valued IT services that are easy to access and support leveraging the ITIL framework.

<table>
<thead>
<tr>
<th>Change Drivers</th>
<th>Initiatives</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance boards and IT leadership need improved information to inform decision-making.</td>
<td><strong>Current:</strong> Service Management Board review of Strategies on a Page. ITSM Reporting Enhancements: Performance Analytics project. <strong>Planned:</strong> Evaluate strategic planning tools and processes for UW-IT, Provost, and Finance Transformation.</td>
<td>Stakeholders and decision-makers are able to access common process and tools for strategic and transparent decision making.</td>
</tr>
<tr>
<td>Data quality deficits are negatively impacting operations and management.</td>
<td><strong>Future:</strong> Federated view of data sources including UW Connect (ServiceNow), OASIS, and EDB. Data governance and auditing processes.</td>
<td>Systems of record provide reliable data source for multiple domains/purposes, enabling increased visibility and use.</td>
</tr>
<tr>
<td>UW transformation programs (e.g., HR/Payroll Modernization and Finance Transformation) require new service management processes.</td>
<td><strong>Planned:</strong> Implement UW Connect and new service management processes for the HR/Payroll Modernization Integrated Service Center (ISC).</td>
<td>A positive customer experience and support structure with tools to support new enterprise systems and services.</td>
</tr>
<tr>
<td>Staff need more standard processes, tools, and information to carry out service management roles successfully.</td>
<td><strong>Planned:</strong> Maturation of the Service Design process. Improved access to data and analytics. Evaluate needs and offer solutions for effort reporting.</td>
<td>Staff in service management roles can more easily launch, assess, operate, and improve services.</td>
</tr>
<tr>
<td>Some UW departments are pursuing service management tools other than the centrally supported UW Connect service.</td>
<td><strong>Planned:</strong> Communicate lower service rate. Pursue alternative funding sources via Service Management Board, Technology Recharge Fee, and Transforming Administration Program (TAP). <strong>Future:</strong> Implement more modules to add value (Asset, Project, etc).</td>
<td>Wider adoption of UW Connect improves customer experience due to common processes and tools, improves efficiency, and reduces duplication of tools, resulting in overall savings to the UW.</td>
</tr>
<tr>
<td>UW-IT Data Center management requires improved toolset for effectiveness.</td>
<td><strong>Contribute to discovery efforts in finding new application(s) to support needs. Identify how ServiceNow investment can be leveraged.</strong></td>
<td>Additional infrastructure management applications are well integrated and supported.</td>
</tr>
</tbody>
</table>
Strategy

Align UW-IT services with the University’s current and future needs, and improve service delivery through:

- service portfolio governance
- defined business processes
- roles
- and software tools.
Vision

Provide the UW with relevant, reliable, and valued IT services that are easy to access and support leveraging the ITIL framework.
Outcomes

Common processes/tools for decisions
Systems of record for data
Positive customer experience
Staff have common processes/tools
Wider adoption of UW Connect
Integrated infrastructure apps
Questions

Are there missing change drivers?

What else would help with governance and decision making?

What would help adoption of UW Connect in departments?