

CLIENT NAME: IVY LEAGUE
UNIVERSITY
LOCATION: UNITED STATES
INDUSTRY: EDUCATION

SERVICENOW CSIAAS SOLUTION IMPROVES IT DELIVERY MEASURABLY

Using an innovative new service offering called “CSlaaS,” an Ivy League university has seen impressive performance improvements in its IT service delivery — with an overall “value indicator” increase of more than 35% in less than 6 months.

Competing in a highly competitive global market, the university recently implemented ServiceNow with aggressive goals to become a global leader in delivering efficient and effective IT support to faculty and students. Working with Fruition Partners, a CSC company, the university successfully completed Continual Service Improvement (CSI) initiatives and activated a focused CSI program. The university significantly improved performance by using CSI as a Service (CSlaaS).

SOLUTION OVERVIEW

CSlaaS — a marketplace game changer that now integrates with ServiceNow — is a subscription-based service with two main ingredients: Expert Coaches that are knowledgeable about a client’s “5 ’til ITIL” roadmap; and ITSMCoach, a suite of solutions that help plan, target, measure and report on CSI initiatives. Specifically, CSlaaS automates a number of highly integrated activities required to achieve CSI success. These include:

Customer/Consumer, Practitioner and Executive Surveying. The solution enables the deployment of predefined but highly customizable satisfaction and quality interrogation surveys available to identify opportunities, measure ongoing progress and confirm success from the perspective of key stakeholders.

Process Capability Maturity Model (CMM) Analysis. Automated CMM assessments allow an organization to baseline and measure process maturity improvements over time, providing additional insight into CSI opportunities and overall benefits resulting from CSI initiatives.

Practice Dashboarding. Through secure integration with ServiceNow, or any other ITSM process automation solution, ITSMCoach extracts a subset of data to generate targeted KPIs in an easy-to-read dashboard format. This dashboard solution is complementary to ServiceNow reporting and other third-party solutions and is not intended to replace existing or future business intelligence solutions used by an organization.

ABOUT ITSMCOACH

ITSMCoach is a Software as a Service (SaaS) solution that automates the ITIL CSI process phases (from OGC — ITIL V3 — “Continual Service Improvement” book). ITSMCoach can be provided as a standalone Web browser-accessible product, and is also offered as an integrated solution within ServiceNow’s integration pane.

ABOUT FRUITION PARTNERS

By providing unified solutions for IT and beyond, Fruition Partners, a CSC company, enables customers in all industries to overcome their most pressing business challenges in less time and at less cost. From completely managed services to custom integrations, we offer end-to-end strategic guidance that addresses every phase of the service management life cycle.

KPI Target Setting. ITSMCoach provides the ability to measure performance against various target types, including x times/time period (e.g., one month) and comparisons of total or average values over a given period. Automated notifications provide a summary or view of progress, ensuring the CSI team achieves specific targets. Reports can be annotated to identify outliers and ensure stakeholders are well informed.

Improvement Report Cards. The Improvement Report Card functionality allows an organization to define a single index defined by two or more weighted KPIs, allowing for easy identification of improvements for specific CSI initiatives. KPIs may be automated if data is available, or entered manually where KPIs are calculated by other services (e.g., ServiceNow, third-party reporting). Reports are generated to show overall progress as well as individual KPI tracking.

METHODOLOGY

Expert Coaches worked collaboratively with the university’s CSI team to establish a series of workshops to stand up CSI. One of the first focus areas included the creation of an improvement plan for the university’s service desk and incident management process.

This included identifying value-driven KPIs, analyzing data to establish baselines, weighting KPIs to support a single value indicator versus reporting on each KPI independently, setting targets, defining tactics to achieve targeted improvements and implementing an action plan. The Improvement Report Card was activated in ITSMCoach and administered by university staff. Monthly views of progress were annotated following governance review to ensure that a complete history of improvements and observations was recorded.

The Tactical Tree established clear outcomes, specific tactics to improve performance and key deliverables that were turned into action plans assigned to university IT staff to implement. Tactics were monitored weekly to ensure that improvement activities stayed on track and corrective actions were taken in a timely fashion.

By defining and automating the reporting against specific tactics, ITSMCoach moved beyond simple KPI reporting to ensuring that improvement plans are fully actionable.

ANALYSIS

After only 2 months of improvement plan measurement (November – January), significant improvements in overall service desk and incident management performance were observed. As specific tactics were deployed, including enhancement to first-point-of-contact (FPOC) resolution and high-priority service level objective (SLO) compliance monitoring, KPI performance climbed. Specifically, FPOC climbed to 86.3% and SLO compliance increased a staggering 151.12%, greatly exceeding the original SLO target. Overall, the first CSI initiative was a massive success, with a value score of 95.89% by April — a value jump of more than 35%. More importantly, the university started the process of building a culture of improvement that will ensure future improvements are recurring and sustainable. CSaaS simplified the overall CSI process and enabled the university to achieve meaningful, measurable results.

The university continues to plan and execute CSI initiatives on its own, and will support a third phase of improvements, focused primarily on knowledge management and service-centric CSI. While process/practice CSI initiatives have demonstrated real value, the shift to applying CSI to high-profile university services will provide targeted improvements that align to the organization’s strategic plans.

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