



Case Study

Enterprise Service Management Program Assessment



COMPANY OVERVIEW

The University of Kentucky, located in Lexington, Kentucky, is a prominent public research university with a rich history dating back to its establishment in 1865. The institution is organized into 16 colleges, and a graduate school, offering a diverse array of academic opportunities that cater to a wide range of academic and professional interests.



CHALLENGES

The University of Kentucky is leveraging two separate ServiceNow instances: one dedicated to campus services for general students, faculty, and for individual colleges, and another focusing on healthcare services. Both instances operate across the same university network, causing redundant requests, incidents, and change requests. The lack of centralized coordination has required users to login through multiple portals for various purposes, such as request, knowledge, and college specific IT needs, resulting in inefficiencies across the processes.

Additionally, there was no strategic plan, process ownership, or consistent management of external system integrations. This hindered the university from providing high-quality IT services that matched its commitment to provide top education and healthcare services.





SOLUTION

V-Soft conducted a detailed evaluation of the University of Kentucky's ITSM program – its technologies, processes, data health, and organizational alignment. Our expert ServiceNow team assessed the university's configuration, use, and maintenance of its two existing ITSM-focused ServiceNow instances and provided flexible, powerful, and adaptable frameworks for its Strategi Implementation Roadmap (SIR).

Starting with identification of business outcomes, V-Soft evaluated the current state gaps to analyze their negative impact on the university's goals. Further, we provided actionable recommendations tied to the business value. These were the building blocks of a Strategic Implementation Roadmap to a holistic enterprise solution, delivering increased value at each step of their journey.



RESULTS

The Strategic Improvement Plan provided to the UK for modernizing its ServiceNow ITSM implementation led to the following benefits:

- Provided students with an exceptional educational service catalog, mirroring the effectiveness of catalogs found in other renowned higher learning institutions
- Established a policy framework for:
 - Systems and usage
 - Data model
 - Roles and Responsibilities, to be assigned to and owned by UK stakeholders
 - Governance – KPIs, Metrics, Reports and Dashboard, Governing Board, and Continual Service Improvement Governance Process.
- Defined standardized and streamlined processes, driven by policy, and monitored for compliance.

Technologies Used

ServiceNow