

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 through a window.

# 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. There’s not enough time to implement the processes that will help you get ahead. 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 of IT**—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 help desk can benefit from consolidation:

- Are you managing incidents primarily through **emails and phone calls**?
  - Do you have a growing list of **overdue incidents**?
  - Do you have a **hard time prioritizing**?
- Are you thinking about how to implement the **ITIL framework and best practices**?
  - Do you wish you had **more visibility** into what’s happening across your service delivery organization to better understand 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.

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## MODERNIZE YOUR SERVICE DESK



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.

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# There's a Better Way to Consolidate

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Think about a world where you are in control, one where priority issues resolve quickly and accurately the first time. Imagine having clear visibility into customer requests across your organization and being able to set operating goals and track key performance indicators (KPIs) that measure your success.

**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 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.



## Configuration Management & Discovery

Drive informed incident and change management with an accurate configuration management database (CMDB) that is kept current with auto discovery.



## Performance Analytics and Reporting

With your CMDB, you gain full visibility of your infrastructure and services and better performance analytics and reporting. This provides clear information for management and stakeholders to show progress and outcomes. Performance Analytics takes your business to the next level with the ability to optimize performance and align to goals.


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# Best Practices for Putting Your Plan into Action

The ideal service management solution lets you capture information about problems and resolutions wherever they surface in order to 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:




Incident Management

- 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



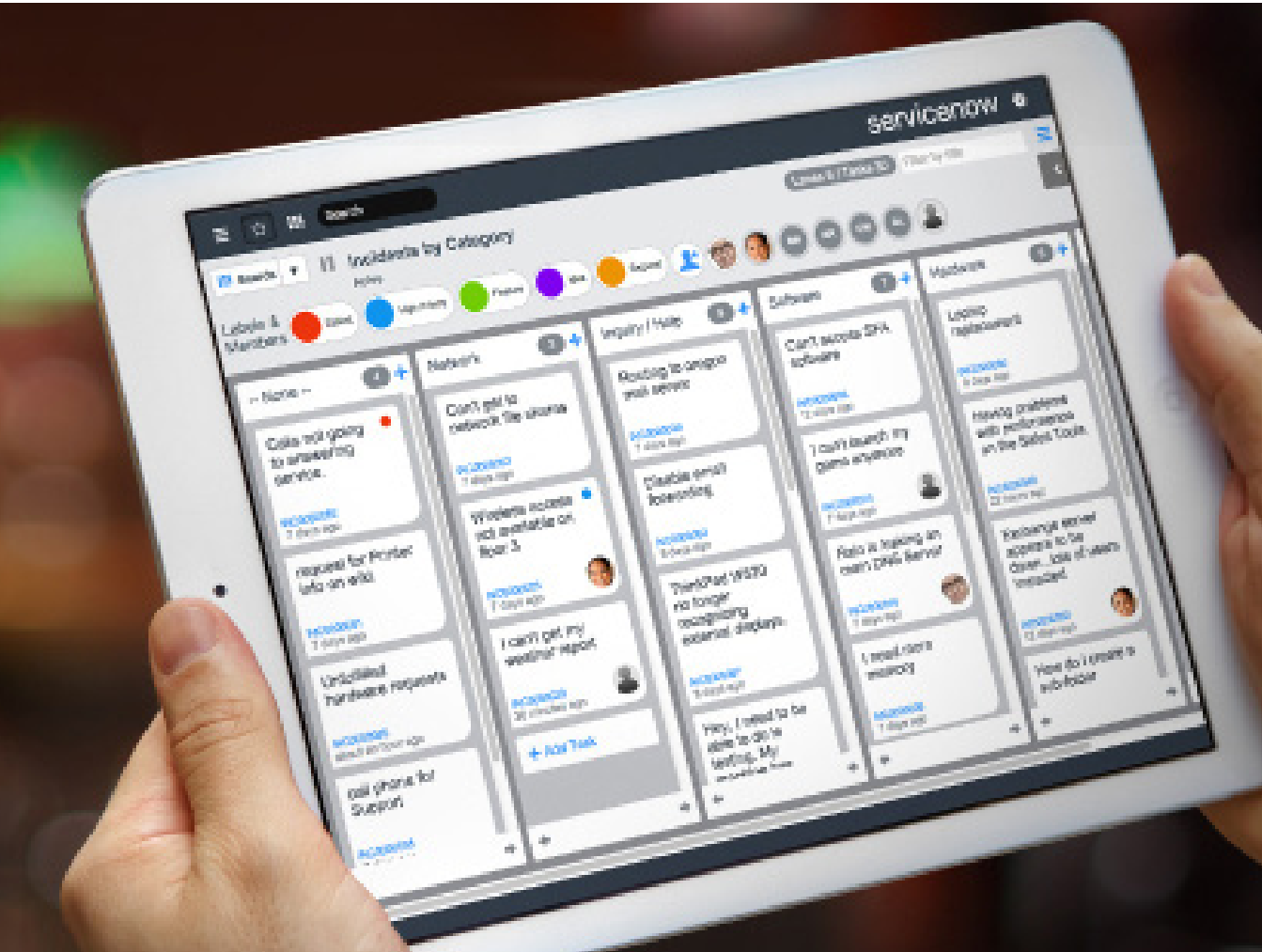
Change Management

- Capture, evaluate, and record all change requests
- Prioritize based on risk levels
- Minimize risk tolerance levels by reviewing, testing, and logging all changes



Performance Analytics and Reporting

- Set goals for critical key performance indicators, such as call volumes and time to resolution
- Provide leadership with reports on service delivery and show trend analysis
- Use real-time data to inform and guide business priorities



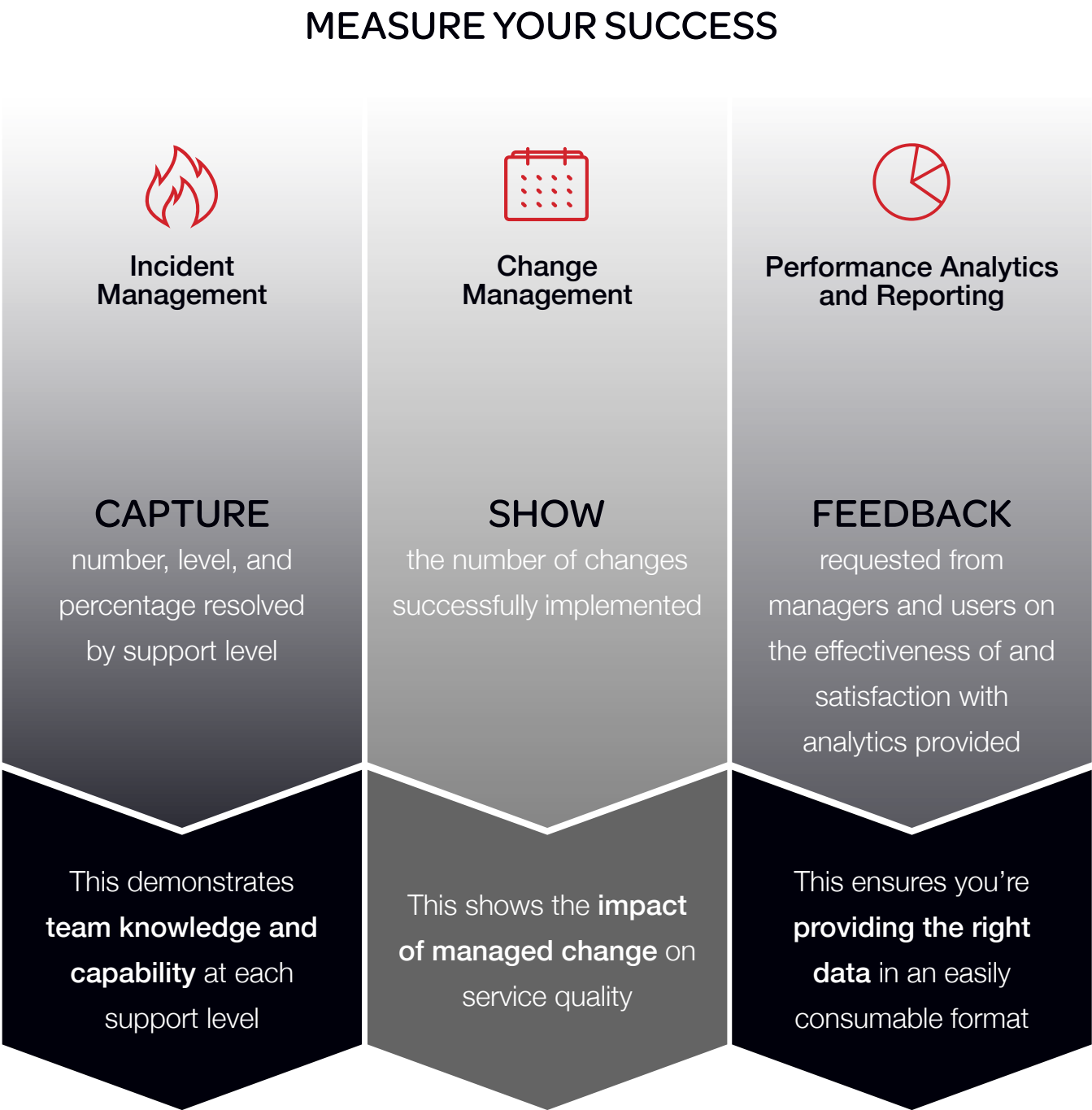
“ Incident management has streamlined our processes, allowed us to better manage our queue, and created an ability to track incidents by type and to understand volumes. ”

—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 performance analytics were built into your 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 in the diagram to the right, you'll be set to improve over time. Just as importantly, your management and stakeholders will have greater visibility into your success and challenges.







# 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 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 improve efficiency by 40%.



“ 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 Accelerate phase.

In the Accelerate 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 Modernization](#)

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