Solutions for Higher Education

High performance. Delivered.

Higher education and research institutions have unique needs when it comes to implementing IT Service Management. For example, universities must support a disparate and revolving group of "customers" (faculty, staff, parents and students each have very different needs and the makeup of these groups typically changes each semester) and tackle many non-traditional IT requirements (e.g. audio/video setup for lectures and completing requests for a room rather than a person). Additionally, there is a greater need for mobility and maintenance for many different assets, both IT and non-IT, in the higher education setting.

Common uses for ServiceNow's automation capabilities in the university setting include:
- Rebooting servers and restarting services
- Onboarding new users
- Automating outage remediation

Accenture has helped many universities successfully extend ServiceNow across campus in order to combat their unique challenges.

- **Rapid On- and Off-Boarding:** Automate the on- and off-boarding of students and faculty each semester, including creating and deprovisioning student records, financial information and even housing requests.

- **Multi-Tenant Architecture:** Centralize university operations, including housing, finance and administration, under a single architecture to improve visibility and IT support while still allowing each department to operate within its own independent framework.

- **Instance Consolidation:** Consolidate disparate IT systems onto a single, university-wide support platform to better scale support demands and provide a better experience for faculty, staff and students.

- **Maintenance Workflows:** Streamline and consolidate university-wide workflows, such as those for HR, facilities and security, to improve efficiency and service delivery.

- **Self-Service Portal:** Empower students, faculty and staff by providing a customized content management system (CMS) to simplify requests for housing, registration and admissions as well as provide access to Blackboard, massive open online classes (MOOCs) and more.

- **Bring Your Own Device (BYOD):** Provide university-wide access and support to students and faculty, regardless of their preferred device(s) with a single interface for both ITSM and Mobile Device Management.

- **Enforce Regulatory and Security Compliance:** Plug in cybersecurity-as-a-service to have visibility and control over FERPA data and other sensitive information.

West Coast University Streamlines IT Through Multi-Tenancy
After noticing a large disconnect in support between its independently run university departments, this west coast public university turned to Accenture to create a multi-tenant governance model in ServiceNow. This framework gives each department its own distinct ServiceNow environment that is housed in a single system, giving IT full visibility into university-wide operations. This sharing has reduced setup and maintenance costs while also centralizing support into a single repository.

Ivy League University Optimizes IT Workflow
We helped an Ivy League university consolidate its disparate university-wide systems, including admissions, finance and facilities, into a single tool. This consolidation helped the university improve its request fulfillment capabilities by creating a single-track ticketing system with custom forms and workflows that pertain to each unique request type. These updates also eliminated tedious, error-prone manual tasks and improved incident resolution by ensuring that all requests have the necessary information and are routed to the appropriate teams.

Public University Expands End User Capabilities
We helped a public university in the southwest improve the end user experience by expanding its CMS to include mobile and Blackboard accessibility, classroom support and the ability to reserve equipment and rooms. Additionally, we extended the CMS to HR and linked HR case records to university profiles. Because this linkage works regardless of how users submit requests (personal email, university email, etc.), the university has also reduced the number of duplicate requests.

Learn More

Learn more about how Accenture can help you with your service management projects in the higher education space. Visit www.accenture.com to get started today.

About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.