

A photograph of three people in a meeting. A man on the right is pointing at a sticky note on a wall. A woman in the center has her back to the camera, looking at the wall. A man on the left is looking towards the woman. The wall is covered with many yellow sticky notes. The background shows a cityscape from a high vantage point.

IT Service Management Blueprint

Consolidate: Get Control of Your Service Desk

servicenow

Start

Are You Running Your Service Desk— or is Your Service Desk Running You?

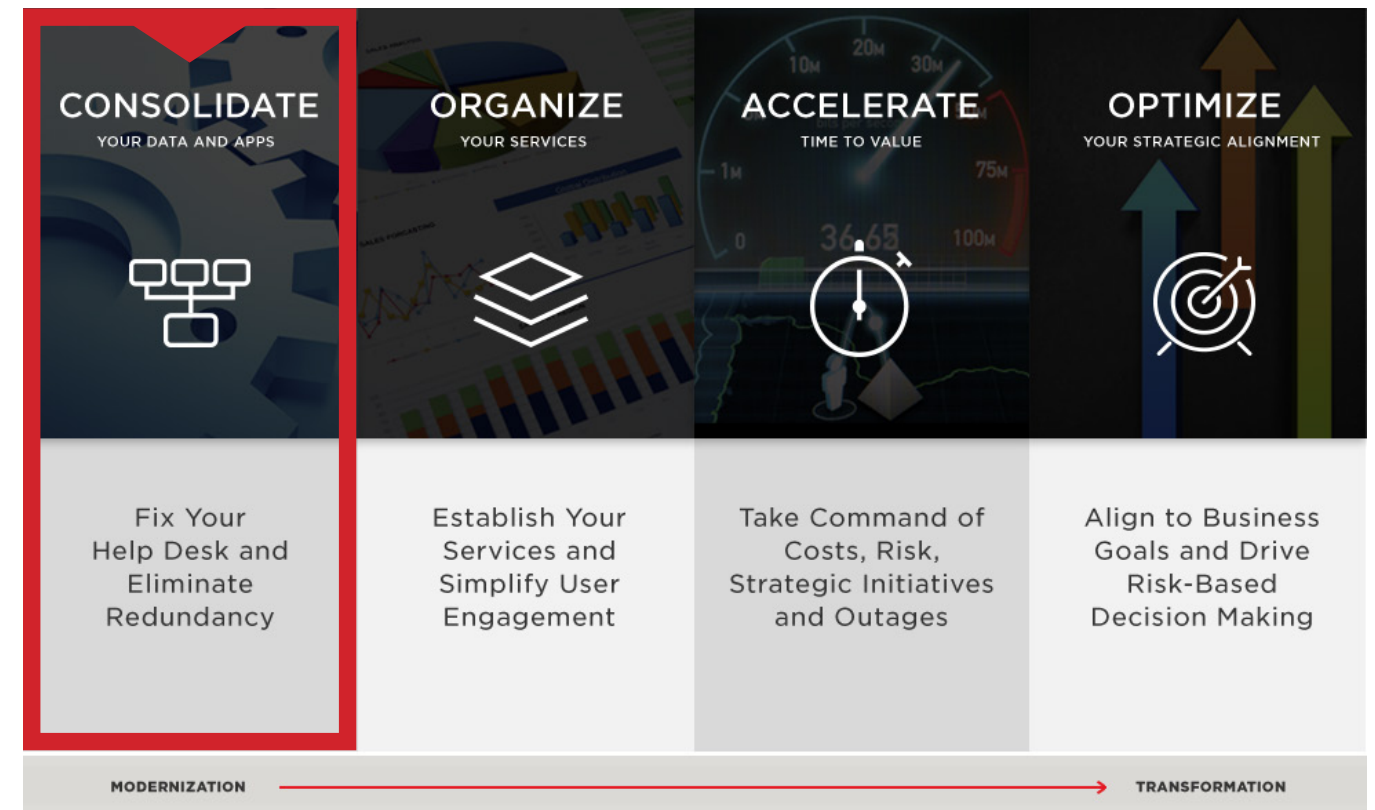
Every day seems like a battle—email, phone calls, unresolved issues, management asking for reports, users losing patience. Those ITIL standards you wish you had time to implement. You’re operating in chaos, without an efficient way to manage your work, your data, or your team.

It’s time to move into the modern world—not to mention save your sanity. Let us help you modernize your help desk by following a proven process. Start by simply asking yourself these questions to determine if your helpdesk can benefit from consolidation:

- Are you managing incidents primarily through **emails and phone calls**?
- Are you thinking about implementing **ITIL standards—based tools**?
- Do you have a growing list of **overdue incidents**?
- Do you wish you had **more visibility** into what’s happening across your service delivery organization to better prioritize customer issues?

If you answered “yes” to any of these questions, read on. You’ll learn why consolidation is the first step to getting your help desk under control and advancing service management delivery within your organization.

ITSM BLUEPRINT



In the journey to IT modernization, step one is consolidation. This includes eliminating redundant systems, capturing the work, acting on requests, and reporting to stakeholders.

There's a Better Way to Consolidate

Think about a world where your users are able to help themselves—with larger issues resolved quickly and accurately the first time. Imagine having clear visibility into customer requests across your organization. And being able to set success targets and report on your progress.

With the right platform, it's easy. Getting your help desk under control means changing how you handle incident management and reporting. Start by creating action plans for three key areas:



Incident Management

Reduce the number of ways you capture work requests by getting away from email with a self-service page for logging incidents. Guiding users to one place to report incidents makes it easier for them to find help.



Change Management

Create a solid, comprehensive change management discipline and review process. You'll minimize the risks and costs associated with change and be better positioned to set expectations for time and effort required for future change efforts.



Reporting

Provide clear information for management and stakeholders to show progress and outcomes.



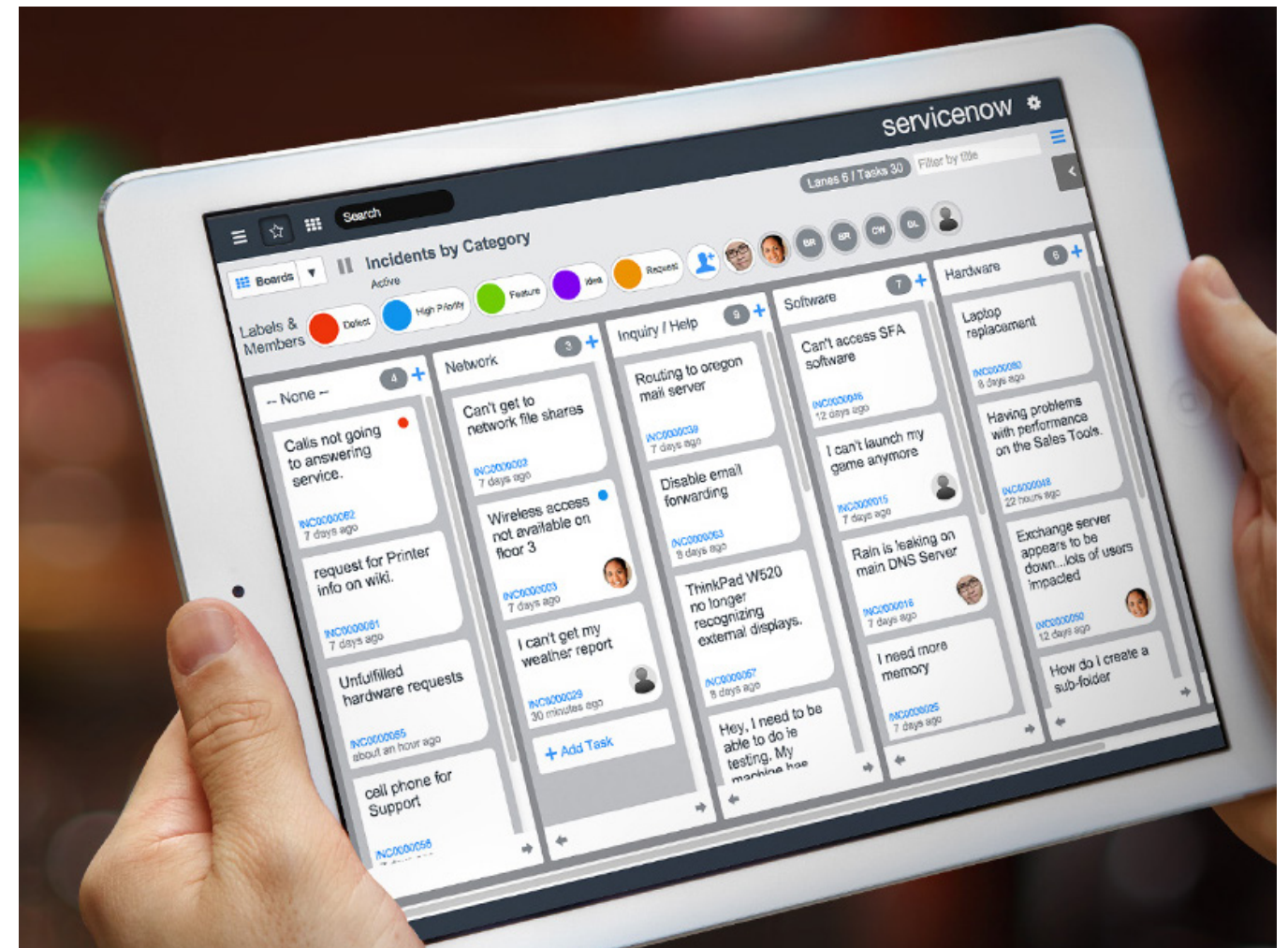
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Best Practices for Putting Your Plan into Action

The ideal service management system lets you capture information about problems and resolutions wherever they surface, and document insights from anywhere within the system. As you devise your action plan, stay focused on incident management, change management, and reporting and ensure you follow these best practices for each:

 <h3>Incident Management</h3>	<ul style="list-style-type: none">• Carefully define primary incident categories, clearly separating incidents and requests• Automatically capture call information to ensure consistent logging and lay the foundation for automated task assignment• Prioritize incidents to enable alerts and ensure service level agreements are being met
 <h3>Change Management</h3>	<ul style="list-style-type: none">• Capture, evaluate, and record all change requests• Prioritize based on risk levels• Minimize risk by reviewing, testing, and logging all changes
 <h3>Reporting</h3>	<ul style="list-style-type: none">• Set goals for critical key performance indicators, such as call volumes and time to resolution• Provide leadership with metrics on service delivery and show trend analysis• Use data to inform and guide business priorities



“ Incident management has streamlined our processes, allowed us to better manage our queue, and created an ability to track incidents by type and to understand volumes. ”

—IT Director, Medium Enterprise Pharmaceuticals Company

Get the Right Data, from a System You Trust

You may be using spreadsheets or other tools to track incidents, resolution times, and other data. How much time does it take to consolidate this information into meaningful reports? Wouldn't it be easier if reporting were built into your service management platform? You would feel confident standing behind the key performance indicators that demonstrate your success and can help drive the business forward.

Simplicity is powerful when reporting on service management effectiveness. You don't have to measure everything, but if you measure these critical items, you'll be set to improve over time. Just as importantly, your management and stakeholders will have greater visibility into your success and challenges.

MEASURE YOUR SUCCESS



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What Success Looks Like: Consolidation with ServiceNow



PWC replaced 12 disparate, outmoded IT Service Management (ITSM) tools, delivered integrated IT management and reporting, halved administrative staff needs, and reduced help desk hours by 28%.



REI consolidated ITSM and added a configuration management database, a service catalog, a custom time-tracking application, and mobile ITSM management, resulting in lower ITSM costs and fewer manual processes.



Temple—Inland experienced consolidation benefits and process improvements that allowed them to cut their IT budget by 40%. They also cut their investment in ITSM tools by half, while increasing available project resources by 400%.



“ Previously, we spent a lot of time trying to resolve issues, trying to make a tool work better for us. Now, the conversation has moved almost entirely to process improvement. This means we’re able to do things we weren’t able to do before. ”

—IT Manager, REI



What's Next?

Consolidation is the first step toward IT modernization. With all your data and applications in one place, incident reports coming through a single tool, and a suite of apps on a common platform for tagging issues, you are ready to take the next step into the Organize phase.

In the Organize phase, you'll focus on defining IT services and building out your data model in preparation for a single system of record. Because you've laid the groundwork with consistency on how requests are handled, you can easily expand your work and build out a self-service portal. When users can help themselves, your team can focus on solving the bigger problems.

Continue Your Journey to [IT Transformation](#)

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