Poll Everywhere: Easy way to engage students

1. Ask a question.
2. Audience responds by text or web
3. Responses display live in the slide or on a web page

TODAY’s session:
Mobile: Text ERPIT to 22333
Web: PollEv.com/erpit

- Affordable: 90% less cost vs. clicker solutions
- Easy to learn, five minutes
- Integrates with LMS for automatic attendance and grading
- Used by over 100,000 educators and over 60% of the Fortune 1000
Sharing our respective journeys and lessons learned
Yale’s ITSM Journey

2011

New CIO

2 Projects kicked off
  • Organizational adoption of ITIL processes
  • Stand up an ITSM solution (ServiceNow)
  • Define an ITSM roadmap

2014

Decision to re-implement ServiceNow
CMU’s ITSM Journey

- **2012**: New CIO
- **2013**: New president
- **2014**: Central IT reporting moves from Provost to CFO

Increased...
- Financial Constraint
- Organizational Maturity
- ITSM Adoption in Higher Ed

CIO mandate:
“We need to take a service-based approach”
We already know how to do this!

- Everyone has an ERP System

- Why do we do ERP?
  - Need modern tools
  - Be more customer-focused
  - Establish comprehensive processes
Has your institution implemented an ERP?

☑️ Respond at PollEv.com/erpit  📞 Text ERPIT to 22333 once to join, then A or B

84% Yes
16% No
Who gets ERP?

HR gets ERP systems

Finance gets ERP systems
What about IT?

Isn't ITSM the ERP for IT?
So what makes an ERP work?

What’s been your experience?
In five words or less, what drives success for ERP implementations?

Respond at PollEv.com/erpit

Text ERPIT to 22333 once to join, then text your message
What makes an ERP work?

- Executive leadership & support
- Resources
- Partners
- Process first, then tool
- Keep your eye on the value
What makes an ERP work?
Leadership needs to

- Define clear drivers and goals
- Educate the business on value to ITSM program
- Deliver consistent and constant communications, messaging
- Assign the right resources
- Manage organization change, governance
- Celebrate successes
Resources – startup and ongoing!

- Credibility in organization
- Skills sets
- Manage it like a project and a service!
- Manage changes and patches

HINT: your higher-ed peers already know what it takes to do this
ITSM Tool (ServiceNow) Governance

- Approves ServiceNow implementation roadmap (updated quarterly)
- Resolves issues that are escalated

- Prioritizes improvement initiatives, including ServiceNow enhancements, across processes
- Ensures integration across processes
- Forum for sharing process owner experiences and lessons learned
- Meets weekly or on an as needed basis

- Performs changes based on the direction of the ITSM Process Cohort

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**ServiceNow Steering**
Senior Director for Client Services (IT)
Senior Director for Infrastructure (IT)
Director for Finance (IT)
IT Portfolios Associate Director
Customer representatives
ITSM Program Manager (Facilitator)

**ServiceNow Process Cohort**
Chair, ServiceNow Product Owner (1 FTE)
Operations Coordinator for ServiceNow (see below)
Tech Lead (see below)
Process Owners (.1 - .2 FTE each)
  - Assoc Director for Client Operations (Incident)
  - Assoc Director for Unified Communications (Problem)
  - Senior Manager, Comm/Doc (Knowledge)
  - Asst Director, Identity Services (Request)
  - Assoc Director, IT Portfolios (Service Catalog)
  - Manager, CMUWorks Service Center (HR Case)

**ServiceNow ERP Operations**
ServiceNow Operations Coordinator (1 FTE)

**Support**
Analyst (.5 FTE)
Analyst (.75 FTE)
Analyst (.25 FTE)

**Sys Admin**
Sys Admin (.8 FTE)
Sys Admin (backup)

**Development**
Tech Lead (.2 FTE)
Developer (.5 FTE)
Developer (.5 FTE)
ScrumMaster (.2 FTE)

9/3/2015
Consultants!

**ITSM Expertise**
What’s the best-practice?
What’s actually practical?

**Tool Expertise**
Maximize your investment
Avoid mistakes and dead ends

Caution: Make sure you are working within your own organizational constraints
Process first, then tool!

• You are likely merging processes for multiple groups

• Critical to agree on process to avoid tool re-work

• Start with a best-practice strawman

Facilitation is key – use ITSM expertise, but remember it’s YOUR PROCESS
Keep Your Eye on the Value

What do you need to meet your goals?  
How will you know when you get there?  

Don’t stop too short to achieve ROI  
And know when you’ve invested enough
Congratulations – you are a Service Owner

- Pilot New Processes
- Define Metrics
- ITSM Service Management
- Improve Service
- Role Model
Summary

ITSM = ERP for IT

Executive Leadership & Support

Resources

Consulting Partners

Process first, *then* tool

Value
Of the topics discussed today, which resonate as important for your institution?

Respond at PollEv.com/erpit
Text ERPIT to 22333 once to join, then A, B, C, D, or E

- Executive Leadership and Support: 11%
- Resources: 7%
- Consulting Partners: 1%
- Process First, then tool: 75%
- Value: 7%
Thanks!

Contact us at:

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Resources

**EDUCAUSE ITIL CG**
ITIL Constituent Group

[www.educause.edu/discuss](http://www.educause.edu/discuss) — Search “ITIL” — click “[ITIL]”

**itSFM Higher Education COI**

itSMF USA - Higher Ed SIG
(LinkedIn group)

[www.itsmfusa.org](http://www.itsmfusa.org) ->
“Community” -> “Community of Interest Groups” -> “Higher Education Community of Interest”

Sign up at:
[HigherEdSIG@itSMFusa.org](mailto:HigherEdSIG@itSMFusa.org)

**Higher Education collaborative resource for ServiceNow**

[groups.google.com/group/snow-higher-ed](http://groups.google.com/group/snow-higher-ed)

Google Groups mailing list for ServiceNow higher education customers (no vendors please).

Topics range from ServiceNow implementation and adoption strategies in higher ed to networking/planning for events like ServiceNow’s Knowledge conferences.
Help Us Improve and Grow

Thank you for participating in today’s session.

We’re very interested in your feedback. Please take a minute to fill out the session evaluation found within the conference mobile app, or the online agenda.