INTEGRITAS

SERVICEWiSE

Highlights

Initiative:
Provide cost effective, highly available systems and services to stakeholders

Industry:
Post-secondary education, on-line university

Project Duration: 6 months

Key client challenges:
- Services levels were inconsistent and unsatisfactory, requiring manual intervention
- Limited visibility to status of requests and service performance
- Aging technology infrastructure and high outage rates

Delivery Objectives:
- Migrate to cloud based architecture in order to quickly increase systems performance
- Define and implement client focused services
- Implement ITIL best practices for optimized processes
- Training and communication to ensure user adoption

Graduating to new technologies - cloud systems for post-secondary education

A+ aspirations

In the competitive world of post-secondary education, technology is a critical enabler for staff and students alike. When learning systems fail to perform in accordance with student expectations, perceptions of quality are negatively impacted affecting the organization's ability to attract new students.

As a result, this on-line university embarked on a mission to evolve campus information systems, learning systems and digital infrastructure in order to provide cost effective, high availability systems that were also aligned with ITIL service management best practices, methodologies, and tools.

In order to provide 7 x 24 services, IT leadership needed to provide users with increased usability and visibility into IT services through a self serve portal while simultaneously providing better IT issues management and resolution tool sets.

C+ environment

As with many organizations, information technology budgets were constrained, the infrastructure was aging, and IT struggled to provide the reliability and stability that was needed. Incident triage was both inefficient and ineffective. Virtually all requests required some level of personal interaction. Management was unable to gauge process performance; users were unable to track the status of their requests. Students required support for multiple personal devices and had low tolerance for mediocre performance.

As a result, IT looked towards cloud solutions as a cost effective means to quickly improve and expand system performance. But,

change is never easy and resistance to new ideas and technologies was a genuine risk. The shift from owned infrastructure to cloud infrastructure was both significant and disruptive.

From an implementation standpoint, project leaders needed to ensure that users would both understand and adopt new processes and tools so that the intended benefits of the project would be realized. At the same time, project resourcing needed to be balanced against operational demands without affecting staff and student experiences.

Integritas makes the grade

The University selected **ServiceNow's** cloud based platform which offered a fast track to improved service management performance. One of the project objectives was to move mundane support activities to the cloud platform and focus university resources on improvement and agility. The University began their implementation with incident, change, and problem management, service catalogue and service request processes.

Integritas' seasoned team of experts were selected as the implementation partner to define and evolve a client centered service management culture. Recognized for their ServiceWise framework, Integritas focuses on the intersection of people, process and technology in order to define and optimize process, implement technology and accelerate adoption rates.

"It was clear to my team that your staff are extremely knowledgeable about the product and adept at inter-preting real requirements. I was extremely pleased to see that they were able to engage my staff and as a result, get a very constructive dialogue going."
- Sr. IT Leader

Project teams took great care to understand process pain points to address resistance to change. Prototypes of new processes and tools and extensive demonstrations of workflows in ServiceNow were conducted in order to increase comfort and familiarity with new tool sets. A high degree of access was provided to the portal before it was built to enhance familiarity before new processes were implemented in the ServiceNow platform.

Moving too quickly can be as detrimental as moving too slowly thus a phased approach to implementation was adopted with training sessions and communications plans at every stage.

Lessons learned

The people management effort is essential in order to ensure adoption of the new processes and tools. An experienced partner with excellent platform knowledge helps to maximize utilization of the solution while avoiding its pitfalls. Leveraging a variety of perspectives through on-line workshops and meetings supported the cultural evolution and facilitated mentoring and learning opportunities.

At the conclusion of the project, the University's support ability and performance have created a very strong foundation to continue to evolve and improve their capabilities.

"We have been extremely pleased with the process Integritas has been following in our engagement, as well as the knowledge of the resources assigned to our project. I am very pleased that your organization was selected." - Sr. IT Leader

The Integritas Way

Integritas specializes in service management.

We combine our passionate belief in the value of good process and our battle tested ServiceWise methodology with a collaborative client approach in order to optimize service delivery.

We have years of experience with the ServiceNow platform and a deep understanding of its possibilities. Through our belief that people, process and technology must be considered together, we can help organizations deliver measurably better service performance.

Since 2007 we have completed more than 60 service management projects across a broad range of industry verticals with our team of process experts who are passionate and enthusiastic about improving service management.

Learn more at **integritas.ca**