

How to climb the IT maturity ladder



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Introduction

With the right IT workflows in place, you've probably already reached an IT maturity level that brings you the benefits of great user experiences and agility.

But, you might well be wondering: what's next? After all, AI—including a chatbot and predictive intelligence—is fast bringing even more benefits and reasons to move one (or two) steps further in your IT automation processes.

But what are the most important boxes that need to be ticked to successfully move your organization to the next IT maturity level? This guide points the way in addressing the challenges that come with transitioning to a higher IT maturity level.

Importance of managing organizational change

Yes, ServiceNow's platform stands out from the rest in its plug-and-play approach with a vast choice of out-of-the-box solutions. But, ITSM is all about people and where there are people, there are many things that need to be aligned, defined and managed so as to build a solid foundation that can be supported by the high-performing ServiceNow AI and predictive intelligence tools.

Every step you take towards a mature IT organization also requires a change in governance structures and in management thinking.

And of course, the move to even more automation and self-service will, sooner rather than later, impact your agent workforce. It is at this point that organizational change management becomes key to successfully climbing the maturity ladder.

- What does this change mean for my organization?
- Why are we doing this and what is the goal of this change?
- What to do with the agents whose jobs will change or disappear due to self-service?



'We conducted an ITSM maturity assessment for an organization where processes and technology were already at maturity level 4. However, their organizational structure was still at level 2. Compare it to driving a Porsche: the car might be great but if you don't know where to find the gears you won't be able to drive the car. The same goes for IT: you might have the tech in place but if the organization does not know how to use it to its full capacity, it just won't work.'

- Bas Leijh, ITSM Expert at Plat4mation

First steps up the ladder

Since most of you already work with ServiceNow ITSM Standard, your cloud-based ITSM platform is enabling you to:

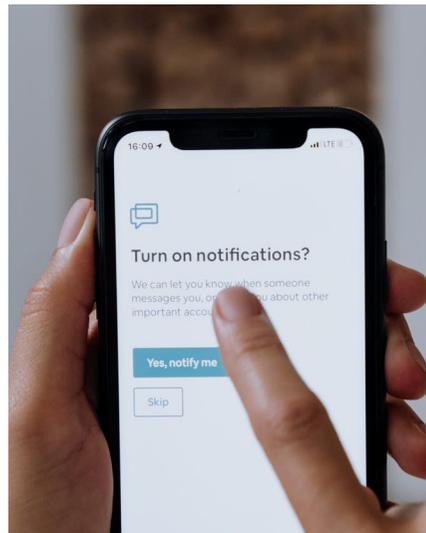
Streamline service delivery

By consolidating multiple service desks into a single, integrated ITSM platform, you're cutting back on complexity and costs and enabling consistency in your service management processes.



Improve your services

Your services are supported by workflows that include approvals and notifications. It's helping you deliver services with speed, consistency and accuracy.



Create easier interactions

With a single system of record to manage results, resolve issues and drive self-service that is connected with consumer-like web and mobile experiences, you're providing clients superior and personalized services.



What to expect when moving up the IT maturity ladder

By embracing the power of AI and predictive intelligence, your IT services organization will be able to provide even better service delivery while boosting service desk productivity.

- Automatically identify issues
- Pinpoint the root cause and automate remediation
- Use conversational chatbots for everyday requests and free up your staff to tackle things that matter
- Let predictive intelligence provide your agents with instant recommendations for quick remediation

Higher IT maturity levels require a high level of automation and active measuring of IT performance—not just on ticket level, but also on service level.

What's needed to grow ITSM maturity

Growing your IT maturity is a process that needs to be strategically managed and should be based on a solid ITSM foundation, as well as a high-performing platform like ServiceNow. Importantly, any step forward or change needs to be nurtured in a Plan-Do-Check-Act cycle.

ServiceNow Platform

You have your ITSM workflows in place. By keeping them as close to out-of-the-box as possible, they are easy to maintain and improve using new ServiceNow features.

Plan	Do	Check	Act
KPI Composer	Virtual Agent	Performance Analytics	Continual Improvement Management
Service Portfolio Management	Agent Workspace	Predictive Intelligence	
	Now Mobile	Vendor Manager Workspace	

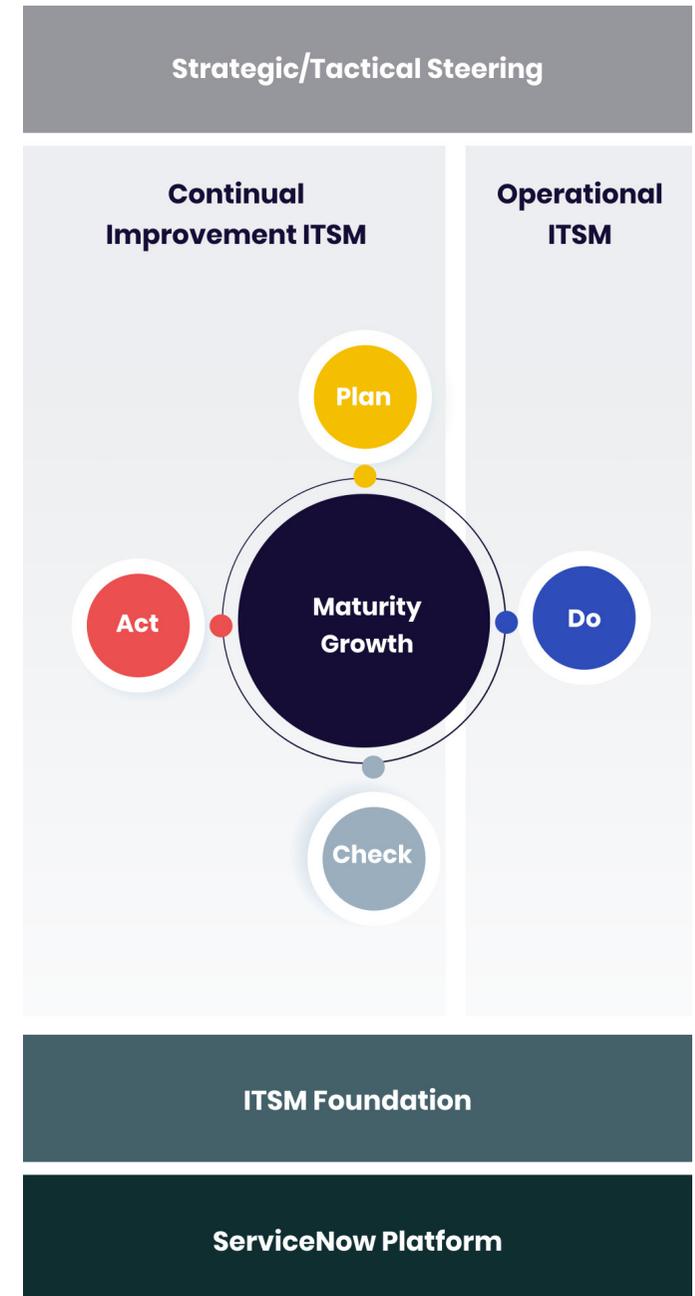
The next step up the maturity ladder involves self-service becoming leading. AI is used to route tickets—including Incident, Problem, Change, Request and Fulfillment—to your IT staff or provide smart recommendations.

Your ITSM foundation

This is your CSDM (Common Service Data Model) and CMDB (Configuration Management Database). As the basis of all ITSM processes and workflows, these must be fully governed, populated automatically and 100% reliable.

Plan-Do-Check-Act maturity cycle

Using ServiceNow Pro features like KPI Composer, Virtual Agent, Agent Intelligence, Performance Analytics and Continual Improvement Management, your ITSM processes can achieve operational excellence.



Continual ITSM improvement cycle

To get the most value out of ServiceNow and to be able to make every step to a more mature ITSM a value-adding one, minimizing the gap between deployment and real life is key. With every deployment or step forward bringing its own unique challenges, small increments or changes give confidence in the system while moving forward.

- Cut it up and make small steps
- Define the steps that you are going to make
- Do this for every process or even for the smallest step

Plan-Do-Check-Act

Once you have defined your small increments of change, adopting a Plan-Do-Check-Act approach for every step will enable you to drive continuous improvement. In doing, so you will be lowering operational costs and cutting back process lead times while increasing customer satisfaction.

● Plan

What do you want to achieve?

Define KPIs in line with ITSM objectives. Make sure there's a KPI breakdown structure in place. This ensures that all organizational levels can align with these leading ITSM KPIs.

● Do

What needs to be automated and how?

Automate your ITSM processes and provide your IT staff with the tools to continuously improve.

● Check

Are things working as they should?

Monitor in how far your ITSM processes are performing in line with your objectives or where they need to be tweaked. Identify all areas that can be improved.

● Act

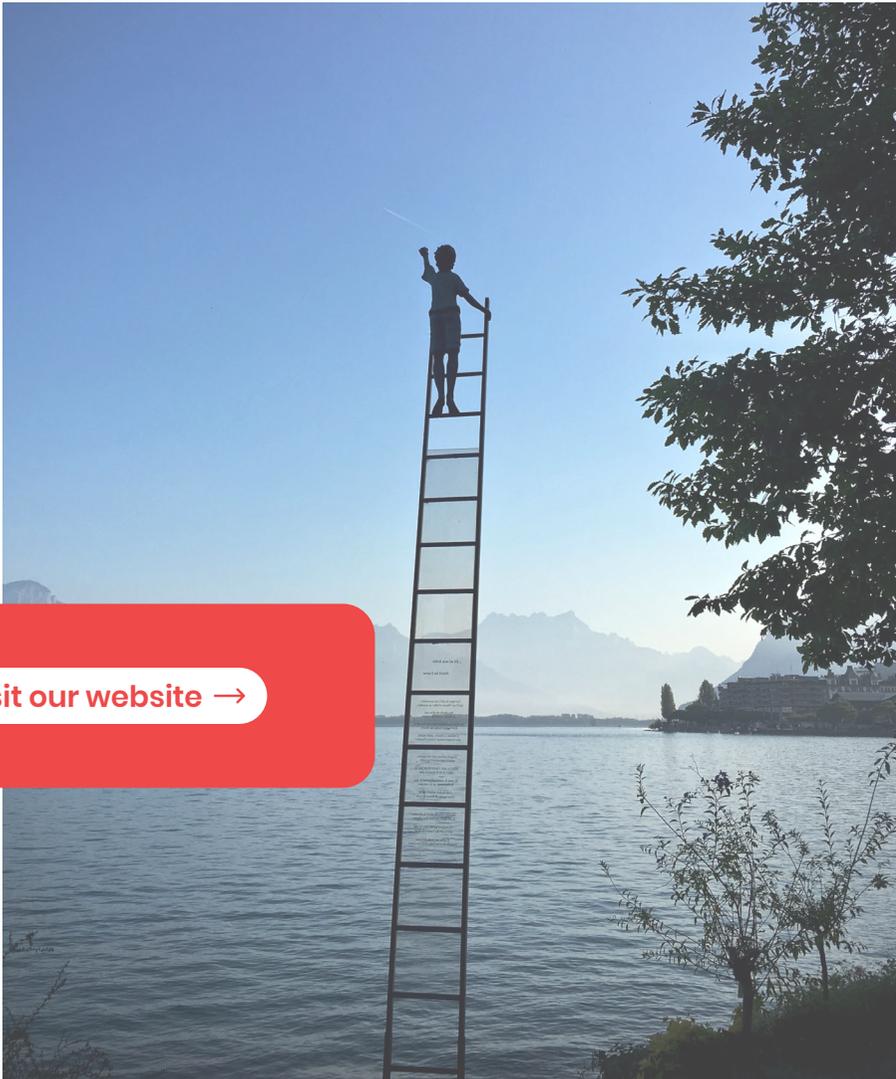
What can we do to make things even better?

Draw up improvement plans and ensure all improvement actions are completed.



TIP

You can only improve what you measure! Make sure you set up the right dashboards and measurement tools.



[Visit our website →](#)

Real-world success

Change is inevitable. But, wherever you try to introduce something new, you will find resistance.

It's up to you to maximize the benefits of AI and predictive intelligence as you move your ITSM forward.

Enable your move up the ITSM maturity ladder for business growth when you consider maturity as being more than the deployment of new tools. After all, real-world successful ITSM growth only comes with simultaneous organizational change.