

ITSM Application Implementation

Service Management Board ServiceNow Implementation Overview August 12, 2013

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Why ServiceNow?

Why ServiceNow and Why purchase now?

- Part of ITSM Journey based on ITIL framework, and broader ITSM vision
- Current application limitations (e.g. Request Tracker)

Formal RFP Process:

- UW Procurement
- Broad UW-IT representation plus Distributed IT

Product Highlights:

- SaaS: Geographic redundancy and robust infrastructure
- ITIL-based with a robust workflow engine and flexible APIs
- Broad adoption in the larger College and University community (NYU, Yale, U of Chicago, etc.)

ServiceNow Contract

Contract Highlights:

- Competitive license pricing for named licenses
- WIPHE inclusion, BAA for HIPAA, and FERPA security language
- 3 year term with renewal option

Note: contract terms are confidential to UW

Long Term Potential

Distributed IT

- Architecture allows for multiple groups on single instance
- Integrated Service Catalogs and help desks
- More streamlined servicing for end users

Business units (stretch objective)

- Robust workflow applies to many business areas (e.g. Facilities requests)

Implementation Planning

We are changing the way we work to become better at providing the services UW needs and wants.

It's about much more than the tool!

- 80% People and Process
- 20% Product

Engaged Covestic to help us plan for a successful implementation

- Scope: Implementation Roadmap and Phase 1 Project Plan
- Timing: next 2 months

Next: Covestic approach and details; their presentation slides

Covestic Overview

Background...

- Delivering IT Operations services and solutions since 2001
- Headquartered in Kirkland, WA with regional offices in California; providing delivery across the U.S.
- +160 senior level consultants averaging more than 15+ years of professional consulting and IT operations experience



Our Practices...

Project Delivery

Project Governance
Project Leadership
Project Staffing

Ops Transformation

Operations Build
Operations Run
Security & Compliance

Service Management

ITSM Consulting
ITSM Solutions
ServiceNow Authorized Partner

Core Project Team

Roles	Responsibilities
Executive Sponsor Kelli Trosvig	Sets strategy, priority and organizational direction for the project
Project Sponsors Brad Greer Erik Lundberg Karalee Woody	Represent the needs of the greater UW-IT organization, measure project against objectives and help resolve issues.
Service Management Office (SMO) Chris Abbey Mary Mulvihill	Manage and guide the overall ITSM program at UW
Project Managers Colleen Butler Ahuvah Reese	Manage the day to day coordination of the project and enlist members of the organization as needed
Covestic Project Team Neil Mefford Lynne Reynolds Michael Yee	Deliver the agreed project scope with UW project team
ServiceNow Admins & ITSM Process/Service Owners/Managers Various	Setup and administer ServiceNow; Contribute to overall process design and ServiceNow configuration

Project Purpose

- **Purpose**

- The purpose of this project is to assess the current state of UW's IT Service Management (ITSM) practices and tools against best-in-class ITSM principles and to develop an actionable plan for optimization – including a Phase 1 ServiceNow Implementation Plan and a multi-phase ITSM Roadmap.

Objectives

■ Objectives

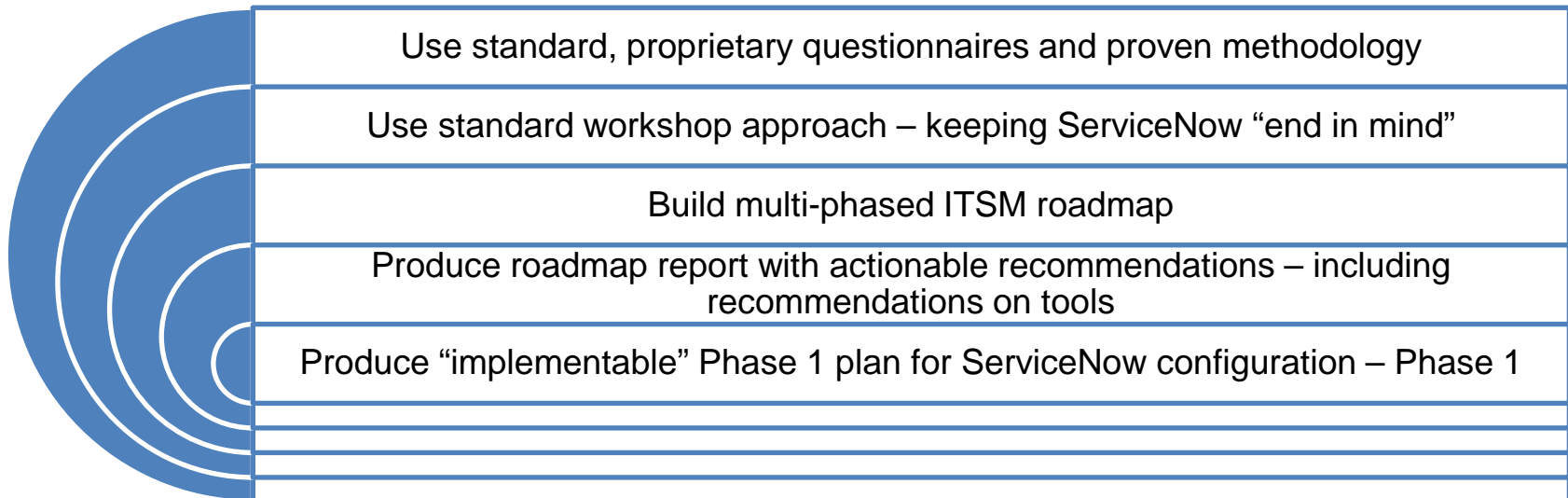
- Assess the current state of UW's IT Service Management (ITSM) practices and tools against best-in-class ITSM principles and to develop an actionable plan for optimization
- Develop an ITSM Roadmap that includes strategy for phased ITSM process deployment and ServiceNow application deployment
- Develop a Phase 1 Implementation Plan for ServiceNow activation and core configuration
- Include a strategy for key IT tools and applications and their disposition in relation to ServiceNow
- Determine the long-term Service Management approach for IT functions embedded in the academic units as it relates to ServiceNow
- Determine the long-term approach for consolidating Service Desk support onto the ServiceNow platform

UW Project Scope

■ **Scope**

- **Project Planning and Prep:** Form project organization, identify key process and tools SMEs, begin gathering artifacts, schedule and conduct kickoff meeting and schedule baseline interviews
- **Baseline:** Conduct baseline interviews and tools demos to assess current ITSM practices, processes, enabling tools and organizational state, perform gap analysis, begin developing recommendations
- **Process Design & Requirements:** Process workshops and process/platform discrete requirements
- **Implementation Roadmap & Plan:** Develop overarching ITSM Roadmap and Phase 1 Implementation plan
- **Assessment & Recommendation:** Develop and finalize the Roadmap Report and Review Findings

Approach



Baseline Interviews (being scheduled 8/19-8/30)

- Sponsors: Strategic Objectives, Perspective on Problem, Chargeback, Portfolio
- Division Heads/CIO: Strategic Objectives
- Service Portfolio/Catalog Management/Service Level Management
- Request Fulfillment
- Service Asset and Configuration Management:
 - LITE - Business and Technical Services, key systems or applications and CI Classes
 - Full
- Incident (Alert/Monitoring)
- Service Desk (5) / Knowledge
- Change/Release/Deployment/SDLC
- Project Portfolio/Management

Interview Process

- Hold structured interviews with key process and Service owners, process and Service managers, key practitioners and process/tool SMEs
- 10-12 Interviews scheduled for 1.5 hours, no more than 12 contributors (interviewees) each
- Feedback captured will contribute to the overall findings and process/platform design
- Separate tools demos to be scheduled
- Capturing feedback on service delivery and process deployment “as-is” and “to-be”

Artifact Collection

- Projects / Initiatives
- Policies
- Procedures
- Process Guides/Flows
- Wikis
- Catalogs/Catalog Items
- Escalation / Notification Lists and Rules
- SLAs
- Metrics/Performance/Reports/Dashboards

Project Schedule

Task Name	Start	Finish
UW-IT Service Management Implementation Planning & Roadmap Project	Mon 8/5/13	Fri 10/11/13
<i>Project Start</i>	<i>Mon 8/5/13</i>	<i>Mon 8/5/13</i>
Phase 1 - Planning and Prep	Mon 8/5/13	Fri 8/16/13
Phase 2 - Baseline	Tue 8/13/13	Fri 8/30/13
Phase 3 - Process Design and Requirements	Fri 8/30/13	Mon 9/23/13
Phase 4 - Implementation Roadmap and Plan	Mon 9/23/13	Mon 10/7/13
Phase 5 - Assessment and Recommendation	Mon 9/30/13	Fri 10/11/13
<i>Project Complete</i>	<i>Fri 10/11/13</i>	<i>Fri 10/11/13</i>

Key Activities

Task Name	Start	Finish
Phase 1 - Planning and Prep	8/5/13	8/13/13
Determine what ITSM process areas are to be analyzed for the Roadmap and UW process and tool interviewees identified	8/7/13	8/8/13
Identify UW stakeholders and Project Kickoff participants	8/7/13	8/8/13
Define list of target tools/systems for analysis (10-20 systems, data stores, integration points)	8/9/13	8/9/13
Baseline Interviews scheduled	8/8/13	8/16/13
Project Kickoff	8/13/13	8/13/13
Phase 2 - Baseline	8/8/13	8/28/13
Conduct Baseline Interviews (up to 10)	8/19/13	8/30/13
Gather artifacts	8/13/13	8/30/13
Organize materials and complete preliminary analysis	8/28/13	8/30/13
Conduct Workshops (4)	9/9/13	9/13/13
Conduct Architecture Reviews	9/16/13	9/20/13
Complete the Roadmap	9/23/13	9/25/13
Complete Phase 1 Implementation Plan	9/30/13	10/1/13
Sponsor / ITSM Program Review of deliverables	Early Oct	Early Oct
Executive Review of deliverables	Early Oct	Early Oct
Project Complete	10/11/13	10/11/13

Post Covestic

- Engage an implementation vendor (Covestic, ServiceNow Professional Services, Fruition, other)
- Initiate a series of tightly integrated and managed implementation projects based on processes, train staff, and, retire applications that can be replaced by ServiceNow

Parallel to Implementation

- While will implement the application, train the staff, and retire applications, we still have work to do for Service Management
- Areas for maturity: Service Portfolio Management (SMB is key here!), Service Catalog Management, Service Design Coordination, Transition etc. etc.

Service Strategy

Business relationship management
Financial management for IT services
Service portfolio management
Strategy for IT services
Demand management

Service Design

Design coordination
Service catalogue management
Service level management
IT service continuity management
Supplier management
Availability management
Capacity management
IT security management

ITIL Processes – 2011 Edition



Event management
Incident management
Problem management
Request fulfillment
Access management

Service Operation

7 steps improvement process

Continual Service Improvement

Transition Planning & Support
Change management
Change evaluation
Service validation & testing
Service asset &
Configuration management
Release & deployment
management
Knowledge management

Service Transition

How to Stay Informed

Subscribe to the ITSM Blog:

<http://blogs.uw.edu/uwitsm/>

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