Defining services has proved to be one of the most intricate tasks in the reThink Project, as members of the incident process team truly rethink how UAB IT will present its menu of IT services to the campus community.

“The magic,” said incident process manager Ken Pruitt, “lies in how we define our business services.” That means turning around and looking at IT with the eyes of the customer.

“We have to know what the user calls (a service), and not what we call it,” Pruitt said. “It’s going to be a culture change for all of us, and not just the users.”

For example: Imagine going into a restaurant and looking into a menu.
Progress made on tickets

At the beginning of May, UAB IT started the process of cleaning up and closing Footprints tickets in anticipation of the move to ServiceNow.

On May 1, UAB IT had more than 900 open tickets ranging as far back as 2012. By May 15, the number has been reduced to 600 open tickets.

“We anticipate this downward trend over the next few weeks,” project manager Lael Boyd said. UAB IT employees who use the Footprints system need to work to close open tickets that have been assigned to them.

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