**Homework 4 - Service Now Application**

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Organizational Change: A critical Review of the Literature

IT Quality Assurance

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Abstract

The IT Service Management Solution provides a centralized management solution to manage and deliver IT services to everyone in an organization. ITSM is aimed to increase productivity and help resolve issues with improvised user satisfaction. Service Now Platform is one such application which provides users with access to IT Service Management capabilities through the browser and or Mobile application. Service Now provides a systematic approach to manage and control the entire span of all changes raised, implemented and or closed by providing the ease to manage and control the changes to be carried out with minimal impact or disruption to IT services. The Service Now platform is a cloud-based solution that is equipped with its own AI, workflow automation and shared data model which provides the user with a diversifying platform to help identify and resolve issue by reducing the unplanned or negative impacts. The automation avoids any bottlenecks and limits adding any physical staff members to meet the increasing demands

*Keywords*: Change Management, Change Control, Change Process Management, Critical review, theories, Service Now, ITSM, Service Management

**Software Selected and Justified**

In the current service-based economy (Kwamboka, 2015), it is imperative to keep the staff loyal in order to grow and sustain in your business. Service Now is one such tool which not only helps you drive consumes loyalty with digital workflows but at the same time also joins the customer service with the help of AI and automated workflow design to solve complicated /complex issues end to end. Monitoring the shift, the tool can notify consumers that are affected by the issue. In addition to this the tool also provides with a complete tailored experience at the same time increasing the efficiency of agent (Ashford, 1988). The outstanding capability of the tool makes it easy for the customer to indulge, monitor issues and automatically create incidents, assigning tasks automatically to the agents across the board , prevent future calls and reduces the case volumes with the use of self-service (Kwamboka, 2015)

**Selection Process Described**

To help organize and implement effective and efficient ITSM, there have been many solutions that have emerged to rationalize transparency and service delivery (Jalagat, 2016). Although some free based solutions such as Customer service and or knowledge centers are facilitated to fulfill the aspects of ITSM, they are not considered to be a full-blown solution. To increase the workflow and make the most out of the solution a change management and configuration management system are among the popular ones and are often referred to as ITSM Suite solution which includes Service Desk / Help Desk, Centralized Ticketing system, IT Asset management, Problem and incident management, Analytics and metrics , license management etc (Kwamboka, 2015). It is very important to think where you see yourself three years down the road. Service Now has the required ITIL process which includes the ITSM Suite described above which provides you with a IT maturity and the design to provide you with an advice on how to improve

**ITIL processes software will help facilitate**

The ITIL framework is a guide to facilitate delivery and management which helps in delivering high quality IT services (Jalagat, 2016). The combined approach is basically to ensure support service delivery and that the business can rely significantly on agility, various integration of the IT components and their respective services (Makumbe, 2016). With rapidly changing technology and advancements in today’s generation it is most important to set expectations and put practices in place that your business can adapt. If the company is more efficient in delivering their services to the customers with greater reliability, then it is obvious that the company has a higher chance of success (Makumbe, 2016). It is imperative to follow the set of best practices as per the ITIL guide or framework to facilitate delivery and management of IT services

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