ServiceNow chosen as new ITSM tool

ServiceNow, an industry leader in IT service management, is the choice for UAB IT’s ITSM tool, which will help the organization in its mission to better serve the UAB community.

Over the past two years, UAB IT considered several different options for a tool to help the organization rethink its approach to service and automate its processes, as well as consulted experts including Gartner.

The choices were narrowed to two companies, both of whom did on-site demonstrations for a core group of UAB IT employees working on the ITSM reThink project.

“For our needs, we decided ServiceNow was the best choice,” said Scott Sorenson, director of Project & Quality Management for UAB IT.

Sorenson’s presentation at the fall 2014 IT Town Hall meeting explains the journey that UAB IT will take to implement IT service management — known as ITSM.

ServiceNow was chosen, Sorenson said, based on a number of factors: the quality of its current customers — including a number of higher education clients; the maturity of its features; its project portfolio management; its business analytics and governance capabilities; and its ease of automation for business practices.

“It is truly the industry leader,” said Heather Maddox White, director of Strategy & Resource Management for UAB IT.
ITSM core team
Phillip Borden
Lael Boyd
Bob Cloud
Scott Fendley
Wanda Franklin
Sterling Griffin
Jim Hill
Jaret Langston
Bill Laughlin
Jerry Lawrence
Johanna Martin
Jeff Neyland
Skip Peckham
Rajesh Pillai
Cheryl Pledger
Joe Popinski
John-Paul Robinson
Ramsey Scott
Scott Sorenson
Heather White
David Yother

ITSM definition
IT service management refers to the implementation and management of quality information technology services. IT service management is performed by IT service providers through people, process and information technology.

In good company
Other schools, companies using ServiceNow

In addition to Fortune 500 companies such as FedEx, Coca-Cola, Lowe’s and Home Depot, ServiceNow has been implemented in higher education institutions including Harvard, Yale, Emory, Brigham Young, Ohio State, and Texas A&M.

According to ServiceNow’s Web site, Yale University’s IT department was able to consolidate five applications onto the ServiceNow platform and mature ITSM practices from incident reports and service requests to change management. That allowed Yale’s IT department to “focus less on maintenance and more on driving innovation.”

At Seton Hall University, according to ServiceNow, the IT department used the tool to help simplify and consolidate its systems and processes, reassigning resources for more strategic endeavors.

In good company
Other schools, companies using ServiceNow

Consultant Pink Elephant will lead the training for the project core team, who will be notified via e-mail. The first ITIL course will provide a general overview of the IT service management lifecycle.

There will be more ITSM training opportunities during the life of the project.

ITIL Foundation training set for January

In anticipation of training for the new ITSM tool, a select group of UAB IT employees will undergo ITIL Foundation training in January.

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