IT service management blueprint

Why you shouldn't be afraid of replacing your legacy ITSM system
The real risks of legacy systems
Companies that stick with their legacy ITSM systems find it difficult to address the challenges of a digital world. Their risks include:

Higher IT costs
Most legacy systems are on-premises and involve complicated customizations and integrations that contribute to the high cost of keeping the lights on.

Added complexity
Legacy ITSM systems are often based on disparate technologies that make central visibility and reporting a challenge.

A lack of agility
Typical closed frameworks are set up in an authoritative manner, which inhibits business innovation and rarely aligns with the way you do business.

Are legacy tools holding you back?
If your ITSM systems can’t keep up with the speed of business, you’re not alone. Companies everywhere struggle with legacy systems that create poor user experiences, lack agility and automation, and saddle companies with an unbearable cost of ownership.

• Do you have multiple ITSM products all working discretely?

• Do changes to interfaces, data structures, and workflows require specialized skills, delaying when the business can benefit?

• Do multiple help desks and service desks create an unsustainable level of overhead?

• When you add new functionality, does it require a separate server with its own infrastructure costs and administration challenges?

Does this sound like your organization? Read on for guidance on migrating from legacy tools to a modern, cloud-based solution and the action plans and best practices to help you get there.
Overcoming fear of migrating legacy systems

Despite the risks of staying with legacy ITSM systems, many organizations are resistant to making the necessary transition to a modern ITSM solution. This is understandable. The unknown and previous experiences of cost-heavy and time-consuming implementations leave teams naturally wary. But migrations to modern ITSM platforms are different. Keep these facts in mind:

You already know the tools and processes you have in place

With a new ITSM system, you won’t be designing these from scratch. They simply need to be re-implemented on a common platform.

Modern ITSM platforms make implementation easy

Graphical interface tools allow you to build processes and design forms without ever writing a single line of code.

With a cloud-based solution, you’ll save time and money.

You won’t be dealing with hardware or software and you’ll have instant access to a secure platform from day one.
The benefits of ITSM modernization

If you’re just getting by with legacy ITSM tools, it’s impossible to experience the benefits of modernization. With a well-planned migration to an integrated, cloud-based ITSM platform, you have the best chance to realize these benefits:

**Streamlined service delivery**

Reduce costs and complexity and enable consistent service management processes throughout your entire IT organization when you consolidate multiple service desks onto a single, integrated service management platform.

**Accelerate your services**

Deliver services with speed, consistency, and accuracy using automated service management processes that are configured consistently and support process flows, approvals, and notifications.

**Achieve consumer-like experiences**

Provide a superior user experience that’s as easy for people to use as their consumer apps and is integrated with your backend service delivery.

"IT now has a single system of record to manage requests and resolve issues and to drive a self-service model for faster, easier interactions with IT online."

– Dave Smoley, CIO, AstraZeneca.
In the discovery phase, you’ll dig deep into your current challenges and determine what you want to achieve with a new ITSM system. At the heart of this phase are workshops for business process and requirements gathering. These workshops will:

- Identify successful processes and areas for improvement
- Identify critical processes that need to be maintained
- Identify process controls and roles assigned to the controls
- Identify existing and needed metrics and KPIs
- Address current process gaps
- Prioritize process flows and identify what needs to be done now and what can wait
- Identify functional requirements in the form of user stories

Best practices for a simpler migration

If you use the following best practices, a modern ITSM platform is closer than you think. These steps help simplify your migration to a new platform.

**Step 1: Prepare**

Lay the groundwork for your ITSM migration. With carefully orchestrated preparation, it’s easier to obtain widespread buy-in and avoid the pitfalls of a scattershot approach.

- Fully document the most important parts of your existing legacy ITSM solution, including system components, process workflows, customizations and integrations.
- Identify your core team to include a project sponsor, project manager, process owner(s), security representative, integration owners, and system administrators.
- Set up meetings and workshops for the discovery phase.

**Step 2: Discovery**

In the discovery phase, you’ll dig deep into your current challenges and determine what you want to achieve with a new ITSM system. At the heart of this phase are workshops for business process and requirements gathering. These workshops will:

- Identify successful processes and areas for improvement
- Identify critical processes that need to be maintained
- Identify process controls and roles assigned to the controls
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Step 3: Implement

Once you’ve mapped out your requirements, move on to implementation. Remember, it’s best to keep your systems simple, so you can scale as needed.

• Weigh the benefits of a built-in solution versus customization. Built-in capabilities are easier to scale over time and lower your costs.

• Decide if you’ll take an iterative or big-bang approach to implementation. An incremental approach lets you validate requirements as you go while a big-bang approach ensures everyone is on the new system immediately.

Step 4: Operate and transform

To ensure the success of your new ITSM solution, make sure to communicate regularly with users before you launch and through the implementation.

• Train users on the new system before your go-live date. Include your original core team to evangelize new functionality.

• Keep up the momentum. After initial implementation, continue looking for other ways you can use your new system to make business even more successful.
Real-world success with ServiceNow

HealthPartners is a nonprofit healthcare organization. Originally, the organization brought in ServiceNow to replace its legacy IT helpdesk and then rapidly expanded the solution to all of its service management needs, including incident, change, and configuration management. It also launched a ServiceNow service destination where employees enter and track service requests, reducing status inquiry calls by more than 50%.

By choosing ServiceNow, HealthPartners transformed its entire IT organization, not just IT service management. It was an early adopter of ServiceNow® Project Portfolio Management (PPM), customizing the PPM solution to create new capabilities and support specific processes. HealthPartners then decided to use the latest out-of-the-box PPM application. Now, HealthPartners can leverage the full power of ServiceNow PPM—and beyond.

“ServiceNow isn’t a point product—it’s an end-to-end platform. We wanted to leverage that platform beyond ITSM, and Project Portfolio Management was a perfect place to start. We saved money by retiring our existing project management and time-tracking tool. And ServiceNow PPM was easier to use.”

– Skip Newton, HealthPartners Manager of Service Management Platforms.
Real-world success with ServiceNow

**FLIGHT CENTRE**

Flight Centre has grown to become one of world’s largest travel agency groups. The company’s rapid growth created challenges for its basic service management system. ITSM processes and systems were spread across multiple platforms and spreadsheets, and the company lacked data analytics and reporting capabilities, resulting in inefficiencies and service disruptions.

To meet the challenges, Flight Centre deployed ServiceNow® IT Service Management products in two phases over 18 weeks. As a result, Flight Centre Service Desk average call wait times decreased from fourteen minutes to four minutes, and engagement efficiency saw a directional shift from calls to chat to web forms to self-help. In fact, chat volumes increased by 300%, while call volumes decreased by 3,000 calls per month. Flight Centre has also seen a reduction in mean time in the restoration of incidents by 80%, along with a 50% reduction in the number of incidents.

“ServiceNow helped us create a single platform for incident, problem, and change, giving us unprecedented visibility of incidents, planning activities, and service reviews.”

— Henry Do,
Delivery Manager, ITSM, Flight Centre.
What's next?

Change is inevitable, and it’s up to you to respond to that change to deliver maximum value to the business. Making the move to consolidate and migrate off legacy ITSM tools lets you:

- Deliver IT services with greater speed, consistency, and accuracy
- Deliver a consumer-like user experience that’s integrated with backend service delivery
- Support digital transformation and drive business growth

Start your journey to a modern ITSM platform.

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