

Enterprise Service Management

Processes and Tools to suit any Enterprise support requirement

Enterprise Service Management

”The use of ITSM principles and capabilities in other business areas to improve performance and service”

Achieved by:

- Service Thinking
- Taking a lifecycle approach to service management

Enterprise Service Management Framework

The Difference Between ITIL, ITSM and ESM

- **ITSM** is how you manage the services you deliver to end users.
- **ITIL** teaches you the best practices for ITSM.
- **ESM** brings ITSM strategy to the rest of the departments in the business.

Enterprise Service Management Goals

- Improved, consistent user experience
- Single Point of Contact for **all** support issues
- One user interface to support University-wide service management processes
- Self Service Portal for self help, logging Incidents & Requests and status updates
- Automated workflows
- More insight into the processes at macro- and micro-levels via dashboards and reports

Major Components of the Enterprise Service Desk

- Tier 0 self service
- Tier 1 help desk
- Enterprise Incident Management System
- Enterprise Service Request System
- Performance reporting
- Customer satisfaction survey management

Round Table

- What service management framework/methodology is suitable for ESM? ITIL/COBIT/Lean/Other?
- Staffing an ESM Service Desk – skills required?
- Toolset – define separate taxonomy/forms for each business unit of share 'ITIL' forms?
- Knowledgebase for self-support – shared/separate?
- What else to consider to have a 'best practice' ESM discipline?