ITSM Process & Tool Implementation Program
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Service Management Board (SMB)

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UW-IT Service Management Office

Implementation Update

- UW Connect (ServiceNow) is now launched! July 2014
- Now the primary support application used by UW-IT staff
- Request Tracker will retire in next year
- Processes: Incident Management, simple Request Fulfillment, basic Problem Management, basic Knowledge Management
- Project 1 was infrastructure/ backend focused to get us onto the new platform and configure all the required integrations

Project 2 Scope

More customer facing functionality. Highlights:

- Structured Requests leveraging workflow
- Updated published Service Catalog
- Incident Management improvements related to RT Outages tool, eOutage, and other communication tools
- KPIs and Metrics
- Discovery for service orders and billing
- Service definition for Distributed IT

Timeframe

Functional releases every two weeks

Workstream releases every few months

Project duration is 7-8 months

Feedback and Questions

How's it going from your perspective?

Email help@uw.edu with UW Connect in the subject line or, contact Mary Mulvihill

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