Technology Insider

Renaissance IT Consulting, LLC

ITSM and Business Enablement

If you read the IT rags, you're starting see rumors that IT Service Management is dead. For many, the journey started well, but seemed to move to a "nice to have" IT tool that the Service Desk uses in the place of real conversations with users. For many, ITIL was a great idea, but the principles were way too stringent to follow, and the IT team was more bogged down with typing in ticket updates than doing actual work.

Well, I'm here to tell you that ITSM is not dead, it may just need a new name. If your ITIL journey stopped with a ticket management system, then you're to blame for it's quick death. More and more successful companies are transforming their Service Desk tool into a digital automation and business process tool – and getting real business value. Are you ready to take the next step?

Next Level Steps for ITSM

- Keep the ITIL Basics
- Enable Mobility
- Enable Chat and Remote Control
- Enable Self-Service
- Enable System Monitoring and Alerts
- Enable Automation
- Extend the System to the Business
  - HR, Finance, Engineering, Maintenance

First Things First – Create a Solid Foundation

If you're not an ITIL fan, promise me this. Let's keep the basic definitions in place as we move to business process enablement. An incident is still an incident – something is broken and needs to be fixed. A service request is still a request for something new. And a change request is still a change to a production process or system. These definitions still apply to all work that comes in to IT – and as the business will also learn – to other departments as they become "workers" in the system. There is a customer expectation that reporting an incident will result in someone fixing it in a timely manner. And requesting something new will result in delivery of something in a reasonable amount of time. Therefore prioritization, correct assignment of the work, and reasonable service levels will help you achieve credibility with your customers and lay a strong foundation for the next step. I would also suggest performance scorecards, especially if customers are paying for your services.

Next – Embrace New Technology

Now is the time to embrace the new customer facing technology that today's business expects. **Enable Mobility** – for your customers and your workers. The ability to enter a ticket from a mobile device – and the ability to resolve a ticket from a mobile device will take you to the next level. Many cloud-based service tools have mobile apps that enable customers to enter tickets and watch progress as the tickets are worked and completed. **Enable Chat and Remote Control –** give your workers and customers a chance to stop playing ping pong with information needed to resolve an issue. Eliminate the excuse, "I sent him and email and I'm waiting for him to reply." Most customers are happy to chat with you and exchange key information that might not be in the ticket – saving time when the SLA clock is ticking. Remote control allows you to see what the customer sees. **Enable Self-Service –** the ability to help themselves is a key "next-level" feature that customers have come to expect. Reset your own password (with key challenges, of course), enable printing, download software, order equipment and supplies and track delivery. These capabilities will set your team apart from the "ticket collectors". **Enable System Monitoring and Alerts –** Many service desk systems will connect to server and network monitoring tools, enabling tickets to be automatically opened when system errors occur, or thresholds are reached. Automating ticket creation and assignment allows your technical team to react to system errors before users call to report. **Enable Automation -** If you haven't done so already, train some good technical resources on the skill of scripting to automate configuration steps or coding. Many manual steps like moving email boxes, changing user names, user de-provisioning, adding users to AD groups, adding disk space, and downloading software can be scripted to quickly resolve user requests and incidents.

Lastly - Extend the System to the Business

Once all the basics are in place, and the team has deployed the new technologies, it's time to extend the IT Service Desk system to the business. **Open your Service Catalog to the business.** Here's what I mean.

- Invite HR to use the system for employee requests – name changes, benefit changes, dependents updates, user onboarding or user exits. Approvals can be automated and the data collected can be scripted to move directly into the HR system from the ticket.
- Invite Maintenance to use the system for typical maintenance requests – office moves, light replacements, heating or cooling issues, spills, or supply refresh.
- Invite Finance to use the system for accounting requests – new GL account additions, AP invoice approvals, new AP vendor adds. Information from the service desk can be automatically fed to the accounting system and the process automated with approvals documented.
- Invite Engineering to use the system to share resources such as 3D printing services, plotter access, team website creation, 3rd party user access requests. Again, approvals can be automated and documented.

As you can see, I wouldn't give up on IT Service Management just yet. I'd take it to the next level. Some key players in the market are adding business system connectivity to help connect Service Desk systems to business systems like SAP and Workday for integration and automation. There are many options to choose from and Renaissance IT Consulting can help you find the right system for your company. If we follow the steps above, we may be able to change the name from IT Service Management to Business Service Management. (Remember, you read it here first 😊).

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