Configuration of a new software tool to help UAB IT manage its processes and improve customer service has begun — but the most important part of the project was already under way.

“ServiceNow is a great tool,” said Scott Sorenson, director of Process & Quality Management for UAB IT. “But unless we focus on our processes, it really doesn’t matter what the tool is.”

That’s why the initial steps in the project focused on redesigning the incident process — the process by which interruptions in service are reported and fixed. Configuration of the new tool will adhere to that new process.

Eventually, processes for all of UAB IT’s services, such as requests and changes, will be redesigned and become part of the new tool.

“When we are done with the project, all of our processes and services will have owners, and we will understand the beginning and end for each of them,” Sorenson said.
In the early days of developing the reThink project, UAB IT leaders determined a series of vision statements that would guide the department in its quest to improve service.

Those statements will continue to guide the teams responsible for each aspect of the project throughout its lifecycle. They are illustrated in various ways throughout the department to keep our vision top of mind with employees.

Those vision statements are:
- UAB IT will be viewed as a trusted, responsive and strategic partner.
- UAB IT will deliver services that are streamlined and easy-to-understand.
- UAB IT will offer solutions that are relevant and that leverage the latest technologies.
- UAB IT will have well-developed processes that are agile and effective.
- UAB IT will deliver value through efficient infrastructure and operations.
- UAB IT will foster a culture that encourages professional growth and training.
- UAB IT will use metrics to continually improve performance.

Remaining open tickets in the Footprints system need to be closed in anticipation of the move to the new ServiceNow tool.

UAB IT employees who use the Footprints system need to work to close open tickets that have been assigned to them.

The incident process is set to go live early this summer, said Scott Sorensen, director of Process & Quality Management for UAB IT.

When the system goes live, incident tickets will go through the new ServiceNow tool.