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EBOOK

Modernizing IT Services with ITSM

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Foreword

Modern technology plays a crucial role in any business, as it allows addressing contemporary challenges and risks, meeting the growing customer demands, improving business productivity, and fostering innovation. As the relevance of IT grows, sustaining effective IT management has now become business-critical for SMEs and large enterprises across all industries. However, ensuring the successful management of the IT service lifecycle is a difficult task, which requires a robust approach and the implementation of specific tools.

IT Service Management (ITSM) is a holistic approach that encompasses the full spectrum of activities involved in the lifecycle of IT services and focuses on delivering value to the customer.

In this e-book, we will examine the basics of ITSM, the most popular ITSM frameworks, and review the best ITSM tools, including their benefits and drawbacks.

Introduction to ITSM



ITSM is a set of policies and processes created for managing the design, implementation, delivery, support, and improvement of customer-oriented IT services. Unlike conventional IT management practices that focus on hardware, network, or system management, ITSM is aimed at improving IT services in alignment with definite business goals, focusing on customer needs and continuous improvement. ITSM encompasses a broad range of versatile frameworks that are closely interrelated with management approaches and standards in software engineering, information security, and quality control.

WHY IS ITSM IMPORTANT?

In the contemporary business environment, organizations must keep pace with the evolving technological advancements and establish efficient IT processes to retain a competitive advantage and create added value for their customers. If the lifecycle of IT processes is inappropriately managed, this will inevitably result in poor productivity, reduced customer satisfaction and retention, and subsequent financial losses.

ITSM is a proven way to ensure consistent and smooth management and delivery of IT services. The implementation of ITSM allows businesses to:

STANDARDIZE PROCESSES

Disorganized IT service processes may lead to miscommunications and discord within the organization. Implementation of ITSM eliminates guesswork and individual decision-making replacing them with a framework of standardized processes across the entire organization, thus ensuring effective collaboration and reliable decision-making.

SHIFT FOCUS TO MORE STRATEGIC TASKS

Simple tasks like requesting information, a password reset, or other types of administrative tasks may eventually turn out to be too time-consuming if managed inefficiently. These issues may be resolved via an IT self-service portal – an integral part of ITSM, which allows shifting the focus of IT staff from minor incidents to critical issues.

DATA-DRIVEN DECISION-MAKING

The adoption of ITSM allows receiving real-time insights about the activities of your IT services. Once assembled and analyzed, this data enables smarter decision-making processes and allows making important adjustments to your IT service practices.

TRADITIONAL IT VS. ITSM. BENEFITS OF ITSM ADOPTION

Conventional IT management practices are centralized. As they make a primary focus on hardware or networks, they are limited to a reactive approach to incidents. By contrast, ITSM is integrated, service-oriented, focused on processes and featuring preventive incident management. The different approach to IT lifecycle management practices of ITSM creates the widest range of additional tangible benefits, specifically:

- Optimized processes and workflows that significantly reduce manual efforts.
- Increased ROI and reduced management costs per user.
- Improved business efficiency with preventive incident management that excludes downtimes and ensures swift resolution of all issues.
- Facilitated assignment and control of accountability across different business functions.
- Better visibility into IT services and staff performance that allows improving governance and identifying opportunities for improvement.

The global ITSM market is anticipated to grow by USD 3.29 billion during 2020-2024 at a CAGR of 9%, according to the [2019 Research and Markets report](#). The major drivers of ITSM adoption are precise incident management, minimized service disruptions, and enhanced customer experience.

To summarize, in the nearest future, enterprises will continue implementing ITSM, since it features a range of diverse frameworks that allow establishing effective IT operations and delivering value to the customers.

In the subsequent e-book sections, you will find an in-depth overview of the most popular ITSM frameworks.

ITIL as the Most Popular ITSM Framework

WHAT IS THE INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL)?

Information Technology Infrastructure Library (ITIL) is a framework of best practices for delivering effective IT services that was initially developed by the British Central Computer and Telecommunications Agency (CCTA) in the 1980s. The first versions of ITIL covered the topics of IT service support, change management, and software distribution. All these years, ITIL has been gradually changing by undergoing multiple full-scale revisions, with the latest ITIL 4 Foundation part released in 2019.

Today ITIL has evolved into an advanced framework that encompasses every core aspect of IT service management, which allows creating a stable and effective IT environment.

DIFFERENCE BETWEEN ITIL & ITSM. HOW ARE THEY CORRELATED?

ITSM and ITIL are often confused, as these terms may seem almost identical. However, they are distinct, and every IT specialist should clearly understand the difference between them.

In essence, ITSM is the practice for the deployment and management of IT services, while ITIL is a framework of best practices that ensures effective ITSM implementation.

There is a whole range of other frameworks that can be used to implement ITSM (we'll discuss them in the next section). Some IT specialists may even choose to combine certain parts of various frameworks. Nevertheless, ITIL 3 remains the principal framework for ITSM implementation as ITIL 4 is still being developed. ITIL 3 is structured into 5 essential modules, each covering a specific ITSM lifecycle stage. It enables organizations to improve the alignment of IT and business processes, enhance IT service quality, and reduce business risks or service disruptions.

ITSM LIFECYCLE WITHIN THE ITIL FRAMEWORK

As mentioned before, the ITIL 3 framework outlines **5 major service lifecycles – service strategy, service design, service transition, service operation, and continual service improvement.** Every lifecycle stage includes a set of processes, major principles, and respective activities related to ITSM implementation. The stages are dependent on each other, as constant feedback and checks through the stages ensure the adaptability of IT services to changing business demands



ITIL FRAMEWORK LIFECYCLES

5 Major Service Lifecycles of ITIL



[Source](#)

SERVICE STRATEGY

Service Strategy lifecycle helps organizations to define their target markets, differentiate themselves from their competitors, and outline the needs of their customers. This lifecycle helps to understand what additional tools and technologies are required to develop all necessary capabilities, including the respective expenses and risks. The primary objective of the service strategy lifecycle is to guarantee that all IT activities of the company are aligned with their strategic aims and business requirements.

Service Strategy Processes:

- Service Portfolio Management
- Business Relationship Management
- Financial Management of IT services
- Demand Management

SERVICE DESIGN

Once the strategy is developed, the organization passes onto the next lifecycle – Service Design. This lifecycle is a holistic approach to constructing a specific service before engaging resources and workforce into it. Within this lifecycle, the ITIL framework offers guidance on how to plan, measure, design, coordinate various IT services, and manage their availability. Furthermore, the framework can be used to upgrade and improve the existing services within the organization.

Service Design Processes:

- Service Catalog Management
- Service-Level Management
- Security Management
- Continuity Management
- Availability Management
- Capacity Management

SERVICE TRANSITION

The Service Transition lifecycle focuses on the deployment of new services and the productive management of any changes related to these services. It's goal is to ensure a seamless transition of new or upgraded services into the organization's activities without hampering other existing services or causing business disruptions.

Service Transition Processes:

- Transition Planning & Support
- Change Management
- Release and Deployment Management
- Service Asset and Configuration Management
- Knowledge Management
- Service Validation/Evaluation

SERVICE OPERATION

As soon as the services are designed and deployed, organizations can pass onto the Service Operation lifecycle. It aims at eliminating all types of business disruptions for the organization and ensuring productive IT operations that enable efficient and incident-free service delivery.

Service Operation Processes:

- Incident Management
- Access Management
- Problem Management
- Event Management
- Request Fulfillment

CONTINUAL IMPROVEMENT

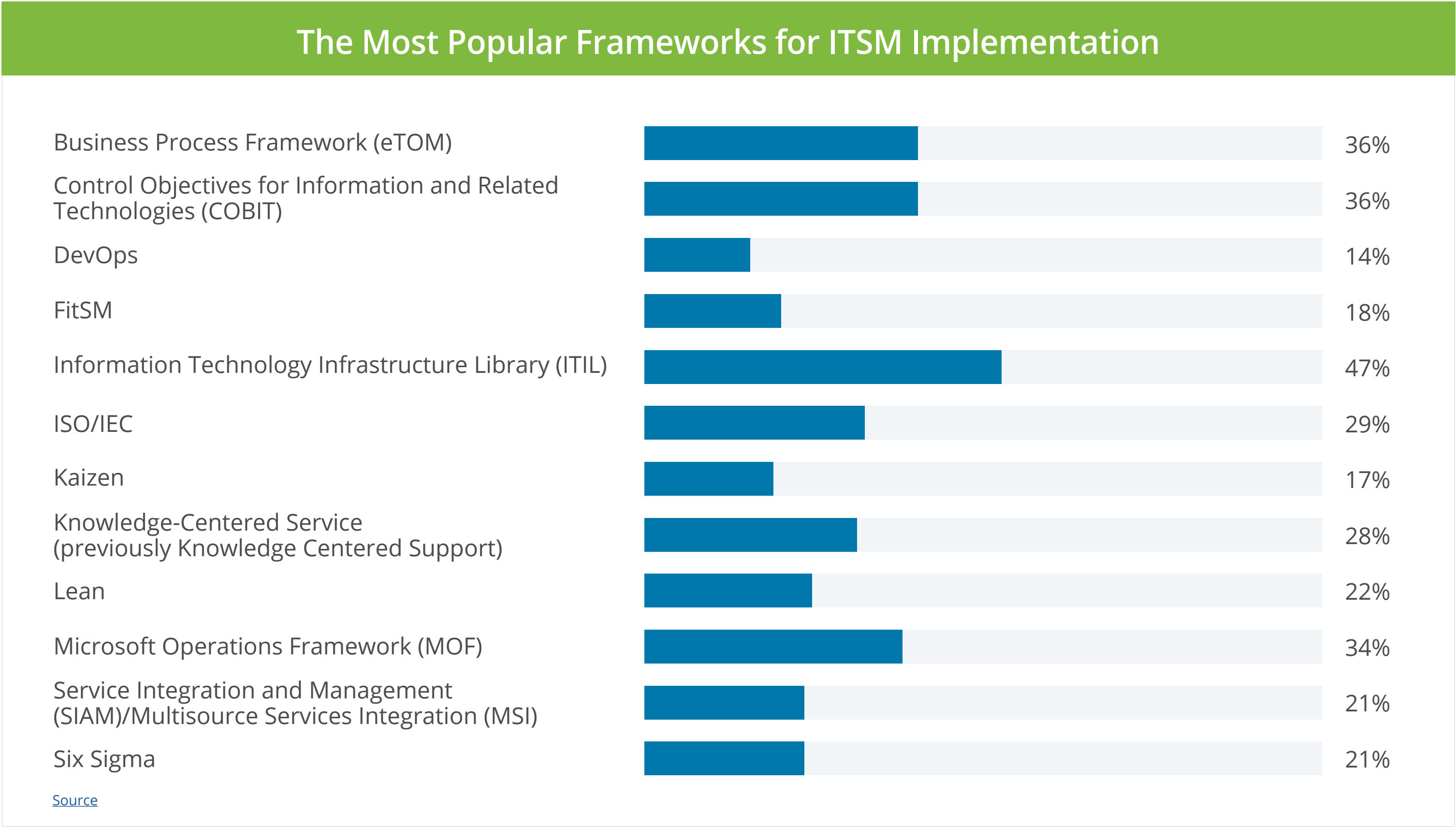
The final lifecycle of the ITIL framework is Continual Improvement. It provides guidance on how to conduct a precise performance assessment across all previous stages, their respective processes, and the deployed IT services to identify and evaluate areas of improvement. The gathered data is then used by enterprises to improve the overall efficiency of their IT operations.

Continual Improvement Processes:

- Service Review
- Service Evaluation

Top 5 Alternative ITSM Frameworks

ITIL remains the most popular framework for ITSM implementation, with 47% of organizations using it, as shown in the graph below.



The primary benefit of the ITIL framework, as we discussed in the previous section, is its division into 5 specific stages that feature comprehensive guidance on a wide range of ITSM-related processes and activities. This division promotes convenience and significantly increases the chances of successful ITSM implementation.

While ITIL remains the most popular framework, there is a wide range of other frameworks to choose from. Some of them are as comprehensive as ITIL; others are more flexible or can be industry/technology-specific.

In the next subsections, we'll discuss the other Top 5 popular ITSM frameworks and their key features.

1. CONTROL OBJECTIVES FOR INFORMATION AND RELATED TECHNOLOGIES (COBIT)

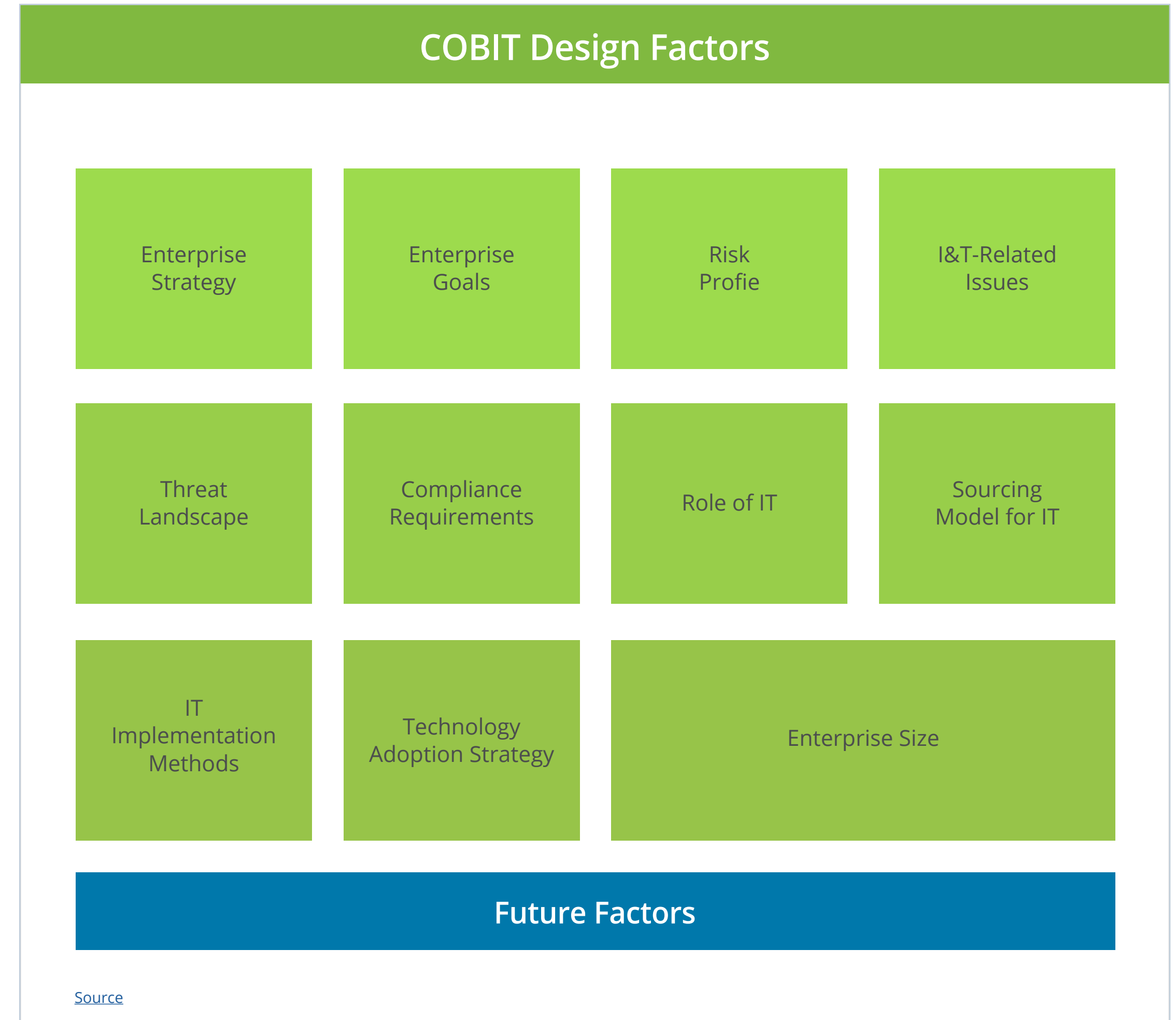
COBIT framework assists enterprises in effectively managing and executing their IT strategies with minimum business risks. It includes an accurate description of the key IT processes and control objectives that help businesses to design and improve their operations. Moreover, this framework offers expert guidance on major management processes, performance assessment activities, and integration with other frameworks. Lastly, COBIT's design factors enable enterprises to clearly understand their current IT environment, outline their development vector, prioritize their management objectives, and create an advanced IT governance system.

Pros of COBIT Framework:

- Internationally-recognized framework with effective models & principles
- Reduced service- and infrastructure-related risks
- Convenient compliance system
- Applicable to enterprises of any size
- Has a special focus on IT governance

Cons of COBIT:

- Complex implementation, which requires specific skills and knowledge
- Generalized maturity models that require further expert in-depth analysis



2. BUSINESS PROCESS FRAMEWORK (ETOM)

eTOM is a framework for telecom service providers, which was developed and is still maintained by TM Forum. The core of this framework consists of a hierarchal model that is designed to sustain an adaptable and agile enterprise with effective end-to-end service management. The main components of the hierarchy are strategy, infrastructure, product (SIP), IT operations, and enterprise management. These sections are further subdivided into additional components that specify the execution of numerous processes, like billing, customer support, and supply chain management.

Pros of eTOM:

- Facilitates collaboration between employees, partners, and suppliers
- Includes an advanced approach to incident management
- Provides metrics for IT service management
- Enables continual improvement

Cons of eTOM:

- An industry-specific framework
- Vague alignment between IT operations and business strategy

3. MICROSOFT OPERATIONS FRAMEWORK (MOF)

Microsoft Operations Framework provides guidance for establishing reliable and cost-efficient IT services. It helps organizations achieve operational maturity by improving collaboration, decision-making, planning, deployment, and support of IT services.

MOF consists of 4 layers:

- **Plan** – creating an IT strategy in alignment with business objectives
- **Deliver** – ensuring that all IT services are effectively developed and deployed
- **Operate** – guarantee that IT services are operated and supported properly
- **Manage** – focusing on IT governance, compliance, and risk management

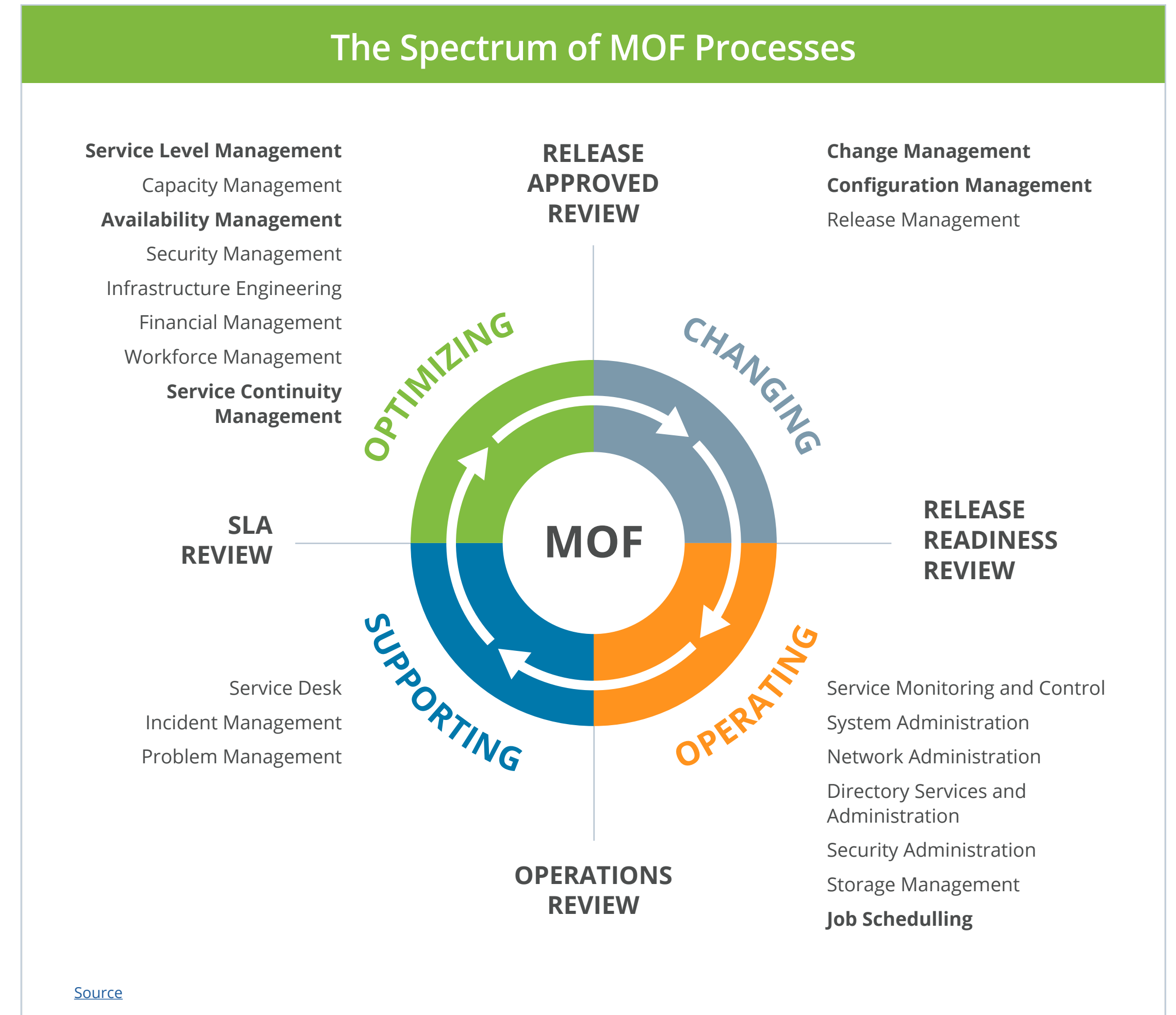
MOF precisely describes a wide range of IT and business-related processes, which ensures that the organization's services will deliver expected value with minimum business risks.

Pros of MOF:

- Covers the full IT service lifecycle
- Focus on better IT service consistency and cost-efficiency
- All MOF documentation is available free of charge

Cons of MOF:

- Less flexibility, the framework is primarily designed to support Microsoft products



4. ISO/IEC 20000

ISO/IEC 20000 is a globally recognized standard for ITSM implementation. The standard is subdivided into 2 parts - ISO/IEC 20000-1, which focuses on ITSM requirements, and ISO/IEC 20000-2, which provides guidance on ITSM implementation. This standard is viewed as a framework of best practices to help organizations build adaptable and effective ITSM processes.

ISO 20000-1 is based on several guiding principles, which outline specific requirements to be met in order to establish a highly productive IT service delivery, aligning with the organization's business objectives. The principles include service management requirements, design, and transition of new or existing services, as well as expert guidance in relationship, resolution, and control processes. The continual improvement model allows organizations to constantly review their performance, accurately identify existing bottlenecks, and find opportunities for improvement. The standard is complemented by ISO/IEC 20000-2, which provides examples, recommendations and references that help organizations to accurately interpret and apply ISO/IEC 20000-1.

ISO/IEC 20000 Pros:

- Indicates reliability and high service quality
- Fosters proactive and continuously improving processes
- Can be easily integrated with other frameworks

ISO/IEC 20000 Cons:

- Less flexibility due to strict compliance requirements
- Requires annual surveillance audits to prove certification

5. SIX SIGMA

Six Sigma is a data-driven framework that focuses on continual improvement of operational efficiency by reducing the amount of variation in process outcomes, thus eliminating process defects. Every process is a sequence of steps and activities, which can be measured. Six Sigma functions by the DMAIC approach – define, measure, analyze, improve, and control. This approach allows dividing every process into small elements, identifying its key characteristics, understanding process capabilities, discovering possible bottlenecks, and subsequently removing them.

Six Sigma is based on strict statistical methods that eliminate any assumptions and guesswork and deliver precise results that ensure sustained quality improvement. By utilizing this framework, organizations can exclude non-value-added activities, reduce costs, and improve delivery performance.

Pros of Six Sigma Framework:

- Precise identification of any process bottlenecks
- Proactive approach to service improvement
- Can be integrated with other frameworks

Cons of Six Sigma Framework:

- Rigid framework that heavily relies on statistical tools

SUMMARY

To conclude, choosing a framework is an essential part of ITSM implementation, as each framework provides in-depth guidance on how to design and deploy effective IT services. Any enterprise, irrespective of its size and vertical, can find the most suitable framework, as the choice ranges from all-encompassing frameworks, like ITIL or COBIT, to industry- and technology-specific, like eTOM or MOF. Some frameworks may be less flexible, however, they can be combined to achieve the required IT service efficiency. For example, the combination of ISO/IEC 20000 or Six Sigma and ITIL is a common practice during ITSM implementation.

After choosing the most suitable ITSM framework, the next essential step is to select and adopt one of the ITSM tools, as they enable the further advancement of IT services. The next section of our e-book focuses on the best ITSM tools, their capabilities, as well as their benefits and drawbacks.



Choosing the Perfect ITSM Tool

Advanced ITSM software allows businesses to streamline IT service delivery, improve workforce and process productivity, enhance collaboration, and significantly reduce costs associated with IT operations. ITSM solutions commonly include service desk tools, a self-service portal for end-users, and a range of management capabilities, like management of tickets, incidents, IT assets, licenses, and workflow management.

Other important features of an effective ITSM tool are:

- Consolidated management functions
- Automated ITSM processes
- User-friendly design
- Support of integrations

This section offers an in-depth **overview of the Top 5 ITSM tools** available on the market today. We have based our overview on the [Gartner ITSM Magic Quadrant 2020](#), advanced research that profiles ITSM tool vendors to help companies judge how different ITSM tools align with their current and future roadmaps.

Gartner experts evaluate ITSM tools by their core capabilities, which include incident, problem, change, knowledge management, etc. Moreover, other important factors like collaboration options, process workflow design, available integrations, user experience, and flexibility are also taken into account. Gartner's ITSM Magic Quadrant research also analyzes the ITSM vendor's viability, sales & marketing strategies, business models, licensing options, and the capacity to deliver innovative

features. The ITSM tools are then categorized into 3 groups – Leaders, Challengers, and Niche Players.

We have chosen to review 2 ITSM tools in the Leaders group – **ServiceNow** and **BMC Helix**, as these platforms have the most extensive capabilities, and both of them have earned market acceptance. Within the Challengers group, we will review the **Cherwell Service Management**, as it is a growing competitive product with high flexibility and adaptability. Lastly, we chose 2 platforms in the Niche Players – **Axios Systems** and **Freshservice**, which have strength in particular areas of ITSM.

More information about each of the ITSM platforms is available below.

1. SERVICENOW

[ServiceNow](#) is an innovative cloud-based ITSM platform that helps SMEs and large enterprises to enhance the speed, efficiency, and impact of their IT operations and service delivery. The market-leading ITSM platform offers a holistic set of advanced tools and services that feature Natural Language Understanding (NLU), Machine Learning (ML), virtual agents, and real-time data analytics. To effectively manage the access and availability of services, ServiceNow ITSM is initially aligned with ITIL standards. However, the platform is flexible and can support any other popular ITSM framework.

Key features & capabilities of ServiceNow:

- Automated incident management with NLU-powered virtual agents;
- Problem management with precise root cause diagnosis, and [swift resolution of technical issues](#);
- Advanced change management that allows organizations to control every aspect of IT change processes;
- Knowledge management that enables easy data exchange and facilitates collaboration;
- Effective request management via an [intuitive self-service portal](#);
- Predictive intelligence to accelerate daily routine tasks.



As a world-class ITSM tool, ServiceNow is constantly updated with new features and a broad spectrum of new [integration options](#) available via ServiceNow IntegrationHub. Moreover, ServiceNow fosters innovation by enabling its users to create [custom ITSM applications](#), which can be utilized to further improve the efficiency of IT operations.

By implementing the ServiceNow ITSM tool, organizations can receive an array of tangible **business benefits**, specifically:

- A consolidated ITSM platform that dismantles any silos and ensures robust IT operations;

- A comprehensive suite of advanced tools that enhance IT productivity;
- Swift and precise incident identification and resolution that excludes business disruptions;
- Improved customer experience and satisfaction with automated support;
- The generation of real-time insights, which improves the transparency of IT operations and facilitate continual improvement.

The [reasons for migrating to ServiceNow](#) are quite obvious, as it is one of the most advanced ITSM tools available on the market, empowering organizations to

leverage modern, agile, and effective IT operations. The only disadvantage of the ServiceNow platform is that it's rather sophisticated, and adoption often requires expert assistance.

For 7+ years, Infopulse provides reliable ServiceNow adoption services to customers worldwide. Our dedicated ServiceNow Competence Center covers the full spectrum of ServiceNow-related development, customization, and integration services, including ITSM/ITOM process implementation, a self-service portal and custom module development, and seamless integration of ServiceNow with other business applications.

LEARN MORE ABOUT OUR SERVICENOW EXPERTISE >

2. BMC HELIX ITSM

[BMC Helix](#) is a powerful ITSM platform that provides a proactive resolution of the most critical issues related to IT infrastructure, service, and operations management. BMC Helix is compliant with ITIL best practices and integrates AI and ML into ITSM processes to enhance and accelerate every aspect of IT service delivery.

Key features & capabilities of BMC Helix:

- Smart, context-aware, and proactive incident management system that features automated discovery, monitoring, and remediation of issues as they occur;
- Robust knowledge management with built-in knowledge-centered service (KCS) that enables swift delivery of support services;

- Consolidated change management that ensures precise and convenient coordination of change requests across the entire organization;
- A holistic IT asset management lifecycle with an option of remote support;
- Intelligent reporting that automatically generates relevant insights and features a wide spectrum of dashboard/storyboard customization options.

One of the distinctive features of the BMC Helix ITSM platform is the multi-cloud service management. It's a versatile service that empowers enterprises to resolve the incident-, change-, and problem management-related issues, and manage their portfolio across multi-cloud

environments. Another prominent feature of BMC Helix is its omnichannel self-service Digital Workplace that includes conversational chatbot support and a unified service catalog, which significantly improves employee convenience and enhances their productivity.

BMC Helix ITSM is an advanced platform, which is deeply integrated with cognitive technologies, however, it lacks advanced analytics, like forecasts and trend analysis, which may be important for some enterprises

3. CHERWELL SERVICE MANAGEMENT

[Cherwell Service Management ITSM](#) focuses on helping organizations to establish effective, connected, and responsive IT services. This feature-rich ITSM platform enables enterprises to automate their workflows, rapidly resolve incidents, and enhance employee productivity. Cherwell ITSM is aligned with ITIL processes and best practices to ensure smooth IT operations. Most importantly, the platform's flexibility allows conducting complex integrations, creating custom applications, and adapting to complex IT environments.

Key features & capabilities of Cherwell Service Management:

- Advanced omnichannel self-service portal with a wide range of customizations available via codeless drag-and-drop graphical tools;
- Automated incident management that accelerates incident resolutions and request fulfillment;
- Easily configurable and robust change management system, which ensures that all changes are harmless for the IT environment;
- Configuration management database (CMDB) that allows monitoring how the applications, servers, and device interact, which enhances IT infrastructure management;



Cherwell Service Management also features a broad spectrum of integrations and extensions to further enhance the efficiency of IT operations, which can be downloaded from the Cherwell Marketplace. Moreover, it includes actionable reporting and flexible dashboards that enable full-scale visibility across all ITSM processes and help IT teams to continuously improve their service delivery.

The distinctive features of Cherwell Service Management are flexibility and convenience. The platform's codeless architecture enables a wide range of customizations and allows tailoring the platform to specific business needs. Cherwell's major disadvantage is that it has a steep learning curve for new users, as some capabilities, like dashboards, may be hard to navigate.

4. AXIOS SYSTEMS

Axios Systems is a cloud-based service desk, ITSM, and IT asset management platform that was at the front line of supporting ITIL best practices. Axios is a consolidated ITSM platform for process, asset, and service portfolio management, which typically serves medium and large organizations. The platform offers next-gen AI-driven features that enable smarter decision-making and significantly enhance the operational efficiency of IT departments.

Key features & capabilities of Axios Systems:

- A comprehensive self-service portal that includes intuitive issue logging, a vast knowledge base, and an advanced collaboration platform;

- A unified service catalog brings together IT, HR, Finance, Legal and Marketing department services in a single digital portal;
- Convenient real-time dashboards that are accessible via any modern smartphone or tablet;
- Gamification options that encourage positive behavior and foster employee engagement;

Automation is one of the defining attributes of Axios Systems. The platform has a flexible chatbot integration framework that is compatible with 100+ chatbot engines. Organizations can quickly deploy any chatbot of their choice, and enable smart support across all service management processes.

Moreover, Axios has a central system for cross-platform process automation, which significantly accelerates IT performance and service delivery.

Axios Systems is focused on facilitating collaboration between the users and leveraging smart automation across the entire organization, from simple requests to complex end-to-end services. The drawbacks of Axios Systems are a sophisticated interface and limited reporting options, which might not suit the needs of some enterprises.

5. FRESHSERVICE

[Freshservice](#) is a modern cloud-based service desk and ITSM solution that is currently utilized by 10,000+ enterprises worldwide. The tool is aligned with the ITIL best practices with the aim to consolidate and streamline all IT services, enhance their delivery, and ensure high rates of customer satisfaction. The tool features an intuitive UI, easy configuration, and a wide spectrum of possible customizations.

Key features & capabilities of Freshservice:

- AI-powered incident management that allows categorizing, prioritizing, and quickly resolving all tickets and service requests;
- Problem management system that performs root cause analysis based on a visual representation of events, which allows isolating issues, and accurately tracing their causes of occurrence;

- Change management system that enables organizations to analyze, identify and mitigate any risks before executing the changes;
- A consolidated self-service portal that features automated workflows, which accelerate request fulfillment and streamline service delivery;
- Advanced reporting and analytics capabilities that ensure full transparency of all processes and services.

Apart from IT service management features, Freshservice also includes a suite of tools that are designed to improve individual and team workflows and collaboration.

Freshservice features an advanced task management system that allows users to conveniently organize tasks view dependencies, and monitor the progress. Moreover, this ITSM tool also provides real-time project dashboards thus ensuring full visibility over the respective processes.

The users of Freshservice can extend all of the platform's capabilities with a wide range of third-party integrations and use custom mobile applications to provide remote customer support, as well as to conduct all incident, change and request management activities.

Freshservice is an effective ITSM tool that can easily bridge the gap between IT and business processes. However, the tool was developed predominantly for SMEs. Hence, it lacks scalability and has limited reporting options, which may not suit larger organizations.

SUMMARY

Selecting and adopting one of the ITSM tools is a business-critical decision, as such a tool can empower your IT operations with an array of useful features, such as advanced incident, change and asset management, optimized workflows, automated processes, and full transparency of IT service delivery. ITSM platforms like ServiceNow and Cherwell Service Management are feature-rich, but they require a specific learning curve and expert assistance in their adoption. Freshservice, BMC Helix, and Axios Systems are deeply integrated with cognitive technologies and have a focus on flexibility and enhanced collaboration, but due to the lack of certain functions, they may not be suitable for some organizations. Depending on the size of your enterprise and your business goals, you can choose one of the ITSM platforms that perfectly suits your organization.

The next section of this ebook focuses on the essential steps that need to be conducted to ensure a viable implementation of ITSM.



Best Practices for Ensuring Successful ITSM Implementation

The implementation of ITSM is a challenging task, as it requires a substantial structural overhaul that includes the adoption of new processes, as well as the creation of new roles and responsibilities. If the organization is not prepared for such an overhaul, there's a high probability of failure at some point.

To ensure successful ITSM implementation, organizations must conduct a range of essential steps, listed below.

01

EVALUATING THE PROCESS MATURITY LEVEL

The initial step for a successful ITSM implementation is to fully understand the current service capabilities and limitations, as well as mapping out every manageable process and indicating its maturity level. During this phase, organizations must analyze the efficiency of current processes and identify the new ones that might be useful. This activity allows setting realistic goals for your future ITSM implementation.

02

DEFINING AREAS OF IMPROVEMENT

After the initial process evaluation, organizations must outline the key processes that need to be improved. For example, organizations may choose to enhance incident management to deliver better services for the customer or advance knowledge management to decrease ticket resolution time. This step allows setting the right priorities during ITSM implementation.

03

DEVELOPING AN IMPLEMENTATION STRATEGY

This is a complex step that requires an in-depth overview of the organization's business goals, budgets, and resources. The ITSM implementation strategy is a step-by-step plan of what processes must be implemented first, what new roles and responsibilities are required for their successful performance, as well as the choice of the most suitable ITSM framework.

04

ASSEMBLING A TEAM

Once the strategy is set, an organization must begin hiring new employees who will be responsible for the respective processes. To ensure stability and compliance, organizations that have already chosen the ITIL framework should hire certified experts, like ITIL masters, managing professionals, or strategic leaders.

05

CHOOSING THE RIGHT ITSM TOOL

The choice of an ITSM platform depends on the enterprise size and its business goals. Some may opt for an all-encompassing and feature-rich platform, while others might need a more flexible tool, tailored for SMEs. However, it's essential to choose a tool that includes a self-service portal, service desk functions, and automation features.

06

MEASURING THE PROGRESS

Once ITSM is adopted, it's crucial to measure the efficiency of new processes. By defining the most important KPIs and monitoring the performance of new processes, organizations can make necessary changes and enable continual improvement.

Conclusion

As technology evolves and fuels the ubiquitous digital transformation of the contemporary business landscape, any organization must ensure robust and efficient IT service management and delivery in order to retain competitive advantage.

ITSM is a proven, holistic approach that helps organizations to establish flawless IT operations, align them with business objectives, and deliver supreme value to the customers. Moreover, ITSM empowers organizations with optimized workflows, reduced downtimes, enhanced collaboration, better decision-making, and full transparency of IT processes.

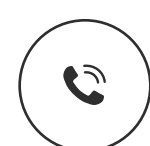
However, the journey to ITSM implementation is challenging, as it requires an organization-wide disruption. The full-scale process overhaul involves precise analysis and strategic planning, the choice of an optimal ITSM framework, and the selection of an ITSM platform that features the required set of capabilities.

The Infopulse team would be delighted to help you during your ITSM implementation journey. With 29+ years of experience in delivering IT services, and a dedicated [ServiceNow competence center](#), we offer expert assistance in ITSM implementation, which will advance your IT services, and pave the way to becoming an innovative, digitally-mature organization.

ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries across Europe and North America. Infopulse is a Global Outsourcing 100® company recognized by IAOP®.

CONTACT US



UA: +380 (44) 585-25-00

US: +1 (888) 339-75-56

BG: +359 (88) 756-29-39

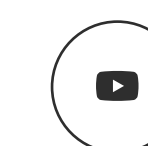


info@infopulse.com

DE: +49 (3222) 109-52-35

UK: +44 (8455) 280-080

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