

ITSM Solution Guide

50 Questions for Building ITSM Requirements

Presented By:



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Introduction

Any enterprise considering a new IT Service Management (ITSM) solution should spend time developing a set of requirements based on their particular needs and goals. Of course, figuring out just what to include can be a difficult process. That's why we have developed the "ITSM Solution Guide: 50 Key Questions."

We invite you to take these questions and use them in developing requirements for your new solution. While exciting challenges and rewards await any team ready to take on the challenge of improving IT Service Management within their organization, this can also be a confusing time. If you encounter difficulty, or would like personalized assistance in working through this process, please contact our team directly at Sales@SunViewsoftware.com.

How to Use This Guide

Read through the list of questions at least once, and determine which questions match your needs best – you should be able to obtain answers for most, if not all questions.

When writing answers, try creating bullet points for each of them. This often makes it easier to create specific requirements, and make changes along the way.

End Users

1. How many end users do we need to support, and will the cost of a new system increase based on this number?
2. Do we need to be able to accommodate exponential growth for both end user (requestors) and staff users of the system?
3. What are the various skill levels of our end users and support staff?
4. What existing applications are our users familiar with (e.g. Internet Explorer)?
5. Would we prefer elements of the UI be customizable for both end users and staff users?
6. How should users be able to submit, answer, and resolve tickets (e.g. email or web interface)?
7. Do we need a licensing model that provides the ability to utilize both named and concurrent staff users?
8. What type of self service solution options should be provided for users (e.g. solution/knowledge base)?
9. Do we need a system that allows for 24/7, self service access for submitting requests for common services?
10. Do we want a platform for communicating to users outside of direct email (e.g. a news/update area within the application)?

Administration

11. Are the platform's core processes based on an established framework such as ITIL?
12. Will we need to dedicate significant staff or consultant resources towards administration, or can this be managed by an individual without the need for consultant support?
13. Will our administrator need advanced technical skills, such as programming, and training?
14. Will our administrator need to generate task lists for help desk staff or will the system manage tasks automatically?
15. Will our administrator need to review daily, weekly, monthly and annual activity of the system to ensure performance?
16. What type of visual workload indicators will our administrator have access to as a part of SLA management?
17. Do we need to provide the ability to easily manage technicians which change roles or are on an on-call rotation?
18. If we need to make customizations, can this be done easily, and if necessary, by a single administrator, without programming?

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19. What items would we like to automate, and can this be easily adapted and changed by an administrator after implementation?
20. Do we need to exclude certain information from even an administrative view due to security?

Reporting

21. What types of reports do we currently have, or would we like to have in the future?
22. Will we need advanced skills in order to create custom, ad hoc, or “one-off” reports?
23. Do we need reports with raw data, graphical representations, or a combination of both?
24. Should we have the ability to easily export data in reports to common office-type applications such as Microsoft Excel?
25. Will we have a need to hide/exclude sensitive data from reports?

Security

26. Is our organization required to meet specific regulatory standards which define security requirements, including complete audit trails within our ITSM system?
27. Are regular audits part of our existing security process, and can this be automated?
28. What mechanisms need to be in place in order to audit account creations and modifications?

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29. What type of notification (e.g. e-mail notification, emergency pager notification, and auto logging) functionality would we prefer?
30. What audit information do we need in order to establish what events occurred, the sources of the events, and the outcome of the events?

Technical

31. What technical staff resources will be dedicated to this new system?
32. Can patches and upgrades be facilitated easily, and even managed by an individual?
33. Do we plan on an upgrade of existing server hardware, or will we need to work with the current infrastructure we have?
34. What type of server and operating system will our new solution need, what do we prefer?
35. How important is having a platform that integrates and supports open standards such as XML?
36. Do we need support for multiple installations/instances without additional fees/costs to support development and disaster recovery?
37. Do we need support for virtualized servers and environments?
38. What current solutions are we currently using, and which of these will need to remain and be integrated into the new solution?

39. What type of integration is provided to Active Directory or LDAP, and will it support platform integration and role-based access?

Implementation, Vendor, and Support

40. What is our desired “Go Live” date, or time frame for implementation?

41. Is any warranty or money-back guarantee provided?

42. If necessary could it be implemented within a few weeks?

43. Can the new system be implemented out of the box with little to no modification?

44. Can the solution be easily installed by a small team, or even by an individual?

45. Are multiple forms of pre and post sales support including, email, phone, and community-based interaction needed and/or provided?

46. Is phone technical support provided, and is it available toll-free?

47. What training services will be needed, and which members of our staff will be trained?

48. Will we need a complete set of user manuals for all software applications, explaining system features and functions, as well as technical documentation for support staff including system overviews, design, flowcharts, and file layouts?

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49. Will system upgrades require significant downtime, and are upgrades included with standard licensing?

50. Will future software releases and updates to all applications be provided as part of regular software maintenance fees?