

# Service Management as a Service

*Service Management Board*

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# Agenda

## **ITIL Word of the Day**

Service

## **Service Management as a Service**

Strategy and Demand (list of departments in appendix)

UW Connect (ServiceNow) Roadmap

Pilots

Possible frameworks and cost models

SMB input

# ITIL Word of the Day: Service

"A means of delivering **value** to customers by facilitating **outcomes** customers want to achieve without the ownership of specific **costs and risks**."

At UW, for example, it makes more sense for us to provide our network services centrally, rather than individual departments building, contracting, and operating separate networks.

# Service Management as a Service

“A means of delivering **value** to customers”

- Common UW approach to providing service support

“by facilitating **outcomes** customers want to achieve”

- Customers want an intuitive, efficient support experience

“without the ownership of specific **costs and risks.**”

- Leverage the ServiceNow investment and UW-IT expertise to decrease burden on departments

# Context: Why?

UW-IT Strategy: Better IT Management

Demand: Departments are asking for this service, and now expect it.

The Service Management Service needs to encompass the Systems, Processes, and the cultural shift required to support the change.

# Basic UW Connect Information

ServiceNow Contract terms

Initial implementation:

- Configuration (Identity integrations, core setup, etc.)

- ITIL Processes: Incident, basic Request Fulfillment, basic Knowledge, basic Problem Management

Initial department feedback:

- Campus units could leverage UW-IT ITSM configuration

# UW Connect Roadmap

Current implementation project scope:

- Structured Requests
- Service Catalog and self-service
- Change Management
- UW-IT service orders, workload management, and billing integrations
- **Distributed IT Pilots and Service Definition**

# Capabilities

## Integrated Service Desks

- Unified and/or integrated support channels ([help@uw.edu](mailto:help@uw.edu), [help@departmentITgroup.edu](mailto:help@departmentITgroup.edu))
- Common processes for handling records (tickets)
- Improve flow of information between departments
- Efficiency

## Integrated Service Catalogs

- Rationalize the services provided by different campus departments
- Leverage IT Connect WordPress site and ServiceNow



# Capabilities

## **Integrated Knowledge Management**

- “How to” information
- Common support issues
- Content Management System and UW Connect

## **Non-IT service support**

- Basic workflows and record (ticket) handling
- Not domain specific (e.g., it's not an HR system)

# Pilots

## **Two small IT units:**

- Foster School of Business
- Intercollegiate Athletics (ICA)

## **Some considerations:**

Access to data, departmental identity management, roles, permissions, handoffs between units, configuration management database (CMDB), etc. etc. etc.

# Questions?

How does SMB want to be involved in the development of this service? Sub-team? Periodic updates?

Does SMB want to provide input on the possible financial models? (self-sustaining, Tech Recharge Fee, subsidized)

# Appendix: Departmental Demand

Foster School of Business (Mick Westrick, pilot)

Intercollegiate Athletics (ICA, Eric Jones, pilot)

Environmental Health & Safety (Diana Sartorius)

Law School

Pathology/ Dean of Medicine (Michael Middlebrooks)

School of Medicine (Barb Prentiss, on SMB, high interest)

UW Surgery (Roland Lai)

Housing and Food Services

Institute of Translational Health Sciences (Justin Prosser)

UW Tacoma (Bill Fritz)

UW Bothell (Tim Rhoades)

Computer Science and Engineering (Aaron Timss, referral from Erik, low interest)

School of Environmental and Forest Sciences (David Guenther)

UW Purchasing (Jeremy Thompson)