

ServiceNow ITSM For Maintenance

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Introduction:

In software industry, a ticket is a unique and special record or document that represents an event, alert, bug, incident, or request which requires response from the respective supporting team. A ticket plays a critical role in product maintenance, since this is path using which customer's report problem to support team. The document often contains descriptive details, contact information of the person who created the ticket and a timeline by when ticket resolution is expected or its priority. Once a ticket is raised it is assigned to a specific team or an individual who then resolves it. The variety of way tickets can be created reflects the effectiveness of ticketing system which may include request submissions through phone, email, virtual agents, line agents, phone, service portals, etc. As organizations scale, they need more complex ticketing systems to manage internal as well as client incidents. Modern ticketing systems can manage and store all legal, HR, IT, and other queries. ServiceNow IT service management (ITSM) tool focuses on delivery, employee demands, planning, and support of IT services by integrating technology, people, and process. With IT support delivered as a service most of the focus is on continuous improvement. ServiceNow ITSM is more inclusive compared to its contemporary rivals. It makes sure that issues of employees and customers are being fixed efficiently, effectively, and quickly, while also simultaneously aligning IT and business goals all over an organization.

How ServiceNow ITSM can be used across departments within organization:

Author[1] lists down various features and traits of ServiceNow ITSM tool that make it easy to use across various departments within an organization and even outside the IT world. The ticketing tool is equipped with features like managing, reporting, and resolving internal incidents, which helps medium to large scale organizations to increase productivity and optimize workflow. Author[1] lists few of the departments other than IT that can use ServiceNow ITSM to provide services which includes Sales, Marketing and Human Resources , Customer Service, Legal, Accounting, and Finance, Production, Logistics, and procurement, and many more. The benefits of ITSM in terms of cost includes reduction in downtimes, maintain visibility across IT operations, increase user satisfaction, reduction in IT costs, monitor and manage IT department performance. The Author does agree to the fact that given the rich functionality and complex process hierarchy of tool the license cost is high and it can benefit medium to large organization. ServiceNow can be used in pretty much in all the departments of an industry.

What features make the ServiceNow ITSM tool so powerful?

Author[2][3] continue listing features of ServiceNow ITSM that make it powerful and so demanding among service industries. Author[2] highlights that one of the such reasons is, it needs lesser configuration to get the platform up and running in a firm. This saves time usually required for initial configuration and allows you get right into identifying customer or client concerns and

resolving them. According to author[3] the cloud based solution of ServiceNow ITSM is deployed in software as a service platform. It benefits from workflow automation processes that eliminate paperwork and manual processes. The benefits gained by ITSM help industries and employees by increasing flexibility and agility, cost reduction, improved response time, continual compliance, increased user satisfaction, improved productivity, and many other different ways. The feedback from businesses and clients has been very positive over the time when it comes to requesting a service using ITSM, most client find it very easy to track of their ticket and prioritize it if some critical incident needs to be addressed.

Conclusion:

I agree with the mentioned authors [1][2][3] and surely ServiceNow ITSM solution has helped large organization in many different aspects. It has streamlined the ticket handling, I had the opportunity to work with ServiceNow ITSM tool during my professional tenure also known as “Snow” tool in software service industry, and with little efforts it can be customized to meet specific needs of client and businesses. One can view the entire history of an incident or ticket with every small detail of when the ticket was assigned from one team to other, what feedback did client record on the tool for the solution provided by IT team. One of many awesome things is its integration with other tools, I worked on an environment where the ticketing tool was connected to the SAP system, other is its availability on cloud. Reporting is an area where ServiceNow is still improving and surely, they will have more complete reporting solution for tickets in near future. Maybe in future ServiceNow comes with smaller less complex and less expensive solution that could be fit the small industry need and budget.

References

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