



## 5 best practices for resilient, reliable, remote IT services

Eliminate backlogs and fire drills once and for all



## Are your IT support teams struggling to meet today's business demands?

There are many signs that IT services teams are struggling to meet the needs of your organization and its employees. These include work backlogs, low employee feedback scores (and high levels of complaints), decreasing productivity, high levels of escalations with urgent tasks, and poor performance against agreed service delivery metrics.

Many organizations employ a rudimentary ticketing or IT help desk system, but this likely lacks most of the capabilities available in modern IT service management (ITSM) solutions. This adversely affects the efficiency of IT personnel and delivers a poor service experience to employees—and there's no way to pivot if a sudden shift impacts the workforce and the way we all work.

Unfortunately, with rising expectations in this ever-changing world and without an efficient way to manage employee requests, data, and IT staff, your current IT support capability will struggle to keep pace with business goals. There is a greater need for IT services to be more efficient and organizations cannot afford to ignore services that aren't delivering the desired experience. And, the expectation for high quality IT services continues to grow regardless of where employees work.

## 5 key ITSM best practices for better IT service delivery

There's a solution though—the adoption of modern ITSM best practices and tools can transform the way your IT services team delivers support services. There are 5 ITSM best practices that will help your IT service team provide employees with the service and support they want, at a cost you can afford. These are:

1. Separating incidents from service requests
2. Making better use of service delivery data
3. Providing employees 24/7 self-service options
4. Providing anywhere, anytime IT service
5. Delivering better services using the latest technologies

### 25 point

**INCREASE IN EMPLOYEE SATISFACTION<sup>1</sup>**

### 20%

**IMPROVEMENT IN IT PRODUCTIVITY<sup>2</sup>**

<sup>1</sup> Forrester Research, "The Total Economic Impact™ Of ServiceNow IT Applications" (2019)

<sup>2</sup> Forrester Research, "The Total Economic Impact™ Of ServiceNow IT Applications" (2019)

## Best Practice 1: Separating incidents from service requests

Many ServiceNow customers say it's good ITSM practice for the IT services team to separate the incoming incidents, i.e. the reported IT issues, from the service requests. This separation is essential for the effective prioritization of tasks and the best use of your IT services team's time. And the most important tasks—based on business urgency and impact—can be addressed first. Especially given that the highest priority tasks will likely change throughout the day.

Separation is a great way to reduce, and perhaps even eliminate, the pain of IT services fire drills caused by overlooked high-priority issues.

**20%**

IMPROVEMENT IN IT  
FULFILLER EFFICIENCY<sup>3</sup>

**25%**

REDUCTION OF  
HIGH PRIORITY  
INCIDENTS<sup>3</sup>

**50%**

REDUCTION IN TIME  
TO RESOLVE THEM<sup>3</sup>

<sup>3</sup> Forrester Research, "The Total Economic Impact™ Of ServiceNow IT Applications" (2019)

## Best Practice 2: Making better use of service delivery data

The separation of incidents and service requests, plus additional ticket categorization, allows your IT services team to proactively reduce its workload:

- Incident data can be analyzed to highlight repeat issues and thereby remedy potential future issues through “problem management”
- Service request data can be analyzed to identify high-volume request types that can be resolved via automation.

Additionally, the access to better-structured service delivery data also provides greater insight into operational performance—enabling organizations to align services with business goals and identify improvement opportunities.

ONLY

**37%**

**OF EMPLOYEES SAY  
EMPLOYERS ALWAYS  
AUTOMATE PROCESSES  
TO IMPROVE THE  
WORKER EXPERIENCE<sup>4</sup>**

**75%**

**REDUCTION IN EFFORT  
RELATING TO REPORT  
GENERATION AND  
RESOURCE MANAGEMENT<sup>5</sup>**

<sup>4</sup> ServiceNow, “The Employee Experience Imperative” (2019)

<sup>5</sup> Forrester Research, “The Total Economic Impact™ Of ServiceNow IT Applications” (2019)

## Best Practice 3: Providing employees 24/7 self-service options

Employees expect a simple and intuitive self-service portal. In particular, employees prefer easy access to resolutions—especially those that have completely automated and swift responses. This will minimize the time employees spend finding answers and will boost their satisfaction and productivity.

There are also benefits to your IT services team. First, employee self-service reduces the workload of the service team. Second, it provides a lower-cost method to provide great services. Third, your service teams are better able to prioritize issues that require immediate attention.

77%

OF EMPLOYEES EXPECT A PORTAL TO ACCESS INFORMATION IN ONE CENTRAL LOCATION

52%

OF EMPLOYEES DON'T FIND IT EASY TO RECEIVE A TICKET UPDATE<sup>6</sup>

<sup>6</sup> ServiceNow, "The Employee Experience Imperative" (2019)



## Best Practice 4: Providing anywhere, anytime IT service

In addition to the ability to self-serve, your organization's employees expect access to IT services at any time and from anywhere. Manual processes are slow processes, especially at odd hours. Dependence on live support could delay simple, yet critical, service needs. To increase employee satisfaction and speed, make IT self service and support available through any device—mobile, desktop, and in-person with a walk-up experience. This will accelerate resolution and will get them back to being productive, fast.

**54%**  
OF EMPLOYEES  
EXPECT MOBILE-  
OPTIMIZED TOOLS<sup>7</sup>

**20%**  
20% REDUCTION IN  
SERVICE REQUEST DUE  
TO AUTOMATION AND  
AGENT EFFICIENCY<sup>8</sup>

**66%**  
REDUCTION IN EFFORT  
TO RESPOND TO THEM

<sup>7</sup> ServiceNow, "The Employee Experience Imperative" (2019)

<sup>8</sup> Forrester Research, "The Total Economic Impact™ Of ServiceNow IT Applications" (2019)



## Best Practice 5: Automate using AI/Machine Learning

Artificial intelligence (AI) or, more specifically, machine-learning-enabled IT support capabilities are already provided by the leading ITSM solutions. Many organizations are delivering increased self-service and self-help success via virtual agents.

For example, virtual agents are great in serving up relevant knowledge, opening a new ticket, or ordering a new or changed service via chat (rather than browsing a service catalog or contacting a live agent).

Secondly, your organization can augment and scale IT staff using machine learning. Machine learning can automatically categorize, prioritize, and assign tickets or even provide recommended solutions, based on learned patterns. Machine learning also enables ChatOps and analytics—where service delivery analysts engage with a virtual agent while participating in ITSM processes such as incident and change management. Both options provide more efficient and effective IT services.

ONLY

8%

OF ORGANIZATIONS HAVE DEPLOYED  
VIRTUAL AGENTS OR AI CHAT BOTS\*

\* EMA, "Automation, AI, and Analytics: Reinventing ITSM" (2019)

A photograph of a call center environment. In the foreground, a young man with dark hair, wearing a light blue collared shirt and a headset with a microphone, is smiling warmly at the camera. In the background, two other call center agents, a woman in a pink shirt and a man in a maroon hoodie, are also wearing headsets and working at their desks. The background is slightly blurred, emphasizing the man in the foreground.

## Easily adapt and adopt these best practices with ServiceNow

Improve your IT service delivery with service management from [market-leading](#) ServiceNow

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**ServiceNow was founded on a very simple idea: that work should be easier.**

Getting simple stuff done shouldn't be so hard and complex stuff should be manageable. Today, the entire enterprise—IT, HR, customer service, security, and beyond—can tap into the power of the Now Platform™ to create a better experience for employees, users, and customers, and transform the way work is done.