

UW Connect Service Management: Funding and Adoption

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Agenda

- Service Management Strategy on a Page
- Service value/ service model
- ServiceNow vendor management/ contract
- Service subscriptions
- Pricing model
- What's next
- SMB recommendations?

Strategy Statement: Align UW-IT services with the University's current and future needs and improve service delivery through: service portfolio governance, defined IT business processes, roles, and software tools.

Vision: Lead the university's service management strategy by being a steward of ITSM principles, processes, and technologies. Help UW service teams achieve operational excellence as they support the campus community. Includes both UW-IT and the broader campus service delivery community.

Drivers	Initiatives	Outcomes
Governance boards and IT leadership need improved information to inform decision making.	<u>Current:</u> UW-IT Portfolio Review Board improvements for services and projects. <u>Future:</u> Resume and re-envision the UW IT Service Management Board	Stakeholders and decision makers are able to access common process and tools for strategic and transparent decision making.
UW community expressing frustration regarding incident communications.	<u>Planned:</u> Implement Service Status web page with push notifications.	UW-wide IT support staff and end users receive timely service interruption notifications and updates for UW-IT services.
UW community lacks consistent UW-IT service catalog content and intake methods.	<u>Current:</u> Implement Service Catalog on UW Connect.	UW users have a consistent way to review and order UW-IT services.
UW departments implement different service management tools due to cost barriers, resulting in institutional operational inefficiencies and collaboration barriers.	<u>Current:</u> Continue to onboard UW departments at the rate of 1-2 orgs per month. <u>Planned:</u> Implement a lower cost "ticketing" service with fewer capabilities.	UW orgs leverage UW-IT investment in ServiceNow, enabling them to focus on needs unique to their orgs. Support teams collaborate on same platform. End users interact with common toolset.
Homegrown inventory and billing systems retiring due to technology constraints and staffing.	<u>Current:</u> Develop business capabilities in UW Connect to perform functions of current systems.	UW-IT can continue to process revenue and manage billable work and inventory.
IT Service Management and Business Management (ITSM/ITBM) platform must continue to increase in value and capabilities without substantial cost increase.	<u>Current:</u> Chair the Internet2 ServiceNow Advisory Board to continually push for improved pricing and contract terms.	UW-IT and UW have access to affordable and robust ITSM/ITBM tools that evolve with UW needs.
UW aims to implement accessible tools per WA State Policy 188.	<u>Current:</u> Continue to engage as Design Partner with ServiceNow to meet accessibility needs.	UW mitigates risk, and end users experience an improved UW Connect interface.
IT departments requesting ITIL training.	<u>Current:</u> Provide ITIL training to UW-IT and departmental IT staff. Incorporate ITIL v4 updates.	IT departments leverage a common framework, approach and vocabulary to manage services.
UW-IT needs standard processes, tools, and information to minimize risk and ensure smooth transition/operation for new and substantially changed services	<u>Planned:</u> Implement Service Design process while also leveraging the Project Portfolio Management (PPM) and project management processes.	UW-IT staff in service management roles can more easily launch, assess, operate, improve, and retire services.

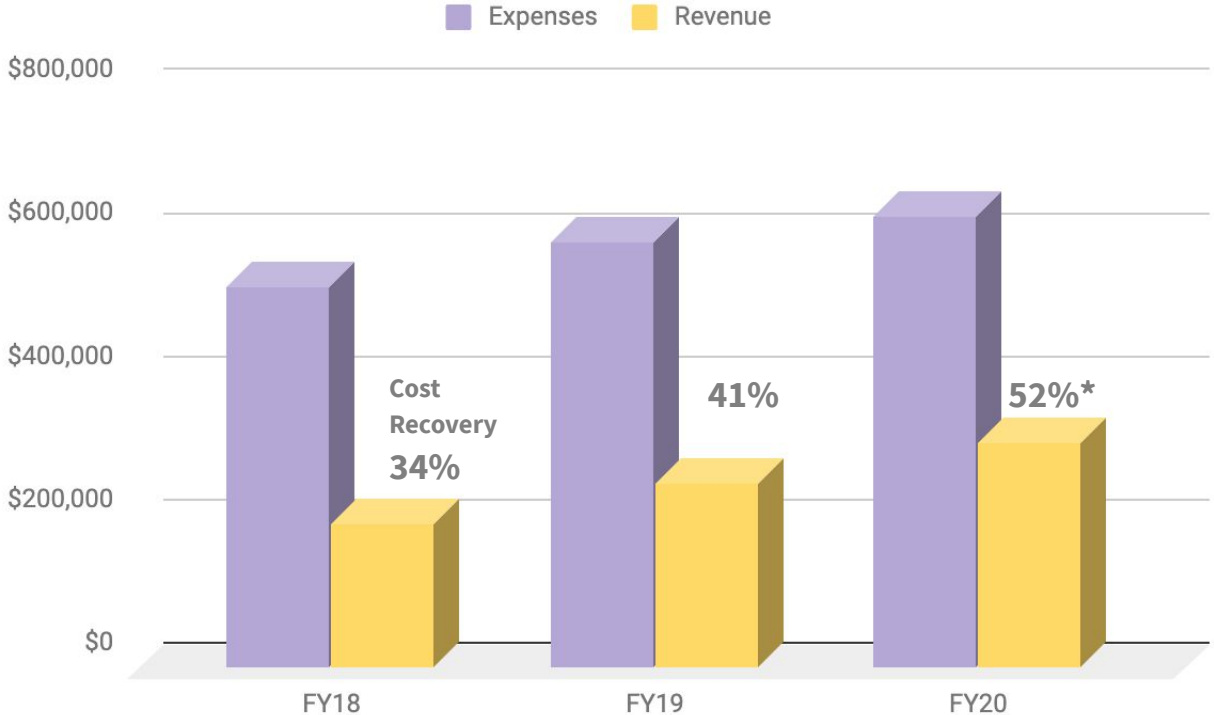
Service Value/ Model

- UW Connect Service Management [Service Catalog entry](#)
- Leverage the investment already made by UW-IT
 - Includes the contractual review with AG's office, FERPA, BAA
- Enable UW orgs that provide services to focus on what's unique about their org, vs. managing and supporting duplicate support tools across campuses
- Share key process applications so that IT can leverage the same ITSM framework
 - Request, Incident, Problem, Change, Knowledge Management, CMDB-lite
 - Collaborate on ITIL training across UW
- Improve customer experience by enabling moving support records between orgs
- Enable coordination and transparency among support orgs
- Enable orgs to subscribe to the [Enterprise Service Desk](#) to handle Tier 1 support

Vendor: ServiceNow

- Internet2 Contract
 - UW Chairs the ServiceNow Advisory Board - MOA and pricing oversight
 - ~70 higher ed institutions and university hospitals use the contract
 - Per unit pricing trend is decreasing
 - Current contract is through June 2023
- Accessibility Design Partner
- Vendor management approach: Help us align to your goals of higher ed purchasing more of your new and current products by dropping the per unit costs and improving accessibility.

ServiceNow Expenses & Service Revenue



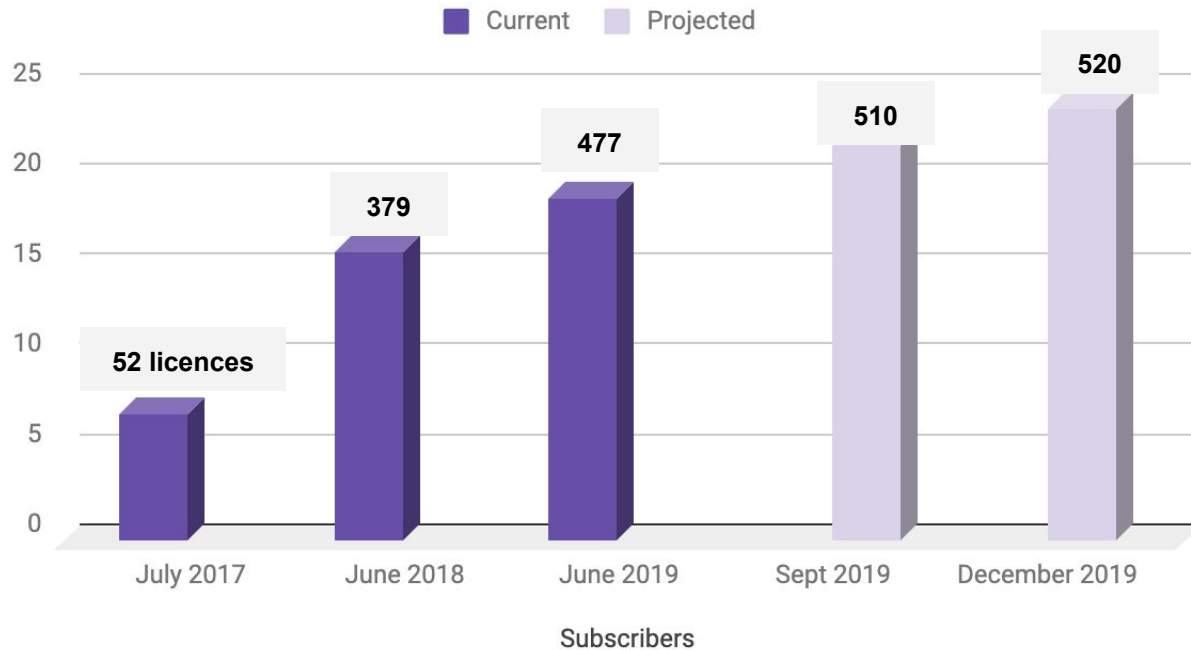
*Projection: may drop with upcoming pricing model swap in contract

FY18 - ITSM licenses; FY19 - ITSM + ITBM licenses, FY20 - ITSM + ITBM + custom app licenses

Expenses and Revenue

- Service Price (not self-sustaining or TRF):
 - \$49/user/month for staff
 - \$14/user/month for student employees
- 10% of projected UW-IT service management labor is reflected in price
 - Labor represents: Tier 1, 2, 3, reports, process CSI, BAs, PMs
- Revenue notes:
 - Revenue is estimated high because units onboard mid-year, but our contract is paid annually
 - We have yet to collect all projected estimated revenue due to billing errors in sub-optimal billing system. CSI underway.

Number of Current & Projected Subscribing Units



Reflects:

4 in progress onboarding

5 testing/considering

1 offboarded in 2019

1 upcoming offboarding
(unsure of license decrease)

Service value and financial risks

“A service is a means of **delivering value** to customers by facilitating outcomes customers want to achieve, but without the ownership of specific **costs and risks**.”

Value to UW: improve the customer support experience while consolidating limited UW resources (staffing for management and support, tools, and infrastructure).

Costs and risk for UW-IT: UW-IT takes on the risks and responsibilities of the ServiceNow contract, and absorbs the revenue fluctuations inherent in subscription fluctuations.

Current Subscribers

- Foster School of Business
 - IT
 - Web
 - Hybrid MBA (HMBA)
 - Facilities
- Intercollegiate Athletics (ICA) IT
- UW Facilities BI/IT
- UW Financial Management
 - DATA Group
 - Tax Office
 - Global Operations Support
- Institutional & Data Analysis
- Dean of Medicine IT
- UW Continuum College
- Graduate School
- Health Sciences - Center for Shared Services (HS CSS)
- School of Environmental and Forest Sciences (SEFS)
- Financial Accounting
 - Banking and Accounting Operations
 - PCI and Merchant Services
- UW Bothell IT
- Department of Surgery
- Anesthesiology & Pain Management/Surgery One Administration (ASOne)
- HR/Payroll Integration Communications
- Academic Technologies:
 - CTE (planning to offboard)
 - LT
- HR Payroll (HRP Case Management Service)
 - ISC
 - HR/ Benefits/ UWMC Compensation
 - UTEMP
 - Academic Personnel
 - Med Centers (WMS)

Non-IT unit

HR Unit

Scope of work managed in UW Connect

For Subscription Customers:

- 20 Organizations/ Units
- 100 Service Offerings
- Records (Requests, Incidents)
 - >2,000 open at any given time
 - ~650 new records/day (avg)
- Integrated Service Center (ISC)
 - >1,200 Cases open at any given time
 - ~200 new Cases/day (avg)

What's next? Financial considerations

- Switch to new ServiceNow pricing option once budget is approved (Summer)
 - Per unit license costs decrease
 - Contract value increases by 5-10% due to higher quantity and some add'l product
- Re-evaluate subscription service price (Fall)
 - Analyze labor, lowered per license costs, and increased total contract expense
 - Work with UW Management Accounting and Analysis (MAA) for rate approval
 - Price decrease expected for the current service
- Design and implement new, additional service (Spring)
 - “Basic ticketing” targeted for non-IT units
 - Configured on same platform using lower cost custom license type
 - Price estimate is less than \$20 per user/ month

What's next? Capabilities and projects

Customer facing

- Service Catalog release (Summer)
- Updated MyRequests page (Summer)
- Improve Incident Management Customer Communications (Winter/Spring)
- Basic Ticketing service (Spring)
- Discovery capabilities? (School of Nursing, Surgery, UW Bothell?)
- Mobile app? PPM?

UW-IT

- Billing application
- Machine learning (routing and spam handling)
- Integration Hub for more integrations (Jira? Slack?)
- Continual Improvement record type

Questions for SMB

Funding: Current model works for some but not all UW units. Your goals?

Adoption: Does SMB see value in expanding this service broadly?

Service Options: The right mix for UW?

- ITSM Service
- Basic Ticketing Service (targeted for non-IT units)
- HRP Case Service (eligibility limited to ISC and core UW units, e.g. Benefits)

Engagement: Suggestions for appropriate level of and approach to engagement?

Are there SMB strategy recommendation for UW-IT leadership?