



EAB

IT Forum

Evaluating, Implementing, and Maximizing Service Management Systems

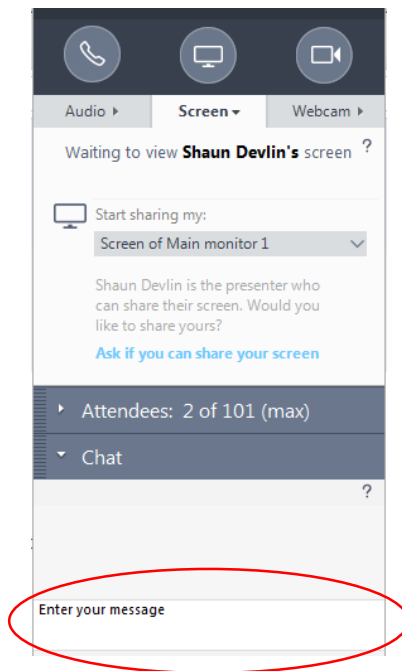
A Panel Hosted by the IT Service Management Functional
Collaborative

Asking a Question and Voting in Polls



Joining the Conversation

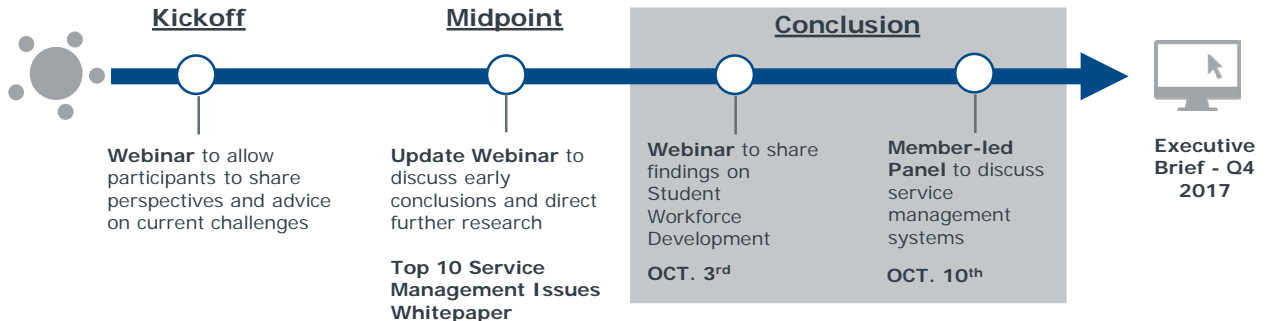
To ask the presenter a question or submit a poll response, type it into the chat panel and press send



Helping Service Management with “Live” Issues



Timeline of the IT Forum’s IT Service Management Functional Collaborative



- 5 webinar roundtables
- ~50 Directors of Service Management
- Wide-ranging policy, operational, and strategic communications issues

Our Participants

**Abilene Christian University**

Jon Bruner

Adelphi University

Charles Kulins

Ball State University

Mark Watters

Berea College

Albert Conley

Bucknell University

Stephen O'Hara

Carnegie Mellon University

Connie Deighan Eaton

Case Western Reserve University

John Landers

Central Michigan University

Jeffrey McDowell

The College of New Jersey

Jeffrey Philburn

Columbia College Chicago

Anna Seledon & team

Drake University

Jerome Hilscher

Elon University

Patrick Donohue

Franklin University

Donald Ransburgh

Metropolitan State University Denver

Nick Pistentis

Michigan State University

Dush Fernando

Mount Royal University

Asad Israeli

Northern Kentucky University

Sherri Lung & Staci Green

Oregon State University

Jonathan Scott Dolan

Oregon Institute of Technology

Scotty Hayes

Our Lady of the Lake University San Antonio

Curtis Spears

Pennsylvania State University

Allen Stubblefield

Rice University

Michael Dewey

Rutgers University

Frank Reda

Saint Joseph's University

Lauren Adams

Sam Houston State University

Terri Blaylock

Simon Fraser University

Sandeep Sidhu

Syracuse University

Kathy Kinney & Jenny Gluck

Tennessee Board of Regents

Dorrance Smith

Tulane University

Tom Gerace

University of Buffalo

Chris Clune

University of Chicago

Kathie Koch & Philip Lifka

University of Delaware

Joe Kempista

University of Denver

Shannon Valerio

University of Kentucky

Kathy Hamperian & Jennifer Edwards

University of Missouri – St. Louis

Ken Voss

University of Manitoba

K-L Holter

University of Nevada, Reno

Bob Anderson

The University of North Carolina at Chapel Hill

Sandra Germenis

The University of Oklahoma

Justin Davis

University of Rochester

Kevin Jesse

University of South Carolina

Michele Branch-Frappier

University of Texas at Dallas

Shannon Cepica

University of Texas at San Antonio

Anthony Espinoza

University of Texas Rio Grande Valley

Janie Palacios

University of Wisconsin Milwaukee

Vickie Schuh

University of Wisconsin Oshkosh

Laura Knaapen

Vassar College

John Collier

Virginia Tech

Dave Duckett

Webster University

Terri Lucas

Wilfrid Laurier University

Julie Topic

Top 10 IT Service Management Issues

What's Keeping Service Management Leaders Up At Night?



Service Management Operations

1 Selecting and Training Student Employees

2 Help Desk Access

3 Facilitating Chargebacks



Service Management Metrics and Communications

4 SLA Creation and Enforcement

5 Service Catalog Content and Structure

6 Service Management System Administration

7 Promoting Service Across IT Units



Optimizing Student and Faculty Service Delivery

8 Managing Data Access

9 Asset Management and Automated Maintenance

10 Website Accessibility Policies and Services

TODAY

6 Service Management System Administration

10 Website Accessibility Policies and Services

7 Promoting Service Across IT Units

Seeking Better Data to Address the Top 10 Issues



A Service Management System Can Help Surface Analytics to:



Budget

Chargeback models and resource justification for Service Management to clearly articulate costs of tools and labor



Set KPIs and Create SLAs

Historical data allows service managers to set expectations for stakeholders and track performance



Manage Workflow

Utilization data of services overtime supports short-term work allocation and long-term staffing allocations



Maintain and Refresh Technology

More complete asset management facilitates proactive and more efficient service



Increase Self-Service Utilization

Expedite service, content, and user experience redesign to promote self-service through changes based on user data

Factors Contributing to Service Management System Underdelivery

> Poor Selection



- Missing capabilities for end-users
- Difficult to integrate with existing systems
- Available data limited to specific functions, and siloed within the system

> Under-Resourcing



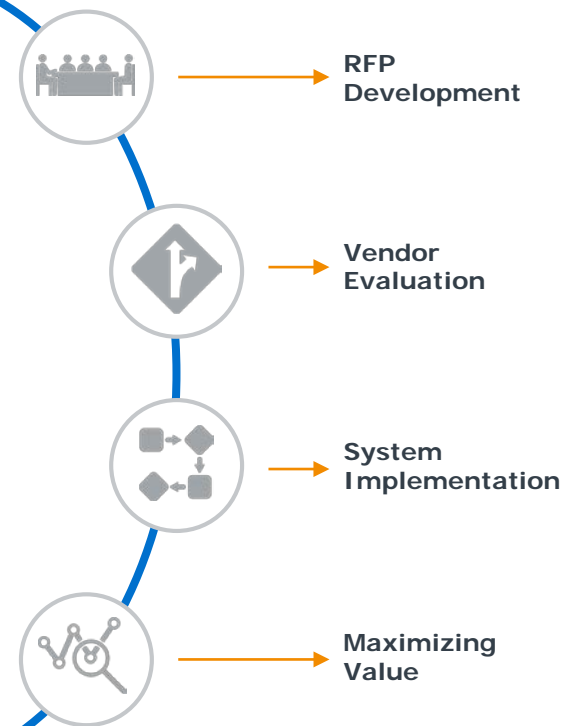
- Insufficient support for end-users
- Slow implementation and maintenance
- Inability to access data available in the system

> Low Uptake



- Shadow systems proliferate, at additional expense to the institution
- Incomplete data limits its utility

Setting Service Management Systems Up for Success



- How did you make arguments (e.g., cost-savings, customer service improvements) to campus leadership to invest in a new service management system?
- Who did you work with inside and outside the IT department to determine key requirements?
- How many vendors responded to your RFP? If you invited vendors to campus, how many of these vendors did you invite to present?
- What factors (e.g., cost, integration with existing systems), did you consider during the vendor evaluation process? Which factors do you prioritize?
- What was your expected timeline for service management system evaluation and implementation? What factors are most likely to extend this timeline, and what would you recommend to mitigate them?
- How do you prioritize which modules within a service management system to implement first?
- How has end-user experience changed since the implementation of your service management system?
- What data did you prioritize accessing from your service management system? What dashboards have you created, and are they templates from your vendor or customized?



Live Poll

Please Type Your Response Number in the Chat Box

Which best describes your institution's relationship to service management systems?

- 1** We are developing an RFP to replace our current service management system
- 2** We are evaluating service management vendors
- 3** We are in the process of implementing a new service management system
- 4** We are seeking to expand the capabilities of our service management system
- 5** Other (please explain)

Our Panelists Today



Tom Gerace

Assistant Vice President for Enterprise Services

Tulane University

- New Orleans, Louisiana
- Private Research University
- ~12,600 Students

Current Service Management System:
Service Now

Year Implemented: 2013

- Leads the teams that provide instructional and research technologies, video conferencing, and technology support
- Prior to joining Tulane's Technology Services, Tom was the Director of Technology at Library at Tulane's A.B. Freeman School of Business



Nick Pistentis

Director of Client Services

Metropolitan State University of Denver

- Denver, Colorado
- Public Master's University
- ~20,500 Students

Current Service Management System: BMC
Footprint

Year Re-Implemented: 2013

- Oversees the helpdesk, labs, desktop support, and technology training and education
- Prior to joining Metropolitan State University of Denver, Nick worked in information technology at George Washington University and at a healthcare and education consulting firm



EAB

2445 M Street NW, Washington DC 20037
P 202.266.6400 | F 202.266.5700 | eab.com