ITIL and IT Service Management at UW

Service Management Board
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Agenda

ITIL Refresher
Definitions, Processes and Services

ITIL and IT Service Management (ITSM) at UW
Governance, Training, and Roles

ITSM Process & Tool Implementation
UW Connect (ServiceNow)
ITIL and ITSM

**ITIL** (formerly known as the Information Technology Infrastructure Library) is a set of practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business.

**ITSM** A 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.
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 includes five volumes, each of which covers a different ITSM lifecycle stage:

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
**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
ITIL 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.

**Example:** Lecture Capture Service
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.

ITIL Training

UW-IT subsidized ITIL foundations training offered twice annually. Contact its-smo@uw.edu for wait list.
IT Service Management in UW-IT

Part of UW-IT Strategic Plan
Kelli Trosvig, CIO and VP, support
ITSM Roles in UW-IT
  Process Owners and Process Managers
  Service Owners and Service Managers
UW-IT Service Management Office
ITSM Process and Tools Implementation Sponsors
Potential for:

● Common framework, vocabulary, and tools
● Integrated Help Desks
● Integrated Service Catalogs
● Leveraging the UW-IT learning curve
● Current project includes a Pilot for Foster School of Business
ITSM Platform: UW Connect (ServiceNow)

- “UW Connect” - branded name for the ServiceNow product
- Supports the implementation of ITSM
- Robust cloud application (Software as a Service - SaaS) for managing and delivering services; highly configurable
- Designed with ITIL process areas
- Relational database of information, forms, and procedures for accomplishing IT Service Management
- In production at many other Universities and businesses
Questions?

ITIL training and resources?

UW Connect (ServiceNow) Project updates?

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