reThink Project
At UAB IT, we are rethinking how we serve our customers and how we approach our work. We have launched an organization-wide project to incorporate standard processes and IT service management procedures into our organization.

UAB IT goes back to class for ITIL training course

Working in both AskIT and Desktop Services, Carrau Brewer, now a project manager in UAB IT, has a great deal of experience in customer service for the organization. And after three days of ITIL foundation training, Brewer said he sees ways to incorporate those global best practices into UAB IT — especially in its efforts to transform into an IT service management organization.

“I think incorporating ITIL to our current framework can enhance some of our best practices as well as continue to provide a quality service to our customers,” Brewer said after the class. Administered by Pink Elephant, the ITIL Foundation course gave members of the ITSM core team a chance to learn more about ITIL practices. ITIL — which stands for IT Infrastructure Library — was developed in the United Kingdom and continues to be owned by the British government. The set of best practices — which are vendor neutral and non-prescriptive — have been revised several times over the years and now reside in a series of five books that comprise the service lifecycle of IT: service strategy, service design, service transition, service operation and continual service improvement.

Those who took the ITIL training all passed a test for certification in ITIL service management. ServiceNow, UAB IT’s chosen ITSM tool, uses ITIL processes.

“We may schedule more ITIL foundation training as we continue to move forward with the reThink project,” said Scott Sorenson, director of Project & Quality Management for UAB IT.
JANUARY

ITIL foundation training; Navvia process design

FEBRUARY

Cloud Sherpas partnership begins

System administration training begins

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
Ken Pruitt
John-Paul Robinson
Ramsey Scott
Scott Sorenson
Heather White
David Yother

ITSM glossary

Incident

/in-in-si-duhnt/ An unplanned interruption to an IT service or a reduction in the quality of an IT service.

As UAB IT moves toward becoming an IT service management organization, the first process to be designed will be the INCIDENT PROCESS, during a weeklong series of meetings with Navvia beginning Jan. 26. In ITIL, a process is a structured set of activities designed to accomplish a specific objective.

In the ITIL vocabulary, an “incident” is an “unplanned interruption to an IT service or reduction in the quality of an IT service.” An incident can also be a failure that has not yet impacted service — even if the user doesn’t know about the failure, it’s still an incident.

INCIDENTS CAN BE DETECTED by technical staff, by monitoring tools, by users — who typically report them by contacting the service desk — or through reports by third-party vendors.

INCIDENT MANAGEMENT OBJECTIVES

• Restore normal service as soon as possible;
• Minimize the adverse impact on business operations;
• Ensure the best possible levels of service quality and availability are maintained.

INCIDENT MANAGEMENT seeks to restore normal service as soon as possible; minimize the adverse impact on business operations; and ensure the best possible levels of service quality and availability are maintained.

In the ITIL framework, incident management will ensure that there are standardized methods and procedures used for efficient and prompt response to an incident, as well as analysis, documentation, ongoing management and reporting of incidents.

An incident can be managed by an INCIDENT MODEL, a series of chronological steps to follow when handling an incident, including responsibilities, timescales, escalation procedures and any evidence-preservation activities.

Cloud Sherpas is implementation partner

With its experience helping higher education institutions implement ServiceNow, Cloud Sherpas seemed the logical choice for UAB IT’s implementation of the ITSM tool.

“They have done a number of higher education implementations,” said Scott Sorenson, director of Project & Quality Management for UAB IT. “They will help us configure the tool to meet our needs.”

At the University of Oklahoma, for example, Cloud Sherpas helped the IT department improve its optimization of ServiceNow, and “streamlined the end user experience by establishing one portal for all requests to IT with a single ‘federated’ services catalog.”

Cloud Sherpas will be coming to campus in February, following a week with Navvia at the end of January. Navvia will be UAB IT’s process design partner, helping create, as Sorenson put it, “a flow chart for how we operate.”