

ITSM Tool Implementation

Practical Advice for a Successful Project



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Katherine
Marketing Coordinator
NAVVIA™

Welcome to the Webinar!

- ✓ Use the Zoom 'questions' panel to ask any questions you have
- ✓ Chat is a great way to make comments
- ✓ We'll email you the recording and slides



David Mainville
CEO & Co-founder
NAVVIA™

Speaker

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ITSM Tool Implementation

Implementing an ITSM tool can help organizations improve their IT service delivery, enhance efficiency, and increase customer satisfaction. It enables better management of IT processes and resources, leading to improved productivity and overall organizational performance.

Key Activities

- Planning
- Requirements Gathering
- Tool Selection
- Configuration & Customization
- Data Migration
- Training and User Adoption
- Testing and Quality Assurance
- Deployment and Go-Live
- Continuous Improvement

Poll question

Is your organization going through an ITSM Tool selection, implementation, or upgrade?

1

We are going through an ITSM tool selection

2

We are implementing a new ITSM tool

3

We are upgrading our existing ITSM tool



**When it comes to
implementing ITSM
tools...**

*It's seldom the tool that is
the problem*



What are some of the reasons
Implementations fail?





Vendor Selection

“Know your business requirements, organizations often select more tool than they need “

- Don't buy your ITSM tool based on marketing hype
- Understand your maturity level
- Select a tool based on features you will use withing the contract term
- How complex is the tool to tailor and support
- What is the total cost of ownership



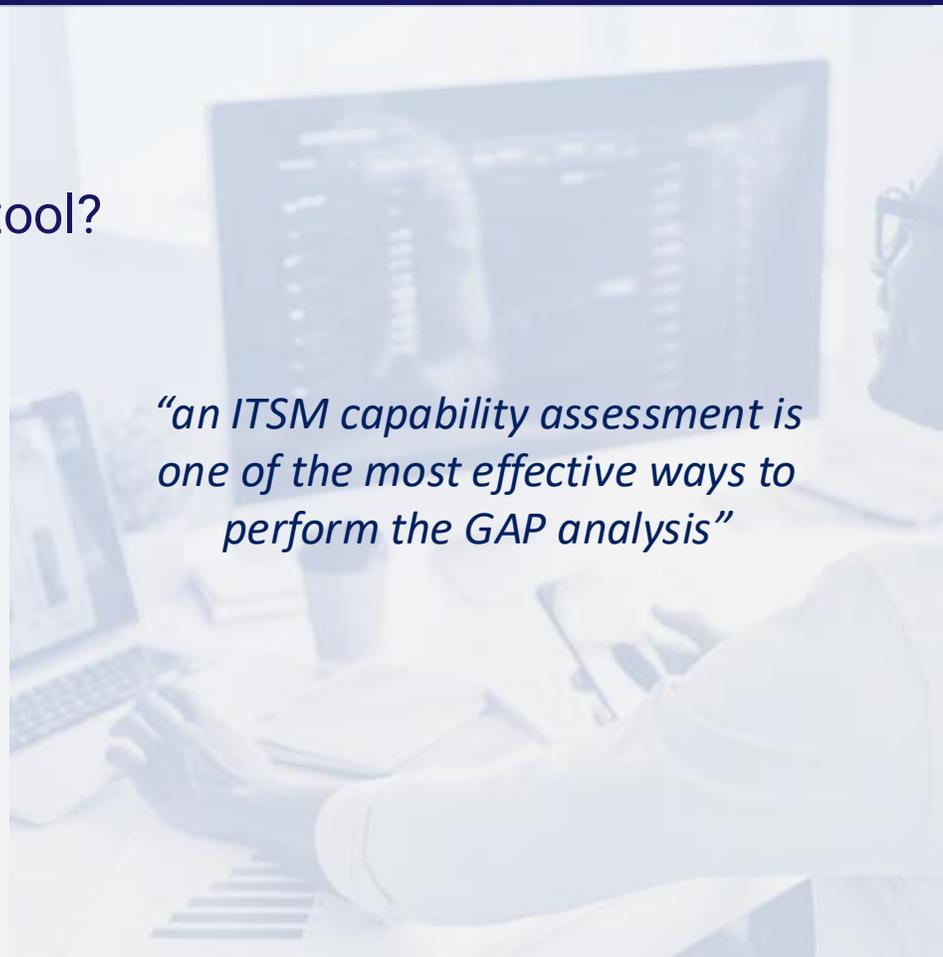
“Leaders will overspend by \$2 billion buying unused features of ITSM platforms in 2026, up from \$1 billion in 2021.”

Gartner

Gap Analysis

“You’re changing your tool to make things better, what are the gaps you need to close?”

- Why are you implementing, changing or upgrading your ITSM tool?
 - What are the specific pain points you need to address
 - How easy is the current tool to use and support
 - How is the training and support
 - Engage your users, don’t assume

A person is shown from the side, wearing glasses and a light-colored shirt, sitting at a desk. They are looking at a large monitor displaying a complex interface with many small windows and text. There is another monitor to the left and a laptop in the foreground. The scene is dimly lit, suggesting an office environment.

“an ITSM capability assessment is one of the most effective ways to perform the GAP analysis”

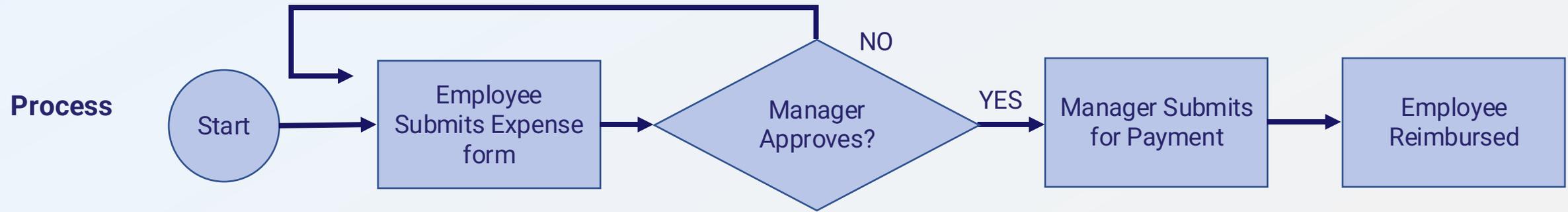
User Stories / Technical Requirements

“Tight requirements result in faster implementation with less rework – helps manage scope”

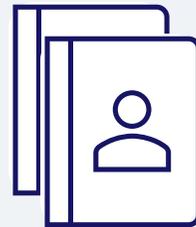
- User Stories should be captured in business terms / they are not technical requirements
- User Stories are an opportunity to open a dialogue and foster understanding
- User Stories should be mapped to the business process
- Mapping lets you quickly identify requirement gaps
- Technical requirements should be mapped to the user story



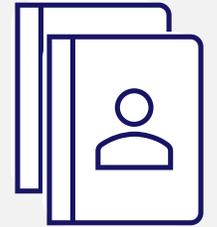
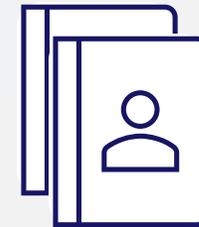
User Stories / Technical Requirements



User Stories



The employee, conforming to accounting policies, must submit a detailed expense form



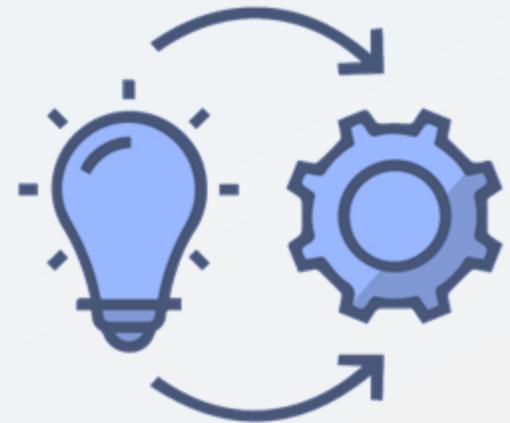
Technical Requirements

- Place these specific fields on expense form
- Create expense report #
- Send notification to manager once submitted
- Change status to submitted

Implementation Strategies

“Out of the Box, Lift & Shift, or Big bang can lead to project failure – understand the risks”

- Out of the Box is an increasingly popular implementation approach, but may be best suited for smaller, less complex organizations
- Lift & Shift is the practice of “replicating” what you have in the new ITSM tool – does this improve things?
- Big Bang refers to implementing all modules, processes at once – can lead to scope creep and delays
- In our opinion, a process driven, agile approach minimizes risks and rework



Training and Governance

“Training and governance is crucial to long term success – without it, things will degrade”

- One of the key reasons people change tools is dissatisfaction – but was the ITSM tool really the problem
- Put a governing body in place to control implementations, upgrades and customizations. Develop standards and ensure they are followed
- Review and asses all changes to the platform before implementing
- Create a robust training program for developers, administrators, and users alike
- Develop KPIs and Metrics for your processes and use to drive continual improvement.



Summary



Don't buy more ITSM tool that you need



Drive your ITSM tool requirements through User Stories



Ask your users what's working or not working with your current tool



"Lift and Shift" and "Out of the Box" sounds nice but seldom works



Define your processes before you implement your ITSM tool



Training and Governance is essential to long term success

Navvia Demo

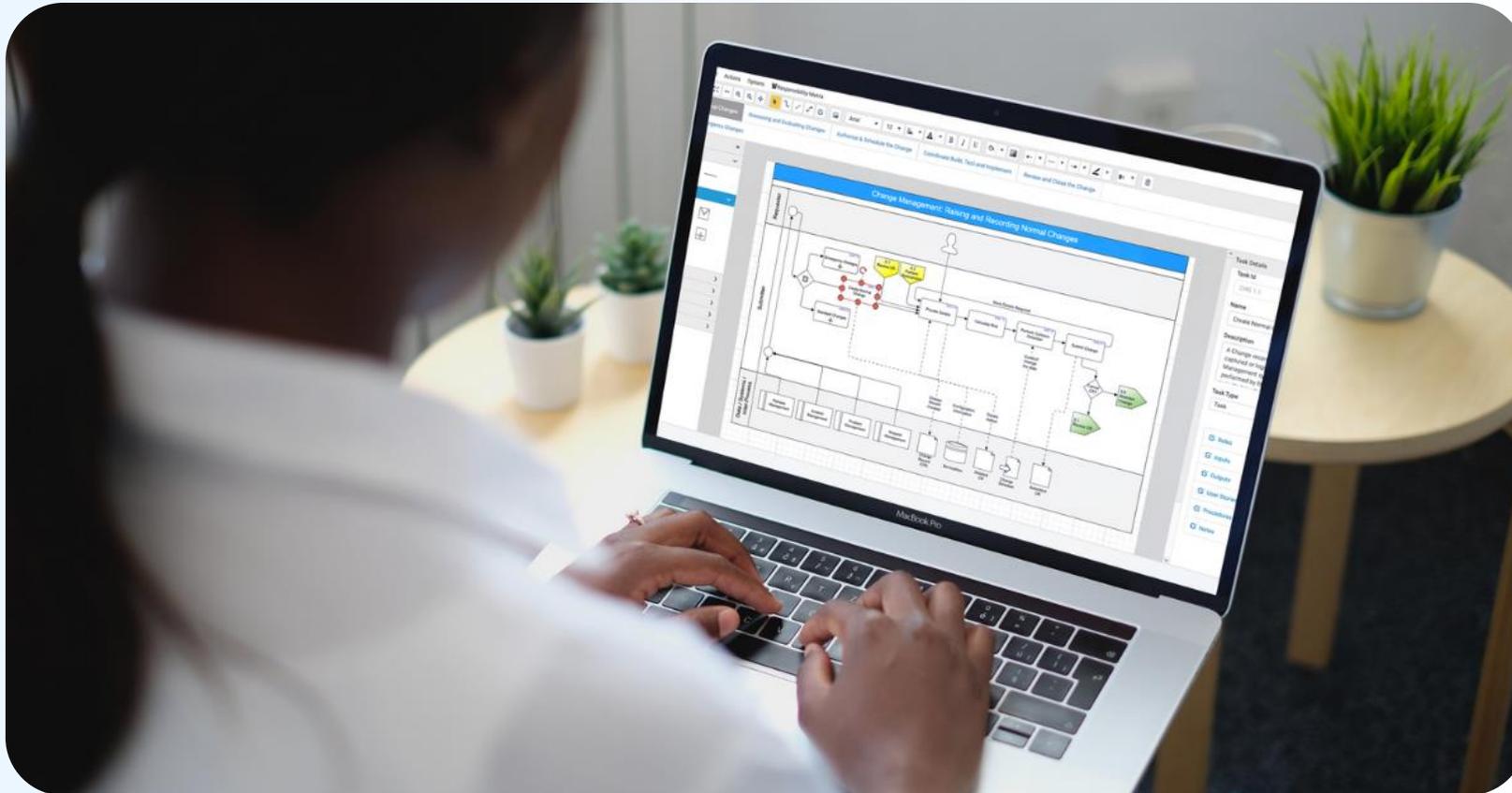




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Requirements



Assessment &
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Registration will
open soon

7
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Registration will
open soon

Thank you!

