The reThink team is rethinking the project and has adjusted its timeline to allow for better functionality for users and to involve input from Distributed IT professionals across campus.

The reThink Project is UAB IT’s program to implement ServiceNow as its customer-facing service portal, a project that is also incorporating standard ITIL processes and IT service management procedures in the organization.

According to the new timeline, campus-wide users will begin experiencing the ServiceNow portal in January 2016, with testing and
Next steps

Service requests, problem next phases

The incident management core team is wrapping up its testing on the incident functionality of ServiceNow, while requirements gathering begins for problem management and service request management.

Feedback from IT professionals and testing teams helped the reThink core team adjust its timeline, said Scott Sorenson, director of process and quality management for UAB IT. “We originally underestimated the number of requests that are managed in Footprints (the current service management system), so we are taking the time to build out customer-facing requests,” Sorenson said.

INCIDENT
An unplanned interruption to an IT service.

PROBLEM
A cause of one or more incidents. The cause is not usually known at the time a problem record is created. The problem management process is responsible for further investigation.

SERVICE REQUEST
A request from a user for information, advice, a standard change or access to an IT service.

KNOWLEDGE MANAGEMENT
Aims to gather, analyze, store and share knowledge and information within an organization. The primary purpose of Knowledge Management is to improve efficiency by reducing the need to rediscover knowledge.

SERVICE CATALOG
A list of available technology resources and offerings within an organization.

Core ServiceNow Design
Incident Management
Service Request Management
Problem Management
Knowledge Management
Service Catalog/User Portal
Testing
Go live of portal to campus

EXPANDING from page 1

input from various IT and campus users to begin this summer and fall.

“As with every product implementation, there are opportunities to review the progress and step back to make sure the project team is on the right path to meet the expected needs of the product,” said UAB IT project manager Lael Boyd.

“We have reconfigured our project timeframe to allow us to expand our initial rollout offerings to provide more functionality to our internal and external customer community, as well as to involve other campus IT personnel to better understand their needs.”

A new go-live date for the online self-service portal is set for January 2016, and the reThink project team will also be expanding to meet the new deadline.

“We believe this expansion will allow us to continue to move forward with the initial process redesign and build out, as we have previously communicated, but we will also be able to create a more comprehensive customer experience that moves us to the single door into IT more quickly,” Boyd said.

For updates on the reThink Project and ServiceNow implementation, you can visit the project page on the UAB IT Web site.