Implementing a Service Management Office

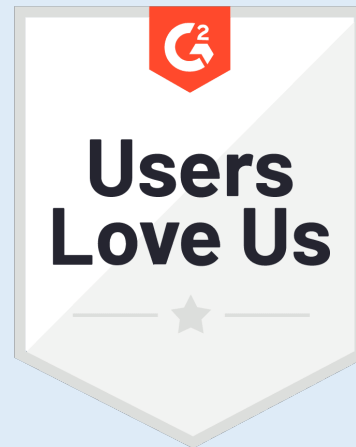**Lessons from Columbia University**
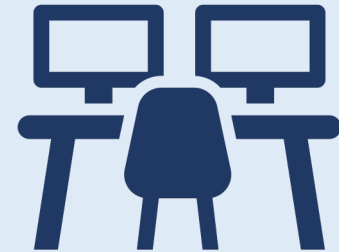
February 17, 2022

David Mainville
Navvia's CEO & Co-founder

Welcome!

✓ Verify that you can hear well and see the screen clearly

✓ Chat is a great way to ask questions and make comments

✓ We will be recording this session

✓ We'll email you the recording and slides

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G2 Easiest To Do Business With — Mid-Market — WINTER 2022

G2 High Performer — WINTER 2022

G2 Users Love Us

G2 High Performer — Enterprise — WINTER 2022

G2 High Performer — Mid-Market — WINTER 2022

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For more than 250 years, Columbia has been a leader in higher education in the nation and around the world.

Columbia University is ranked second overall among U.S. national universities and sixth globally for 2021 by *U.S. News & World Report*.

Columbia is ranked among the top universities in the world by major education publications.

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Speakers

Michael Canny
Senior Project
Director, PMO

David Angileri
Service Management
Office Director

Henry Sosa
Service Management
Office Director

Allen Raghunath
Director IT Service
Delivery

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What is a Service Management Office?

A center of excellence responsible for the design, implementation, automation and governance of ITSM processes and services.
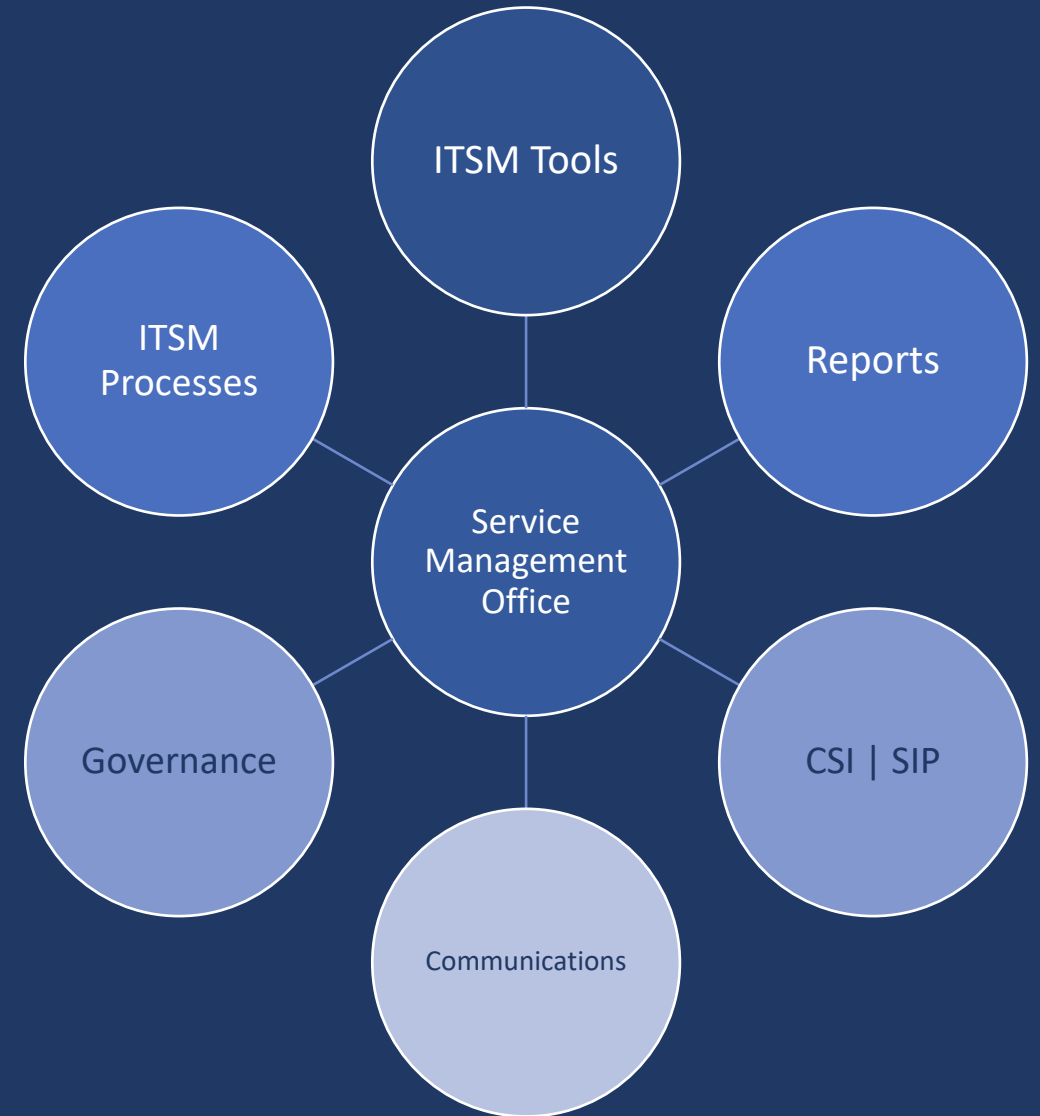
Often a "matrix" organization with representation from the business, the process owners, process managers, technologists and business analysts.

Learn more at:
https://navvia.com/service-management-office/

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ITSM Tools

ITSM Processes

Reports

Service Management Office

Governance

CSI | SIP

Communications

Poll question

What is your organization's status regarding a Service Management Office?

- ✓ We have a Functional SMO bringing together people, process, technology, and governance

- ✓ Our SMO is primarily focused on technology (ITSM tools)

- ✓ We have an SMO in name only

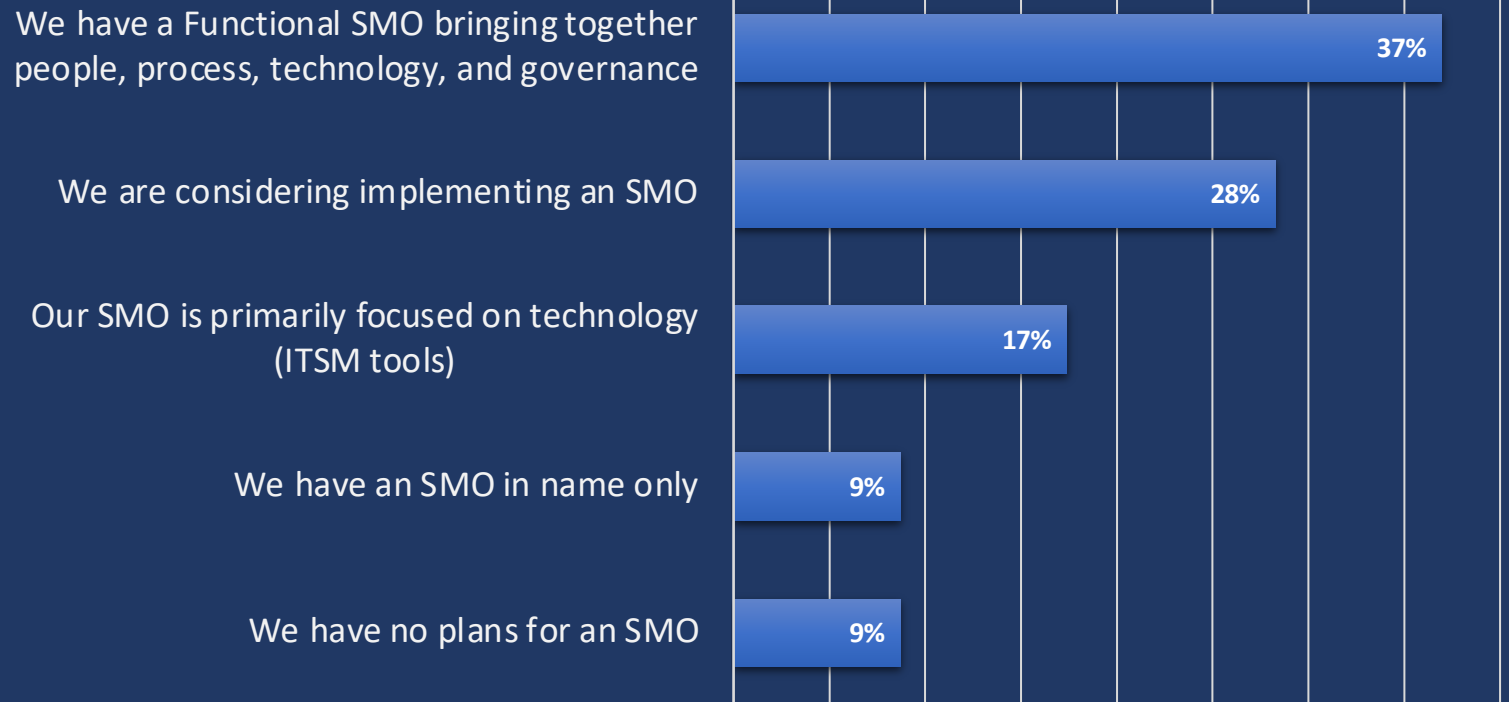- ✓ We are considering implementing an SMO

- ✓ We have no plans for an SMO

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Questions for our guests
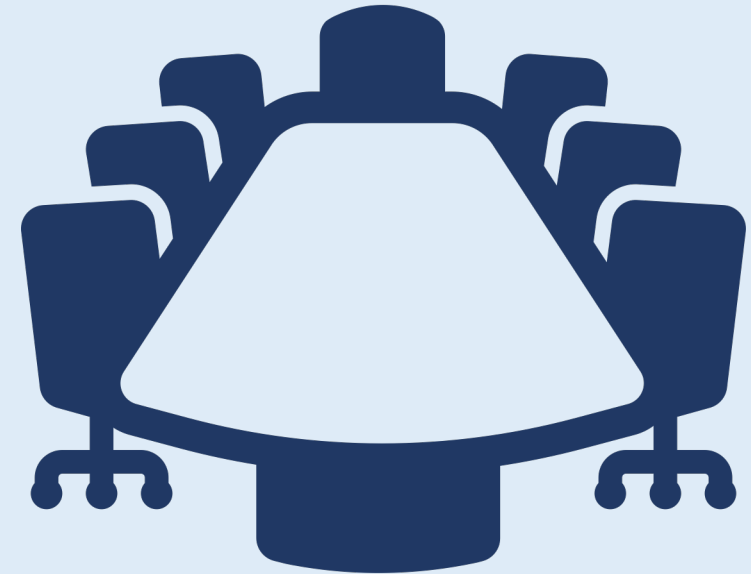
What prompted Columbia to form an SMO?

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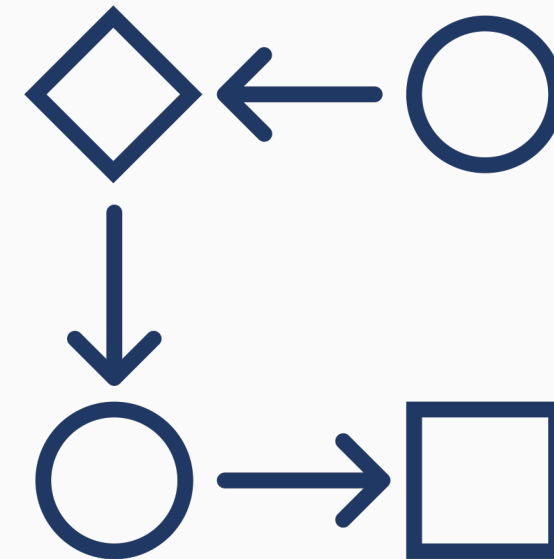
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Questions for our guests

What is your current structure,
including reporting chain,
roles, and responsibilities?

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How does the SMO work with other areas of the University including the PMO, central IT, and various faculties?

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What were some of the challenges you faced implementing the SMO?

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Questions for our guests

What benefits have you seen?

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Questions for our guests

What lessons have you learned?

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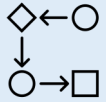IN THE CITY OF NEW YORK

Q&A

Navvia Process Designer

Designed for the SMO

Features specific to the SMO

- Process Design and sharing
- User Stories and Requirements
- Assessment & Governance
- Templates
- Value

🚀 Learn how Navvia can really make your SMO perform!

Schedule a demo today

https://navvia.com/contact/

Upcoming Events

17 Mar — **Accelerating Value from Your Processes**
A conversation with G3 Canada Limited

Register Here

21 Apr — **Enterprise Change Management**
NYC Health & Hospitals Corporation (HHC)

Registration will open soon

Thank you!

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