University of Calgary Working Together with Solvera to Transform ITSM

SERVICENOW
implementation revitalizes University of Calgary IT services and improves customer experience

Summary

The University of Calgary has a strategy to become one of Canada's top five research universities. To support this vision, IT wanted to improve the services and support it provided by updating its IT Service Management (ITSM) platform, as the existing system was not current and was costly to maintain. The university remedied this by engaging Solvera to implement ServiceNow as a standard ITSM platform for Information Technologies, including roll out of a campus wide self-serve platform for more than 35,000 students, faculty and staff.

The Client

The University of Calgary is home to scholars in 14 faculties (offering more than 250 academic programs) and more than 50 research institutes and centres. They are currently ranked one of Canada's top seven research universities, with a strategy to break into the top five.

As a result, the University of Calgary has undertaken its largest capital expansion ever, embarking upon a plan to add capacity for more students and a host of new teaching and research activities. These major developments, including the Taylor Family Digital Library, a University of Calgary downtown campus and the new Energy, Environment and Experiential Learning building, are fulfilling distinct academic strategies and creating progressive learning environments.

The objective of their IT team is to enable learning, leading research and supporting services for their university community by leveraging information technologies and protecting information assets.

The Challenge

Tom Durnin, the Associate Director of IT Customer Experience, and the rest of the Information Technologies team were experiencing several challenges. Their ITSM system was out-of-date and highly customized, making it difficult and costly to maintain. Not all processes were consistent, they were highly manual and knowledge was not easily accessible to team members when they needed it. As a result, the IT customer experience was suffering and many IT customers experienced long wait times, a lack of visibility on the status of their requests and, on occasion, a lack of follow-up.

"It was obvious that change was needed", says Durnin. "We knew there were opportunities to invest in ITSM infrastructure, improve business processes, track our performance, and further collaborate between our teams." Durnin and his team were tasked with developing a plan.

CANADA'S BEST MANAGED COMPANIES

THE SOLUTION ⋮

THE SOLUTION :

In March 2016 the University of Calgary team engaged Solvera to execute three phases of a Service Management Renewal (SMR) program, focused on implementing ServiceNow as a standard IT Service Management platform for IT including roll out of a campus wide self-serve portal for more than 35,000 students, faculty and staff. The goals of the program were threefold:

1. **Improve operational processes**
2. **Increase customer satisfaction**
3. **Improve data availability for decision support**

This transformational program aimed to address people, process and technology changes required to modernize the IT environment and more closely align to ITIL best practices. To do so, the following core design principles were established jointly:

- ServiceNow was implemented as close to out-of-the-box as possible
- Where customization was required it was flagged for decision making
- Everything was built with the end in mind
- Simplicity was the ultimate goal

Approach

The project was a collaborative effort between the Solvera project team, university resources, process owners, service owners and key stakeholders, all of whom followed a disciplined, agile-oriented approach to project delivery and execution. They established clear roles and responsibilities, regular risk and issue reviews, decision management, interdependency management and a transparent status. Organizational change management (OCM) activities and stakeholder engagement were woven into all phases of the project including design, build, test, implement and support.

The goal of improving the customer experience was always at the forefront of the project. The project team engaged the university's web professionals to ensure alignment to standards, style guides and best practice user experience principles, and early prototypes were shared and validated by 70+ campus community representatives across campus.

UNIVERSITY OF CALGARY

For the most common requested items, self-service now accounts for over 80% of new requests!
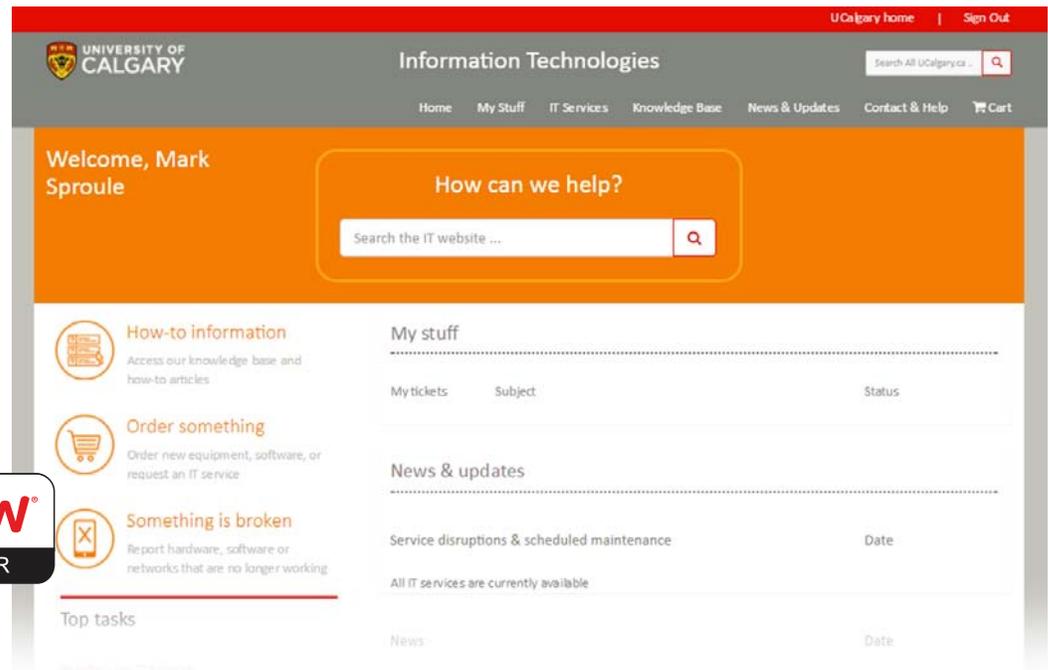
Results

The project was a huge success for both University of Calgary and Solvera. The outdated ITSM platform was replaced with ServiceNow, allowing IT teams to utilize standardized, streamlined processes to resolve customer incidents and fulfill requests. Specific benefits that have been realized include:

Improved Operational Processes

- Process roles and responsibilities are well defined campus wide pubic-facing self-serve platform for more than 35,000 students, faculty and staff is now in place.
- Consistent, repeatable processes have enabled process improvements and ability to deliver more responsive service to end users.
- Self-serve requests increased from 0% pre-launch to nearly 40% of incoming requests in the first month after launch, creating invaluable efficiencies. For the most commonly requested items, self-service now accounts for over 80% of new requests!
- Over 10,000 knowledge articles were viewed by non-IT visitors to the site in the first month!

Increased Customer Satisfaction

- Users have full visibility into status of their requests reducing the need to call into the IT Support Centre.
- Standard service level targets for requests and incidents have been established to baseline IT's delivery capabilities.

- Improved ability to measure and track key performance indicators across the teams will provide solid foundation for continuous service improvement.

> **"Solvera really cared about our business and demonstrated a genuine commitment to delivering the right solution, not just what was in the statement of work."**
>
> **Tom Durnin,** *Associate Director of IT Customer Experience*

Improved Data Availability for Decision Support

- Leadership and operational dashboards, as well as reporting have been put in place.
- Improved operational reporting capabilities has enabled IT to identify trends (positive and negative), identify areas for improvement and engage in meaningful discussions with the business regarding the services they provide and their overall performance against commitments.

Most importantly, the implementation of ServiceNow significantly helped to further improve the services and support IT provides and increase its role as an important strategic partner in helping the university achieve its long-term strategy.

ABOUT SOLVERA ⠶

Solvera is one of the top IT services and business consulting firms in Western Canada, serving clients across the western provinces. We have been implementing ServiceNow since 2011 and are a proud Bronze level implementation partner. Solvera helps clients to phase, scope and plan their ServiceNow implementation, and then to define requirements, build, test and deploy the platform. Organizational change management is woven through our implementation projects to promote acceptance of change and enduring success.

After implementation, Solvera has a pool of certified resources to help clients sustain, enhance and evolve their ServiceNow deployment. We offer flexible delivery options such as staff augmentation, co-source and managed services to meet individual client needs, reduce resource risk and flex capacity as required.

Top quality service requires top quality people, so Solvera has attracted more than 225 world-class professionals to their offices in Regina, Winnipeg, Calgary and Vancouver. We succeed by building long-term, mutually beneficial relationships with clients, and as a smaller, regional provider are not bound by the same cost structures that larger, national providers have. This results in our clients getting more value for their dollar with Solvera than with anyone else. In addition to deep experience in ServiceNow, we also specialize in SAP, SharePoint and custom application development. For more information, visit **solvera.ca** or contact:

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