AGENDA

GT360 Update
ITSM/ITIL – Andrew Dietz
OneIT – Mark Juliano
General Announcements
Q&A
GT360 UPDATE

MARK HOETING
GT360: LOOKING FORWARD

GT360

Enterprise IT Strategy
- Integrated
- Engaging
- Intuitive
- Trusted
- Holistic
- Transformative

Five & Five
- Organizational Performance Management
  - Early Wins
- Technology Business Model
- Enterprise Systems & Strategy
- Creating Innovation Capacity

OneIT
- Shared Values
- Increased Collaboration
- Streamlined Service Delivery
- Effective Governance
- Continuous Improvement

Digital Experience Footprint
- Student Information Systems
- Financial Systems
- Human Capital Management
- Learning Management System
- Customer Relationship Management
- CREATING THE NEXT
THE ITIL SERVICE LIFECYCLE

Continual Process Improvement
- Supplier Management
- Service Level Management
- Service Catalogue Management
- Availability Management
- Configuration Management System

Service Strategy
- Problem Management
- Event Management
- Change Management
- Knowledge Management

Service Transition
- Release & Deployment Management
- Service Testing & Validation

Service Operation
- Incident Management

Service Reporting and Service Measurement
Objective
“To centrally control the lifecycle of all changes to the infrastructure in order to minimize impact to service delivery.”

Strategy
• Task Force will define the process details
• Initial rollout will only encompass a few select services
• Gradually add services as process matures

✓ The strategy and timelines will ultimately be guided by an ITSM Steering Group

Interdependencies
• Process automation
• Configuration Management: the CMDB
• Incident Management
TENTATIVE TIMELINE (1 of 2)

ServiceNow Implementation
- Q1: Pilot Discovery
- Q2: Initial CMDB Rollout
- Improvements from Focus Group Feedback
- Q3: Decision Point: License Renewal
- Q4: Solution Review
- Phase 2: Tool Integrations
- Build and Maintain CMDB Interdependencies

Service Catalog Management
- Q2: Initial Product Review
- Data Import Integrations
- Q3: Service Catalog Updates (as part of ServiceNow onboarding and Service Level updates)

Configuration Management
- Initial CMDB Rollout
- Data Import Integrations
- Q1: Initial Rollout (Limited Scope)
- Q2: Iterative Sprints, New Services Added Each Sprint
- Process Review and Assessment

Change Management
- Initial Product Review
- Solution Review
- License Renewal
- Decision Point: License Renewal
- Q3: Onboarding of Service Teams

Office of Information Technology
IT Service Management Roadmap
### ServiceNow Implementation

- **Q1 2017**: ServiceNow Discovery
- **Q2 2017**: Initial Product Review
- **Q3 2017**: Phase 2: Tool Integrations
- **Q4 2017**: Solution Review
- **Q1 2018**: Phase 3: Onboarding of Service Teams
- **Q2 2018**: License Renewal
- **Q3 2018**: Define Service Levels (milestones not identified)
- **Q4 2018**: Rollout and Updates Synchronized with Incident Management

### Incident Management

- **Q1 2017**: Define Framework
- **Q2 2017**: Service Desk Training
- **Q3 2017**: Phase 1: Initial Rollout (Limited Scope)
- **Q4 2017**: Process Review and Assessment
- **Q1 2018**: Phase 2: Iterative Sprints
  - New Services Added Each Sprint
- **Q2 2018**: COB Student Consulting Spring '18 Engagements
- **Q3 2018**: Define Service Levels
- **Q4 2018**: COB Student Consulting Fall '17 Engagements

### Knowledge Management

- **Q1 2017**: KM Module Enabled in ServiceNow
- **Q2 2017**: Define Framework
- **Q3 2017**: Solution Review
- **Q4 2017**: Process Review and Assessment
- **Q1 2018**: Phase 2: Iterative Sprints
  - New Services Added Each Sprint
- **Q2 2018**: COB Student Consulting Spring '18 Engagements
- **Q3 2018**: Define Service Levels
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**Office of Information Technology**

**IT Service Management Roadmap**
GT360: LOOKING FORWARD

**Five & Five**
- Organizational Performance Management
- Early Wins
- Technology Business Model
- Enterprise Systems & Strategy
- Creating Innovation Capacity

**OneIT**
- Shared Values
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**Digital Experience Footprint**
- Student Information Systems
- Financial Systems
- Human Capital Management
- Learning Management System
- Customer Relationship Management

CREATING THE NEXT
OneIT

Building the IT Community

- Shared Values
- Increased Collaboration
- Streamlined Service Delivery
- Effective Governance
- Continuous Improvement
OneIT is...

Community
Collaboration
Solve Shared Problems

OneIT isn’t...

Shared Services
Proscriptive
Replacing ITAC
OneIT

3 PILLARS

• Relationship Building
• Common Knowledge/Sharing
• Thought Fostering
OneIT

3 PILLARS

+ 1 = ACTION
Steering Committee

Cross-campus representation
Gather feedback and ideas
Focus and priorities
Next Steps

Steering committee open feedback meeting
Social event in spring
ITAC integration
Feedback
Now...

Feedback
Later...

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Q&A