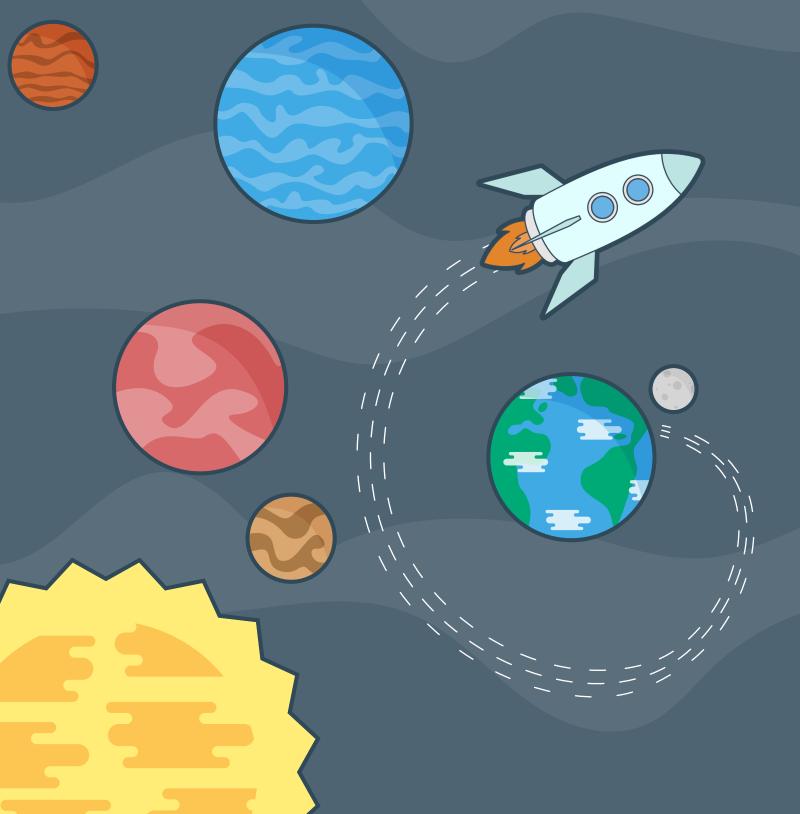# 3 Ways to Take Service Management Beyond IT

Plus a Pre-Launch Checklist to Get Started

Using ITSM Processes and Software Beyond IT
Is it Right for Your Organization?

IT Service Management (ITSM) has long been a staple of the service desk. ITSM provides a unified set of processes and actions, creating cohesion in each interaction with the IT service desk while also facilitating speedy ticket resolution. However, when it comes to working with departments outside of the service desk, structure and uniformity may be lacking.
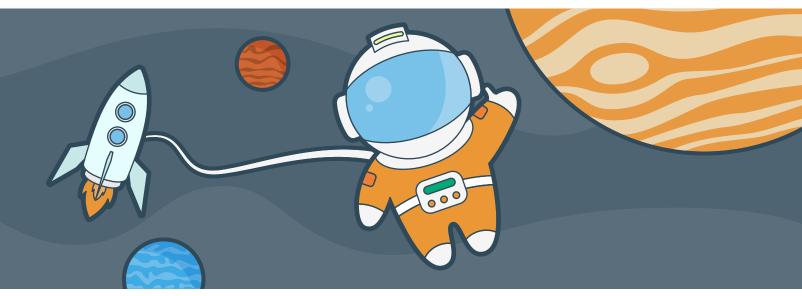
But, what if your entire organization was able to harness that same structure found in the service desk and use it to help different departments communicate, enterprise-wide?

We would see the beginning of an out-of-this-world digital revolution with major impacts to your company's ROI on existing ITSM technology.

The benefits don't stop there. Using ITSM processes for enterprise service management, ESM, can lead to better efficiency, reduced operational costs, improved collaboration and communication, and increased visibility within the organization. **According to a recent survey, organizations which reported expanding ITSM practices and software beyond IT saw a 52% increase in employee satisfaction and a 75% increase in productivity.**[1]

Together with self-service and AI technologies that facilitate automation, including chatbots, virtual agents or intelligent knowledge management databases, ITSM can take your team to infinity and beyond. In fact, for many teams, it already is – according to a recent report, **50% of the workload handled by a given ITSM ticketing system is not related to IT, thereby falling under the category of ESM.**[2]

It is important to note that using ITSM as ESM may not be appropriate for every need, and there may be differences in dedicated ESM vs ITSM technologies. However, you can put your ITSM tool to work in a variety of ways, just as our customers have in these real-world examples.

[1] HDI, The State of Enterprise Service Management

[2] Forrester, Enterprise Service Management Drives Engagement, Charles Betz, 2 August, 2017
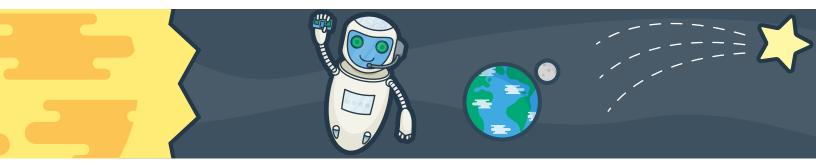
Blast Off Beyond IT

These are just a few real-world examples of how ITSM can be used beyond the IT service desk. A few other business areas where ITSM as ESM can be put to work include: legal, sales, marketing, operations, and support. Once you have considered the ways to expand an ITSM tool, our pre-launch checklist will guide you through additional considerations and will provide a launching point to start the conversation on how best to incorporate ITSM practices enterprise-wide.

Human Resources or HR

For a North American network of convenience stores, EasyVista Service Manager is put to work processing HR and time-off requests. Using a simple ticketing action, employees can submit a request for time off, alerting their manager with a reminder of their available time-off balance, which they in-turn approve or deny. Using EasyVista Self Help paired with our Service Bot technology, employees are also able to access HR information regarding dress code, payroll inquiries, and onboarding questions.

Facilities and Building Management

In the U.S., a major provider of fuel uses EasyVista to manage and track facilities requests. When a location needs to place a maintenance workorder, they create a ticket through EasyVista Service Manager which is then sent to an area manager, who assigns the ticket to vendors who have access to the EV portal. Vendors then complete the request and update the ticket with their progress, invoices, and any other necessary information. Additionally, EasyVista Service Manager helps track fuel gauges and alerts of potential safety issues.

Another example of ESM in action is with a popular university, which uses EasyVista for building management when students or faculty need to access campus or request personal protective equipment (PPE) due to Covid-19. Requests to access campus and to order PPE are placed in the self-service ticketing portal, which is then approved or denied by the Dean, department leaders, and building management.

Accounting and Finance

The government of a major metropolitan area puts EasyVista to work in their accounting and finance department by tracking all Covid-related activities, which then must be submitted to the federal government for expense reimbursement. Further, EasyVista Service Manager can be used to create budget change requests, track time spent on each project for proper billing, and create a streamlined process for expense reporting.

Pre-Launch Checklist

If you are interested in using an ITSM solution beyond the IT department, it may seem difficult to know where to begin. Before you are cleared for take-off, use our checklist to gauge your business needs and to guide the discussion and search for the perfect ITSM tool.

Before beginning, ask yourself if your company already uses a corporate ITSM program, and from there, check off each of the following that applies to your business needs.

- ○ My department is internally facing.
- ○ My department is internal and external (customer) facing.
- ○ My department has processes in place to meet business demands.
- ○ My department has defined business outcomes for this project.
- ○ I would like to increase and measure customer experience with my department.
- ○ I would like to use an omnichannel software, potentially including self-service portal, chatbot, MS Teams, in-app self-service, for my department.
- ○ My department has created knowledge for my department's customers.
- ○ I would like workflow automation for my department in a drag-and-drop codeless setup.
- ○ I would like streamlined inter-department, incident, request and/or change management processes.
- ○ I can, or would like help to identify areas to automate and reduce manual intervention within my department.
- ○ I would like to integrate third-party systems into my department's data and processes.
- ○ I would like to streamline the onboarding process for employees.
- ○ I would like to improve interactions between employees inside and outside of each department.
- ○ I need help to map out my unit's requirements against an ITSM solution's ability to meet them.
- ○ I would like to know implementation timelines, level of effort and skillset needed.
- ○ I would like a calculation of the ROI and TCO of an ITSM solution in relation to using it for ESM.
- ○ I would like to talk with other companies that have achieved successful ESM business outcomes.

Learn how EasyVista can make using ITSM as ESM easy.

Whether you have a current ITSM tool or want to discuss the ways to use EasyVista to meet your business goal, schedule a demo with one of our experts today. Our team will answer all your questions and give you a free personalized ROI calculation.

GET A DEMO