HDI

New Service Desk Tool Implementation

BMC ITSM Suite

Possible – Discussion Topics:

- **Short-time frame**: 6 – 8 Months, Implemented, IM,CM (1st phase),KM (1st phase)
- **Multiple SharePoint Sites** (good use of Redirects)
  - Customer Facing - ITSMsite
  - Internal ITSM Team – ITIL
  - Tool – ITSMTOOL, ITSMSUITE
  - Help – ITSMJOBAIDS, ITSMHELP
- **Training**
  - Immersion/Hands-on
  - Classroom – for some of the support groups
  - Meetings with some of the support groups
  - Help SharePoint site:
    - Job aids
    - Online Training
    - FAQ's
    - References
    - Feedback Blog
- **Documentation**
  - Job-aids
  - Manuals
  - Process – High-level and Detail design documents
- **Communication**
  - Strong management support
  - Town Hall
  - Brown Bag Sessions
  - Quarterly Newsletters
- **Process and Tool**
  - Process – High Level and Detail Level Design docs
  - Priority Model: Impact and Urgency = Priority
  - Bridge – Process and Tool
  - Support Groups (over 200)

- Contacts reviewed support group members
  - ○ Notifications
    - Content, frequency and recipients
  - ○ Foundations Data
    - Operational Categories - "OP CATs"
    - Product Categories – "PROD CATs"
    - Resolution Categories
  - ○ Templates
  - ○ Service Level Agreements
    - Standard SLA: 7am- 5PM MST, Monday - Friday
    - Critical SLA: 24*7
  - ○ Customer contact time
  - ○ Response Timeframes
  - ○ Resolution Timeframes
- **Performance Issues**
  - ○ Baseline
- **Testing**
- **Implementation weekend**
  - ○ Tool and Process involvement
- **Interfaces**
  - ○ Billing
  - ○ Network - DCT/VCT
  - ○ Moves
  - ○ Order Placement
  - ○ NWIS
  - ○ Kinetic forms
- **Reporting**
  - ○ Out of the box
  - ○ Analytics

Lessons Learned

- Short time frame – Challenges
  - ○ Multi-tasking: Process Design, Tool and Training
- Limited Staff
- Tool Performance Issues
- Some roles not identified: Process/Tool – Liaison