

The ITSM Buyer's Guide
**5 Must Have-Criteria in a
Next Generation ITSM Solution**

Presented By:



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Digital Transformation And The CIO

Digital transformation¹ is becoming the norm for virtually every size business—from startups to the enterprise. The growing sentiment among industry thought leaders, analysts and thinkers is that if business want to remain competitive players, they must adapt to a world that is becoming increasingly digital. Automation and technology are rewriting the established rules of business, and no industry or business is immune. For 99% of companies, this process means uncertainty and possible extinction.

For CIOs, digital transformation is an opportunity. It takes technical leadership to bring the methods, logic, and systems of IT to the rest of the business. For CIOs of modern enterprises, digital transformation is a responsibility. They must be the shepherds of this transition.

But current IT infrastructure isn't ready for prime time. ITSM today is reactive, siloed, and static. Enterprise adoption will require a different solution. One designed for the future.

1. Digital transformation is imperative for all businesses, from the small to the enterprise. That message comes through loud and clear from seemingly every keynote, panel discussion, article, or study related to how businesses can remain competitive and relevant as the world becomes increasingly digital.

<https://enterpriseproject.com/what-is-digital-transformation>

Digital Transformation And The CIO

The next generation of ITSM

To prepare for digital transformation, we need a new paradigm of ITSM. One that vastly expands its current scope and scale to serve the needs of a growing technological enterprise. In our view, the next generation of ITSM must do the following five things:

1. It must work the way you work
2. It must play well with others
3. It must enable self-sufficiency
4. It must integrate with your business (and quickly)
5. It must anticipate the future

ITSM has always been centered around the status quo: record, manage, and resolve. As the goals of IT merge with organization-wide goals, CIOs must think differently. The next generation of ITSM must be forward-thinking in its approach, and emphasize these key actions: tracking, understanding, and predicting.

5 Must-Have Criteria In A Next Generation ITSM Solution

Older ITSM solutions usually include service desk, change management, IT asset management, request management, and CMDB capabilities. But these point solutions are often isolated from one another as they were built for specific tasks. Because they don't integrate with evolving processes across the business, they easily become obsolete and limit the organization to expand holistically, which is a requirement for digital transformation.

A next generation ITSM solution is open. When the entire company uses the same platform, a culture of common knowledge (economies of skill) develops across the organization. Everyone speaks the same language and references the same KPIs. They work in a unified way backed by a system of record that everyone trusts. These key factors for a next generation ITSM platform are critical to serve the needs of a digitally transforming company.

The 5 Criteria

1. It Works The Way You Work

First and foremost, your next generation ITSM solution must work the way you work. It must adapt to your business as it grows and offer a delivery method that makes sense for your business.

Choose delivery method

Flexibility is paramount, and that means the ability to implement both on-premise or in the cloud. For highly-regulated industries (e.g., financial services, government, healthcare), on-premises is a must. For others, especially those companies without the resources to dedicate to on-prem, cloud is the preferred solution. Either way, next generation ITSM must work with your needs—rather than force you to choose.

Adapt as necessary

You shouldn't have to call a sales rep when you need new features. As your business needs change—and they will—the addition of new solutions should be a process decision, not a business decision. A forward-thinking solution lets you add features/solutions as you need them. Adaptability is key.

The 5 Criteria

2. It Plays Well With Others

No software exists in a vacuum. For the most part, ITSM solutions come “fashionably late” in the enterprise timeline, which means they need to play well with the other guests at the party.

Integration oriented

Consider the business and productivity tools you already use like Slack, GoToMeeting, Salesforce, and others. A next generation solution has an open API that lets you extend the product for your specific workflows. Every business is unique so your solution should work with you and integrate within your application toolchain, not the other way around.

Cohesive and complete

As your product grows and changes, it should maintain the same look and feel for a seamless user experience. That means when you add or extend your ITSM platform, the new modules and integrations are wholly integrated. Consistency across the platform means increased adoption, fewer errors, and better outcomes.

The 5 Criteria

3. It Enables Self-Sufficiency

In today's dynamic business environment, IT must be able to adapt to the ever changing business requirements. An Intelligent ITSM solution, therefore, is built around the entire business—and not just IT—so it must accommodate different people, roles, and mindsets.

Codeless architecture

Next generation ITSM solutions should not require a system architect, data scientist, or programmer to make things happen. A codeless architecture allows you to do much of the work yourself. By reducing complexity, problems are solved faster and with no extra costs.

Self-service portal

Self-sufficiency gives companies the power to solve problems on their own. Next generation ITSM platforms will have chatbots and machine learning that enable automated assistance from virtual support agents. Let users solve low-level problems instantly without filing a ticket or waiting to connect with a help desk technician.

Simple UX

Enterprise users increasingly demand a consumer-like software experience at work. What was once considered an afterthought for business software—usability and accessibility—is now a must.

The 5 Criteria

4. It Becomes A Part Of Your Business Fast

It means offering multiple touch points, mobile solutions, and nuanced role management to accommodate novices and experts alike.

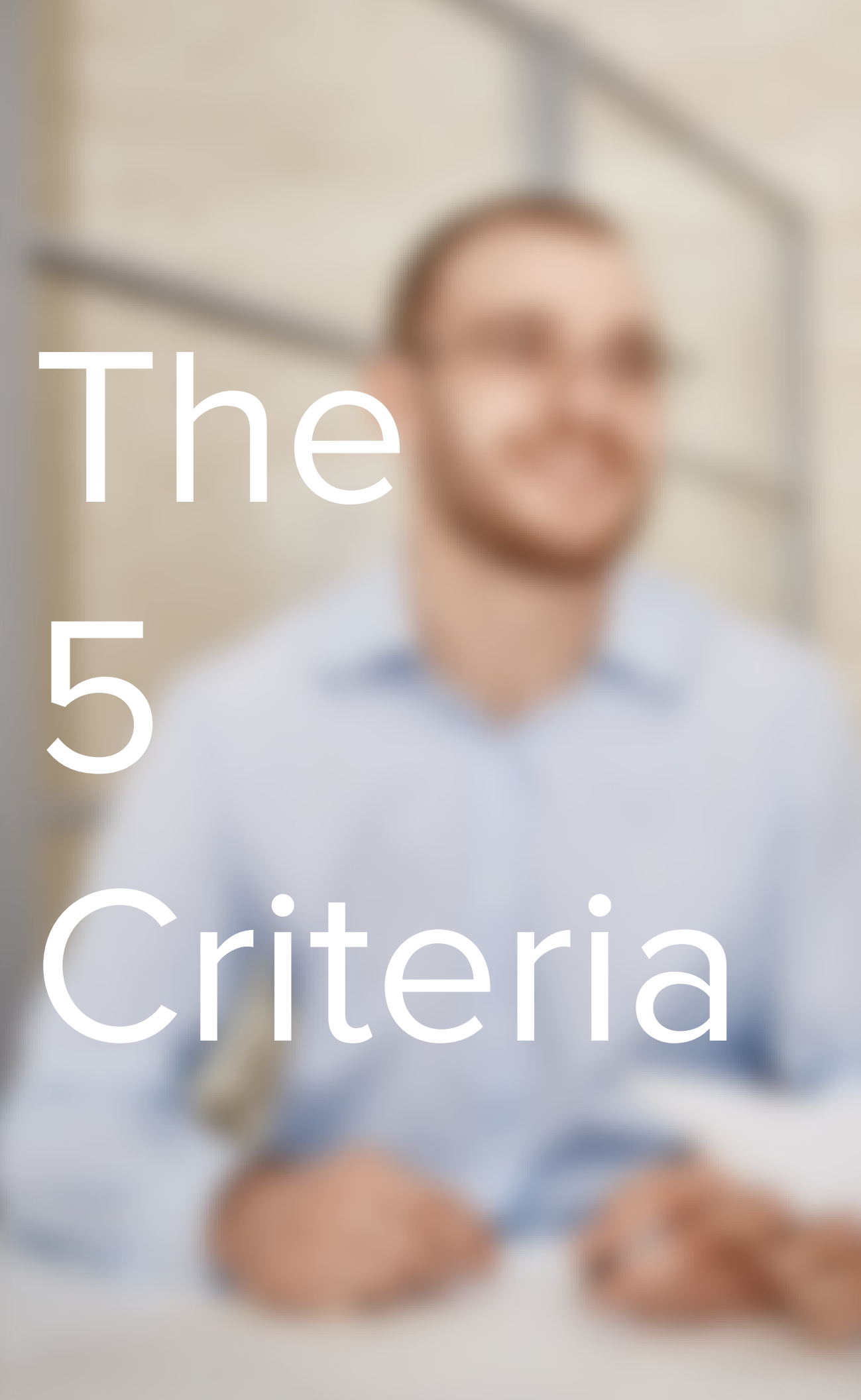
Implementations fail for one big reason: they take way too long. Next generation ITSM is engineered to get you up and running quickly. It embraces an iterative approach punctuated by quick wins. First impressions mean everything in a company-wide rollout.

Out-of-the-box functionality

How can you tell which solutions have robust functionality right “out of the box”? Look at the customers already using it. If an ITSM platform easily serves a variety of industries/business units, that generally indicates a lack of complex programming or customization. If you need to design every part of the software before you use it, walk away. A next generation platform is geared toward a dynamic integration of automated workflows, processes, and forms—rather than forcing you to program every interaction.

A sherpa to guide you

Because you are serving the entire company, next generation ITSM must accommodate the non-technical people who will use it on a daily basis. Intelligent, automated ITSM solutions provide a dedicated point of contact. Try to find a vendor with a locally-based, dedicated support team that provides continuous support — beyond just implementation itself.



The 5 Criteria

5. It Anticipates The Future

It's impossible to predict the future, but you can anticipate it. That is the CIO's job in a nutshell. Choose a platform and a partner that will grow with your business—so you can actually *grow* your business.

Upgradeable

You don't want a solution you need to replace in three years. Licensing, implementation, training, are costly investments. That is why the next generation ITSM solutions are being developed as a dynamic, flexible, platform rather than a static point solution or a bloated pile of features you will never use.

Machine learning

Machine learning and A.I. are a game changer in ITSM and enterprise software in general. Computers can do some tasks better than humans, and an intelligent platform leverages this to help companies do more. Smart autofill helps reduce training time and mistakes. Sentiment analysis route tickets to correct teams and understand user satisfaction on a granular level. Chatbots using Natural Language Processing (NLP) quickly engages end users, efficiently solving low-level tasks and minimizing support resources. With machine learning, your next generation ITSM platform is continuously evolving and get smarter so you can maximize efficiency and reduce ticket volume.

The Beginning Of Proactive IT

IT doesn't have to be reactive. Though digital transformation is a challenge, CIOs can turn this challenge into an opportunity for their entire company. Now is the time to bring ITSM to the company as a whole. No matter where you are at on the IT capabilities maturity scale, a next generation ITSM solution is the way to turn traditional reactive IT into a proactive IT solution for the business built for the future.



Contact us today to discuss your next generation ITSM solution

info@SunViewsoftware.com

1-813-840-4027

About SunView Software

Imagine an intelligence-driven IT department, powered by advanced AI automation where routine tasks are handled automatically. Intelligent new tools drive higher levels of performance and engagement to support the modern digital workplace. Your IT team can now be proactive and focus on initiatives that are strategic and important to your company.

At SunView Software we make the intelligent enterprise a reality for your company. Our ChangeGear ITSM solution helps you be agile and responsive to the needs of your employees, manage the change associated with new initiatives and drive business goals that are important your company's management team.

Many enterprises partner with SunView Software to achieve these transformational benefits. A few of our customers include Polycom, Nelnet, Houston Methodist, Iowa State, Henrico County Public Schools.