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ITSM+ Toolkit

How to go beyond the service desk to make ITSM processes and tools the center of your connected enterprise workflows

Inside:

This toolkit provides you with practical steps and illustrative use cases to help your organization scale and innovate, create a foundation for improved service and process management across the entire organization, and improve employee and customer satisfaction alike.

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02 Understanding what you have

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Introduction

The expansion of Everywhere Work has enabled organizations to rapidly grow. At the same time, behind the scenes, IT environments are quickly becoming more complex. Each employee uses on average 2.6 devices to do their job every day. This means that your IT professionals must manage and secure a rapidly expanding array of endpoints. They also urgently need smart, innovative strategies to reduce ticket volume and accelerate first call resolution. Just as IT systems and processes must transform to become more nimble and service-oriented, so too must the systems and processes across the rest of your organization — and IT can play a crucial role as a **strategic enabler** during this transition.

Expectations for service have never been higher, adding to the pressure that IT, security teams, and other teams such as HR, legal, and finance already face. Common as they are, such growing pains can put the brakes on your ability to scale for future growth and even make it difficult to maintain a competitive position in the market. Manual processes and inefficient workflows can quickly drain internal productivity, diminish employee satisfaction, introduce security and compliance risks, cause budgetary overages, and ultimately limit your ability to provide a high quality customer experience.

How to overcome these barriers? Simply put, by enabling more connected and simplified processes across the entire organization. Unlock essential productivity to power your next stage of growth by streamlining your IT environment and creating a positive employee experience with enterprise service management best practices.

01

Knowing what you have

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Challenge

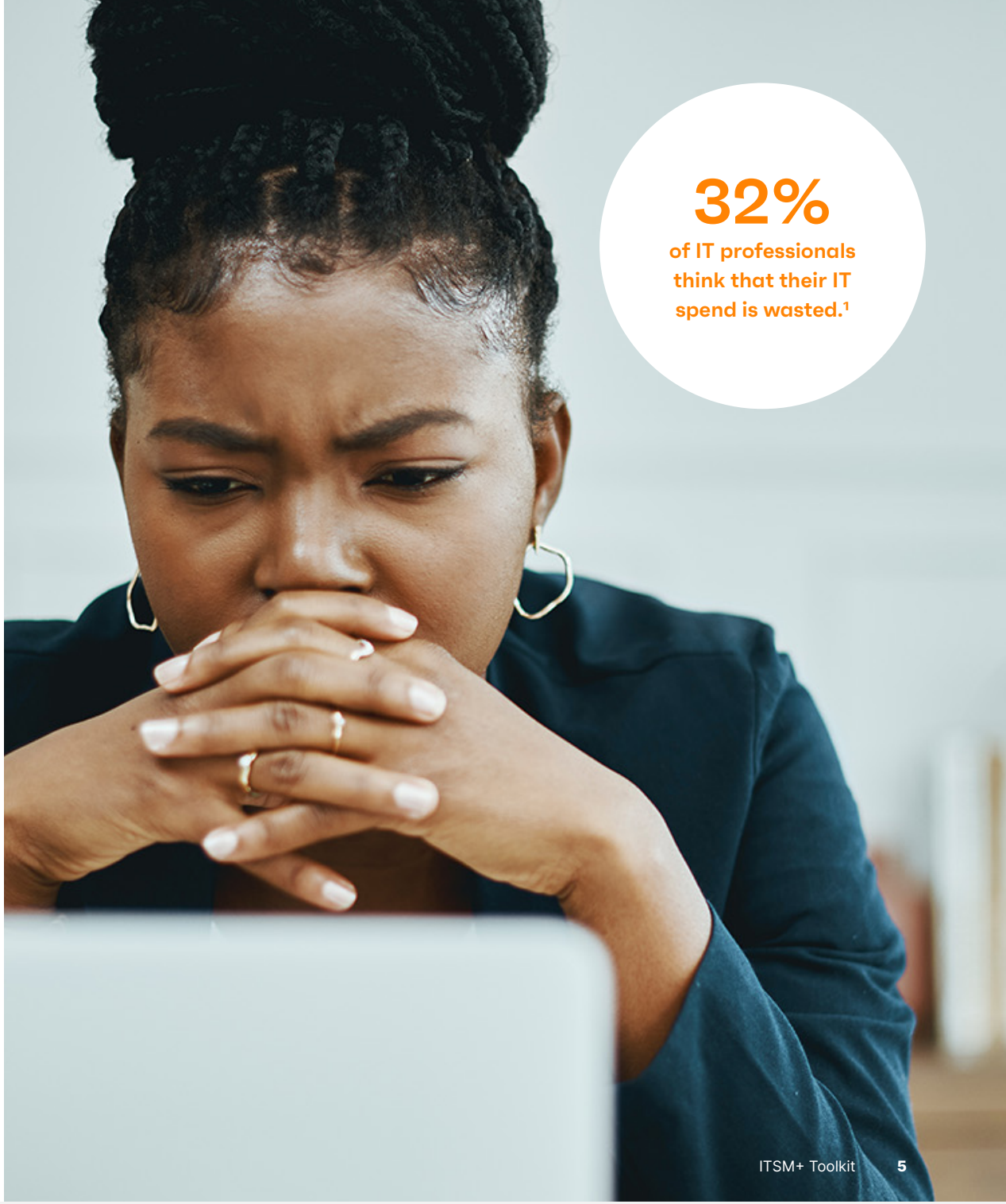
Identifying all assets that access your network at all times.

You're looking for the right mix of tools and processes that will help you protect what you have now and prepare for the future. You can't protect and service what you don't know about, though.

Without full visibility into all of your technology assets and services (including endpoints and servers), you'll always be a step behind when it comes to defending the organization from ever increasing cyber threats, effectively resolving IT support requests, or staying compliant. Now that your endpoints are located far beyond the traditional perimeter, extending right to the edge, discovering and securing them is an incredibly complex task. Moreover, you may also be missing out on opportunities to optimize your technology spend.

Did you know?

Only 47% of IT professionals agree completely that their organizations have full visibility into every device that attempts to access their networks.[2]



32%

of IT professionals think that their IT spend is wasted.[1]

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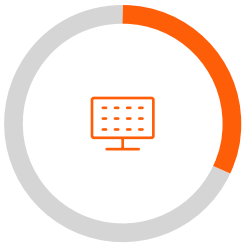
Answer

A single view of your entire IT estate that provides the full view on what you already have and keeps tabs on it as it evolves.

No more tracking spreadsheets and no more ghost assets. Once you've got that picture in place, you now **have clear visibility** into how your asset real estate is connected. Your service desk has **access to comprehensive information** on all your IT assets at all times, which allows them to quickly identify issues and fix them without flicking through a multitude of spreadsheets. What's more, they can see the potential impact of those issues on the environment and alert IT security teams if there's a larger risk to the network.

The team can easily **optimize the organization's IT spend** by identifying unused or underused assets and leveraging them to replace the ones that need replacing or re-allocate them. This way, your organization can get the most value from its IT dollar. And with the time saved, your IT team will be able to focus not just on where your technology is today but where it's headed next.



32%

of IT professionals still use spreadsheets to track their devices.[2]

How to

Look for a solution that enables not just active asset discovery, but also passive.

An **agentless approach** allows you to quickly gain a complete picture of all your IT assets without the need for installing software directly on them, saving crucial time and boosting IT productivity. This capability can be especially helpful when you're dealing with limited bandwidth, for example. By using service mapping to highlight the relationships and dependencies between your underlying data center services and your applications, you can quickly determine the root cause of an issue, evaluate its impact, and assess the risks it poses to your business.

How often should I be scanning for new assets?

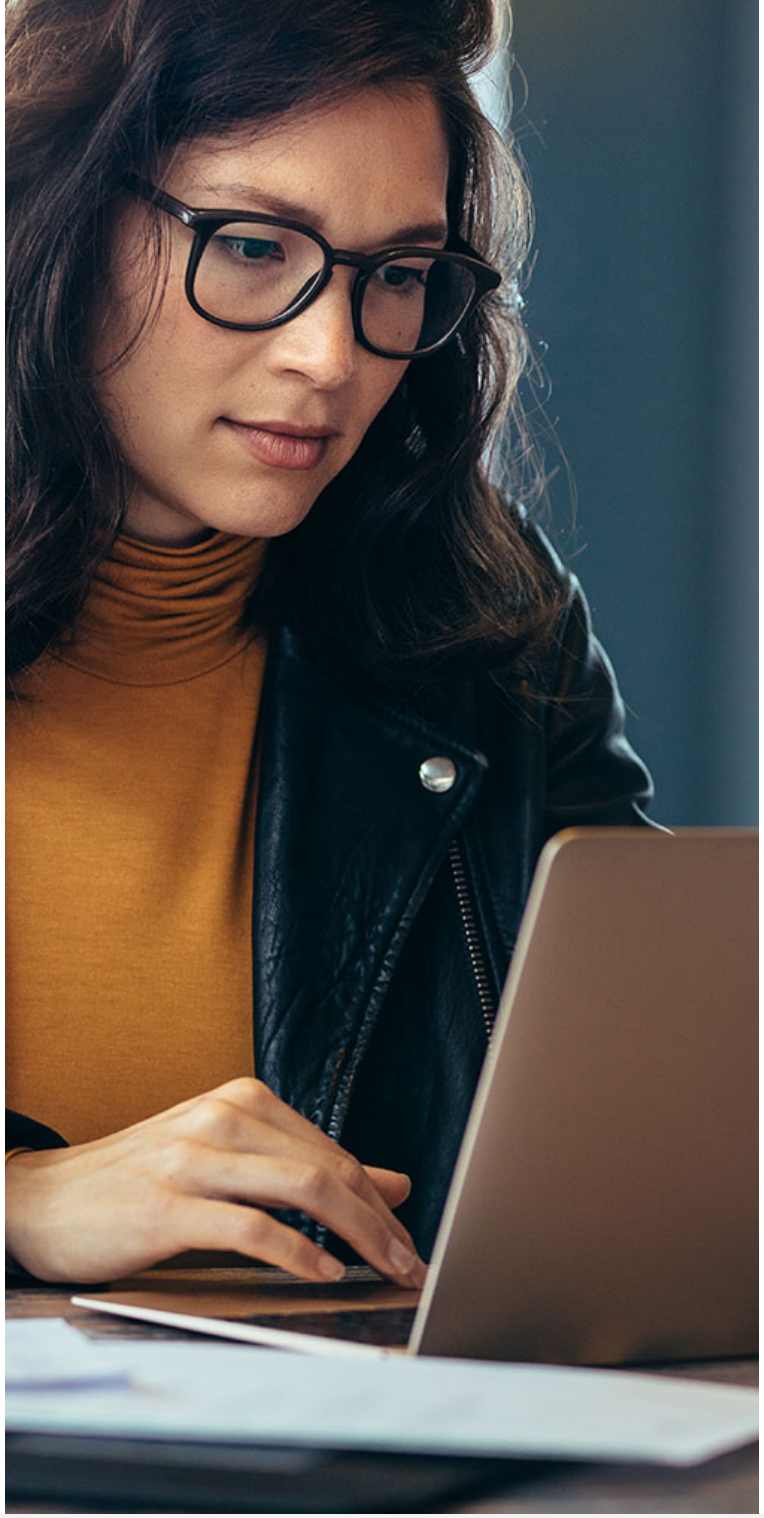
Rather than periodically scanning for new assets, consider taking advantage of tools that enable **real-time detection of new assets** as they join your IT environment. That way, in addition to finding assets that you already know are present, you will also be able to quickly detect ghost assets, or devices that you didn't expect to find.

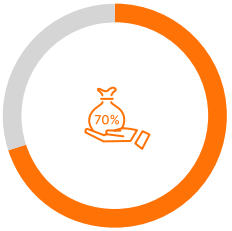
Why is active discovery alone not enough?

Active discovery only scans what you already know. You can't manage what you don't know you have, and this poses a significant security risk. Passive discovery uncovers assets you didn't even realize were part of your IT environment–often up to 20% or 30% more than you thought you had. It can also identify malicious actors who have gained unauthorized access to one or more assets in your estate. A mix of both active and passive discovery can help you **identify and secure all of your assets**—not just the ones that were already on your radar.

Benefits

- Real-time visibility across your entire IT estate
- A clear view of dependencies between services and applications
- Accurate data on all assets, all in one place
- Increased IT productivity
- Optimized IT spend





70%

Cost savings over the previous vendor achieved by an energy company thanks to modern ITSM and ITAM solutions adoption.[3]

"Equipped with the complete picture of our infrastructure and data flow through Ivanti Neurons for Service Mapping, we now have the insights for our business continuity model to prioritize availability and quickly restore business-critical services that are most impactful to our customers."[4]

Robert Hanson, Information Technology Director, The First Bank

Imagine this...

You are now able to extend your visibility horizon.

While evaluating the IT environment's security, an IT analyst, discovers that only 75% of the organization's assets are known.

What's worse, machines are becoming unmanaged and many assets are either incorrectly configured or not up to date with patches.

By leveraging active and passive discovery to support enterprise service management, they can promptly create an accurate inventory and help the business more effectively manage the risks it actually faces.

02

Understanding what you have

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Challenge

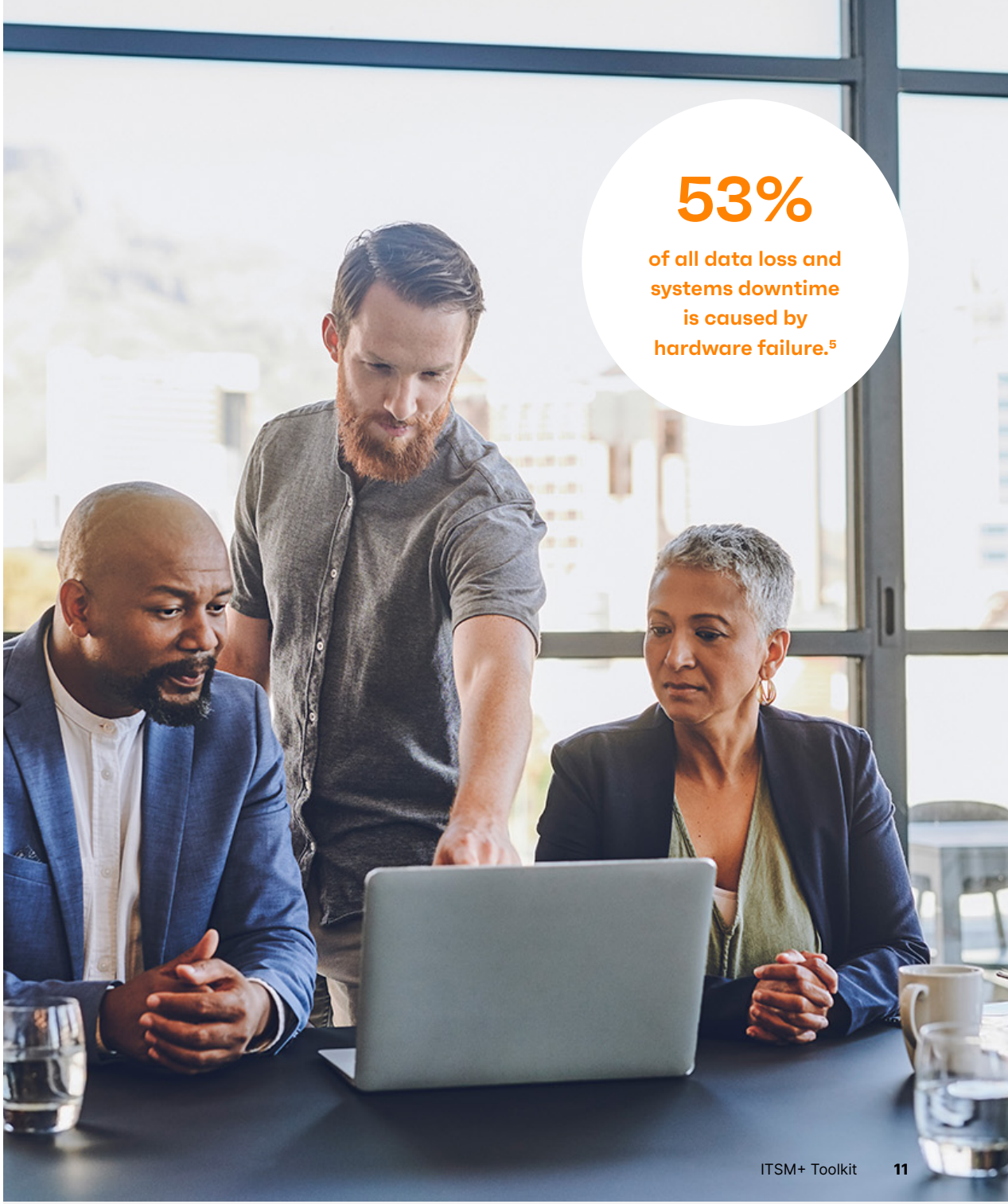
Maintaining and managing all IT assets' data in one place.

Reconciling the records between multiple discovery and/or inventory tools, let alone keeping accurate records in your IT asset tracking spreadsheets, consumes time you simply don't have. Without the benefit of intelligent tools to automate the IT asset discovery process, your team might not get around to making critical updates on a timely basis.

While you're trying to make sense of all the conflicting information before you, crucial IT assets are likely going unmanaged and unprotected–putting your business at risk. This is why it's essential to create a **single source of truth** for all of your business assets and keep it continuously up to date.

Did you know?

32% of ITAM professionals view the needs of different groups in the organization to be so completely different that they require separate systems.[1]



53%

of all data loss and systems downtime is caused by hardware failure.[5]

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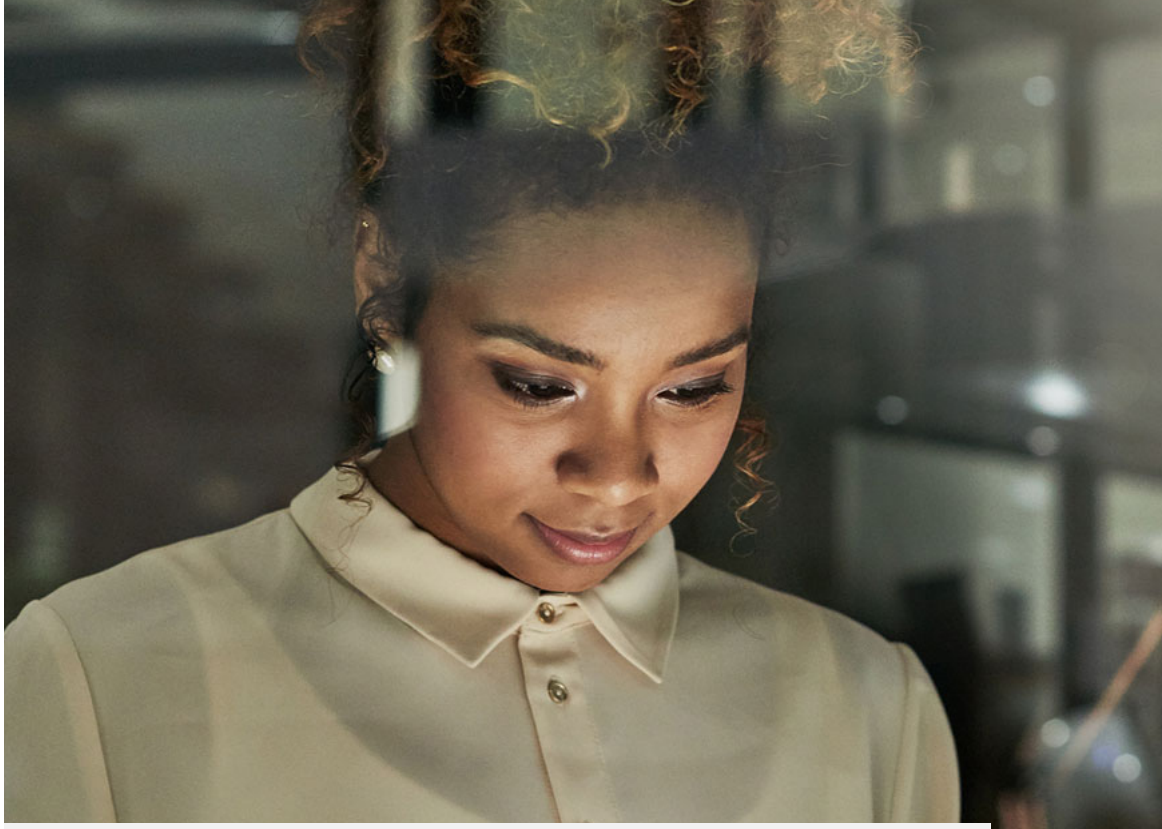
Answer

Comprehensive IT asset lifecycle management, integrated with existing tools and delivered in one platform.

Find an IT asset management solution that gives you a unified view of **all of your IT assets**, including hardware, servers, clients, virtual machines, cloud and software assets — as well as data on their usage, performance, and warranty status. The right solution will be able to automatically and continuously keep tabs on all of these assets from purchase to disposal, providing you with up-to-date purchase, use and spend information at a glance. All of these insights will help you make smarter decisions about the assets in your IT estate.

If your organization already uses a configuration management database (CMDB), consider how you will integrate the two systems. By proactively crafting a plan for improved IT asset management, you'll be able to successfully **track, configure, optimize, and strategically manage** all of your IT assets through their entire lifecycles. With all asset details at the ready, your service desk will be able to resolve issues faster and more effectively. Your security teams will also be able to easily identify potential compliance issues or security vulnerabilities, enabling the organization to better manage risk.



Why is the inventory data I get from Active Directory not enough?

Many businesses use Active Directory to manage IT users and assets, but it was not designed with today's Everywhere Work environment in mind. With a newly expanded IT estate spanning on-premises data centers, cloud applications and services, and mobile endpoints, IT teams need more robust tools to a**ccurately and efficiently track and manage** all of their assets.

How to

Implement an integrated and sustainable asset management process across the organization.

What are normalization & reconciliation?

Normalization is the process of making sure that assets' names and other key information about them are standardized. By reconciling the asset data you bring into your IT asset management solution from the various data sources you have used so far, you will be able to create a single source of truth for all of your IT assets.

1

First, **define what you need to track**. This step will aid in performing asset mapping of both IT and non-IT assets, including hardware, software, and consumables. Next, **decide what information you will need** to collect in order to track the full lifecycle of each asset type (for example, usage, performance, location, warranty, licensing status, contracts, vendors, and patch status). Create a plan for how you will track managed assets versus unmanaged assets.

2

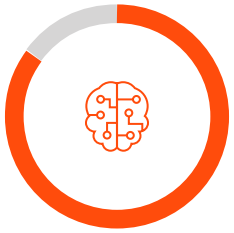
Next, **normalize and reconcile your asset information** by making sure all of your assets are uniformly named and cataloged. This will allow you to create a single source of truth for all of your IT assets that your organization can trust. Third party **data connectors** can augment your existing records, automatically creating a 360 degree asset view on your behalf and keeping it continuously up to date.

3

Finally, give some thought to how you will **incorporate** your new IT asset management processes **into your regular, cross-departmental workflows.** That way, nothing will fall through the cracks once your single source of truth is in place.

Benefits

- Single lifecycle tracking and asset repository
- Improved vendor and contract management as well as better device and license management, resulting in optimized costs
- Asset management from anywhere



85%

of IT professionals view their asset management automation and AI investments as profitable ventures.[1]

The opportunities with Ivanti Neurons for ITAM are endless. We'll also be able to see how much we spend each year to maintain our technology solutions and determine if we need to adopt cloud-based solutions, for example, in place of an on-premises solution to save money."[6]

Jenny Rock, Product Engineer, City of Seattle

Imagine this...

You can now connect and secure all data in one place.

An energy company used two separate tools to manage IT requests and IT assets. As the business grew, these tools became too large and unwieldy to meet the company's day-to-day requirements.

By updating to an integrated environment that includes both service management and asset management, IT was able to create a single source of truth for all of the organization's assets, both IT and non-IT.

From there, members of the IT team were able to quickly drill down into any of the company's IT assets on demand, access key details about those assets, identify the root cause of issues affecting employee productivity, and take prompt action to resolve them.

03

Turning insights into value

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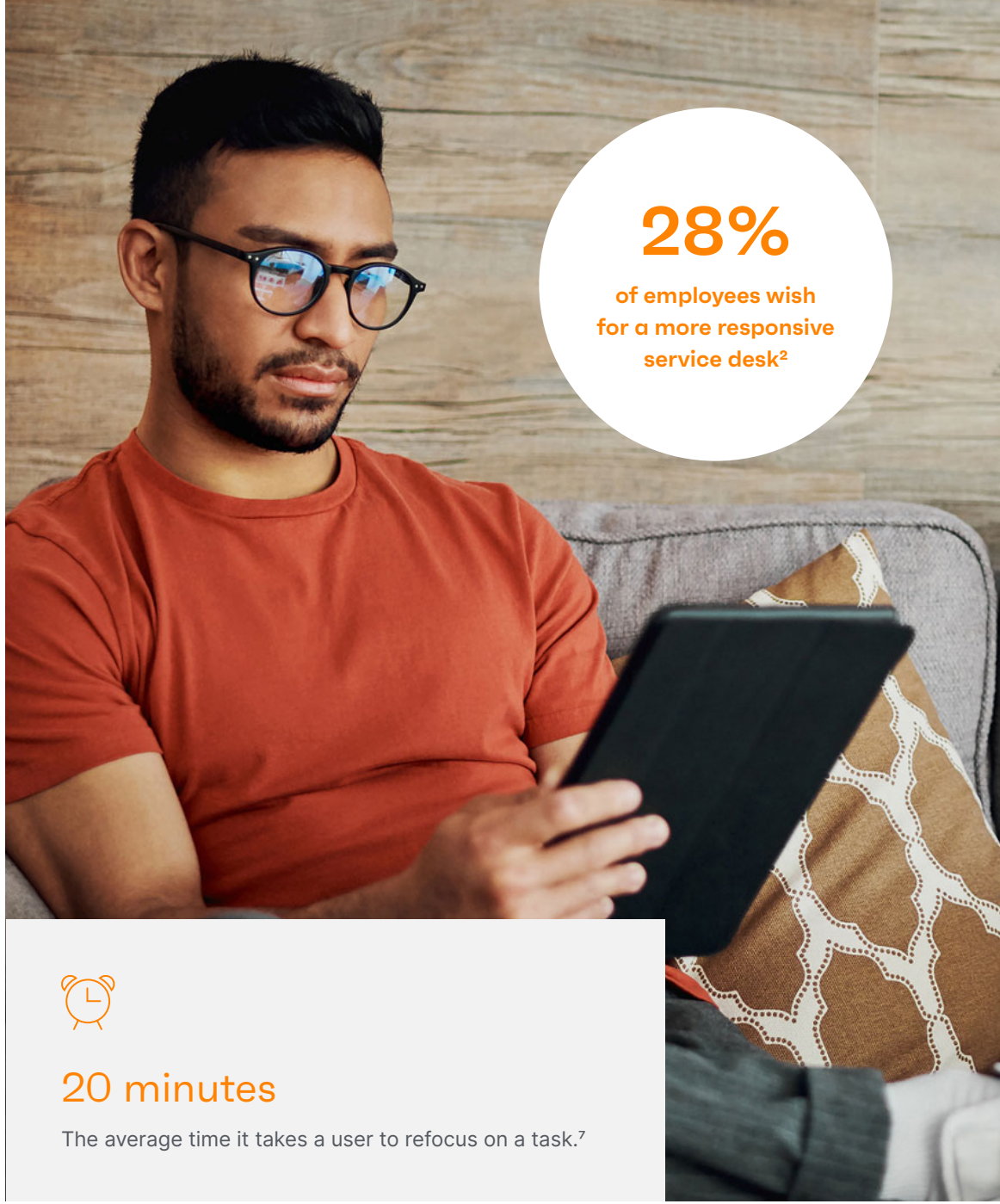
Challenge

Delivering efficient IT support in the Everywhere Work for improved employee experience and productivity.

Employees use multiple devices to get their work done, generating an increased volume of tickets in turn. Your IT team must support all of these assets while keeping costs under control. Without full insight into all the assets and services within the organization, not to mention the relationships and dependencies between them, your IT professionals struggle to efficiently carry out these responsibilities. When the IT team's productivity drops, your users' productivity also declines as they're waiting for their tickets to be resolved – and the employee experience suffers.

In today's Everywhere Work era, your **employees' productivity depends on an efficient IT service desk** and a positive employee experience. Without a unified view of the organization's IT services, however, your IT team doesn't have the tools it needs to quickly and effectively resolve IT problems and incidents once users report them, let alone in advance.

Without access to the necessary insights, your IT teams may be struggling to improve internal workflows, optimize technology spend, and service users on an ever growing scale.



28%

of employees wish for a more responsive service desk[2]

20 minutes

The average time it takes a user to refocus on a task.[7]

Answer

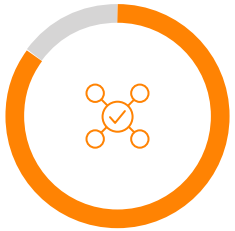
Connected and modern IT service management within a single platform.

With a modernized service delivery model that allows for an in-depth understanding of both IT assets and their dependencies, your IT team can evolve to support the needs of today's hybrid workplace. This approach gives your service desk the full context needed to **accelerate first call resolution** and even fix problems before anyone notices them.

Modern IT service delivery also allows your IT team to:

- Streamline internal workflows.
- Implement ITIL service management best practices.
- Empower users with self-service tools.

An advanced IT service management solution can ultimately help your business achieve a better **return on investment** (ROI) from its hardware, software, and cloud assets — all while improving the employee experience for your employees and your IT professionals.



86%

of organizations are making an effort to consolidate asset-related tools.[1]

How to

Connect your IT asset discovery tool and IT asset management to your IT service management solutions.

With the understanding gained by joining these enterprise service management systems, your IT team can achieve **faster and smarter ticket resolution.**

This intelligent integration allows you to:

- Accelerate your incident and problem management processes.
- Provide better self-service.
- Improve request fulfilment.
- Optimize your service and asset configuration for better overall management.

Then, use service mapping to highlight the **dependencies between your IT assets and services** at your data centers. With easy access to intuitive visualizations of the entire IT estate, your IT team can get to the bottom of root causes faster. Apply this tool for **better IT knowledge management**, giving your IT team a single source of truth regarding IT assets and services that can be used to streamline service and support. You can also leverage service mapping to **improve your change and release management** processes, proactively identify and address potential weaknesses in your IT services, improve IT performance against service level agreements (SLAs), and reduce costs.

Benefits

- A unified view of IT services
- A centralized repository for service assets and configurations
- Resolve tickets faster and more accurately
- Boost first call resolution and reduce escalations
- Quickly identify and resolve service delivery issues
- Optimize service delivery processes
- Improve service levels and reduce costs
- Provide a high quality employee experience

IT's Net Promoter Score increase to

90%[8]

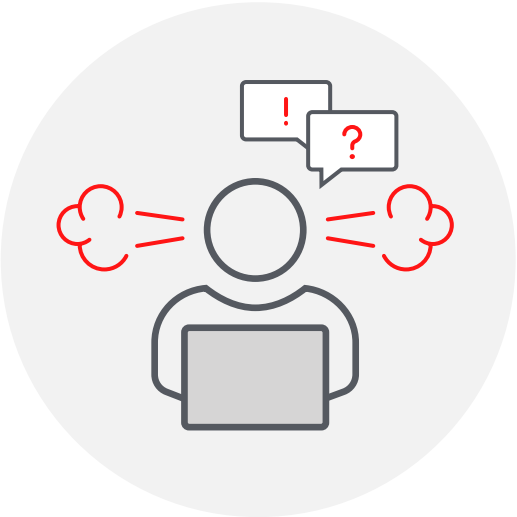
"The feedback we received was, well, no feedback. No one was ringing up asking, 'What's happened to my job?' and that sort of thing."[8]

Stephen Peatling, Manager of Customer Engagement, Victoria University

Imagine this...

You can now deliver quicker, simpler and better IT support.

A university was grappling with an outdated legacy IT service management tool that didn't provide the visibility or the innovation required for a quality customer experience.



Each time IT touched a job in the ticketing system, it would send an email to the user who had submitted the ticket. This caused unnecessary confusion and frustration.

By updating to an advanced IT service management solution, the university was able to dramatically improve service levels, provide easily accessible self-service channels, and raise the IT team's net promoter score (NPS) from around 54-60% to 90%.

04

Accelerating service delivery

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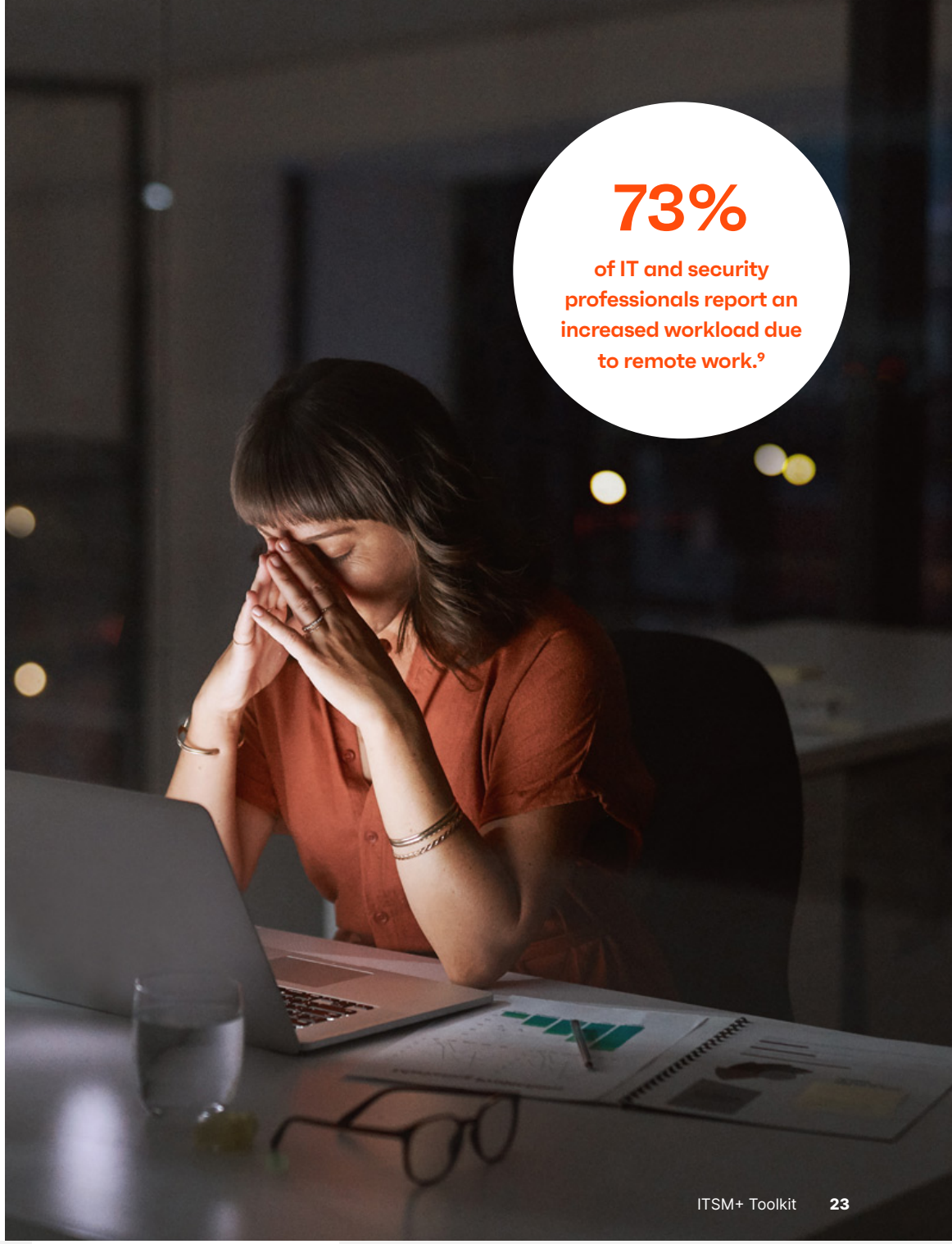
Challenge

Managing ever-growing support requests efficiently and at scale.

Everywhere Work means more endpoints scattered across more locations, yet your IT professionals must still deliver excellent service using lean budgetary resources. When IT team members find themselves overwhelmed by a high volume of tickets, incidents take longer to resolve, the employee experience suffers, and organizational productivity is diminished. As your IT environment becomes more intricate, encompassing an increasingly vast constellation of endpoints, so too does the work of your IT team. IT needs **intelligent service delivery tools and processes** to efficiently manage ticket requests and shift its focus toward higher-impact strategic projects.

Did you know?

41% of knowledge workers claim they have a harder time getting support for tech issues.[2]



73%

of IT and security professionals report an increased workload due to remote work.[9]

Answer

Proactive IT support enabled by automation and AI.

32%

of IT teams experience an increase in helpdesk tickets due to remote working.[9]

Your businesses can accelerate its IT service delivery by taking advantage of automated workflows and AI bots that **proactively diagnose and remediate issues** 24×7. By giving first-line analysts a 360 degree view of IT users and assets, you can empower them to provide a higher standard of service and minimize disruption to the employee experience. Unified endpoint management (UEM) lets your IT staff centrally manage and secure all of the devices your employees use, leveraging automation to accelerate deployment while creating more predictable and repeatable processes. All of these capabilities take routine tasks off your IT team's plate, pave the way for a truly self-healing environment, **empower users** to act on simple issues themselves, **reduce costs** and minimize the gap between the pace of your tech stack complexity growth and your ability to manage it all.

How to

Transition to automated workflows supported by self-healing and AI bots.

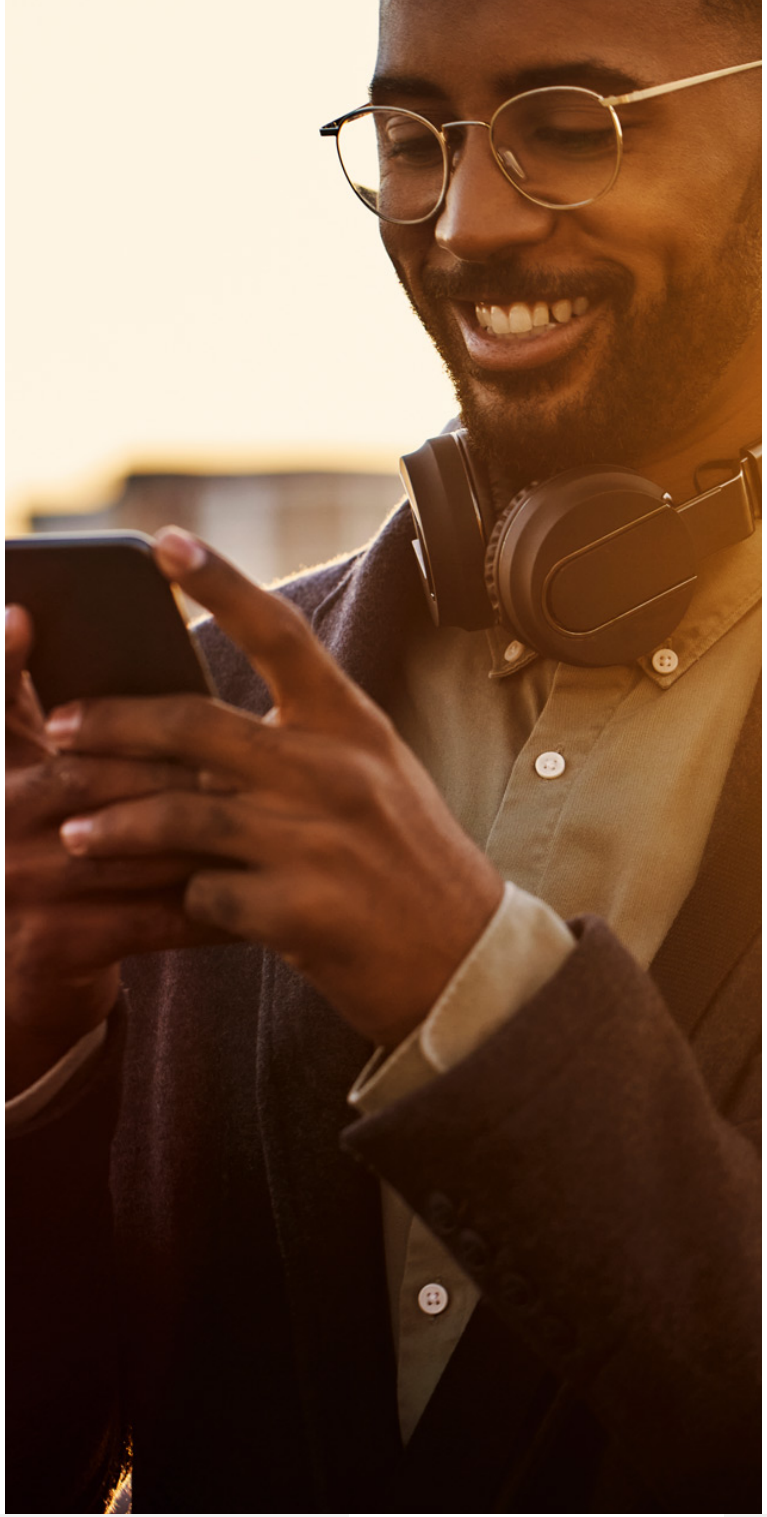
Give your IT professionals the advanced technology tools they need to provide a modern support experience. Automate pre-and post-ticket workflows, so you can streamline the support process from both the employee and IT perspectives. Configure your IT service management solution to automatically classify incoming tickets and assign them to the right personnel, without requiring a member of the IT team to even touch them. Once an IT team member opens a ticket in their queue, they can leverage a unified view of the user's device to accelerate root cause analysis and quickly **get to the bottom of the issue** they're investigating—often without having to disrupt the employee at all.

Raise the bar even higher by tapping your ITSM solution's auto-detection and remediation capabilities to create a self-healing environment. This way, you can **automatically fix common performance issues** before users even notice them and proactively address security vulnerabilities that could put the business at risk.

Consider deploying a virtual support agent, complete with intelligent chatbot capabilities, to give users the ability to answer their own questions and resolve problems on demand. Use voice automation to improve first call resolution and tap sentiment analysis to accurately **gauge customer satisfaction levels** throughout the organization, on an ongoing basis, without the need for a cumbersome annual survey. With all of these automation advantages, your IT team will be able to turbocharge its service delivery and drive stellar user and IT experiences.

Benefits

- Reduce the volume of support tickets
- Accelerate time to resolution
- Identify and reconcile issues before users notice
- Empower users with tools to resolve and address issues on their own
- Proactively improve the digital employee experience with sentiment analysis



$560.5K

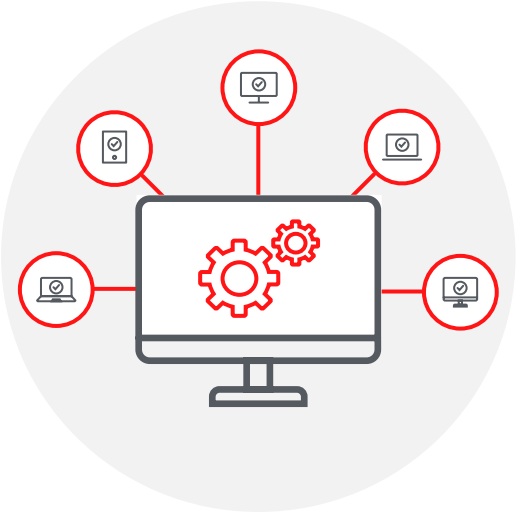
The end user productivity associated savings from self-healing environment (risk-adjusted over three years).[10]

"We don't need to interrupt an end-user and their day. We're giving them a better quality of life. We pride ourselves on that as a community bank — we want to deliver that kind of community experience to employees and customers. It's what we're really hoping to accomplish for ourselves and everyone."[11]

Jesse Miller, IT Specialist, SouthStar Bank

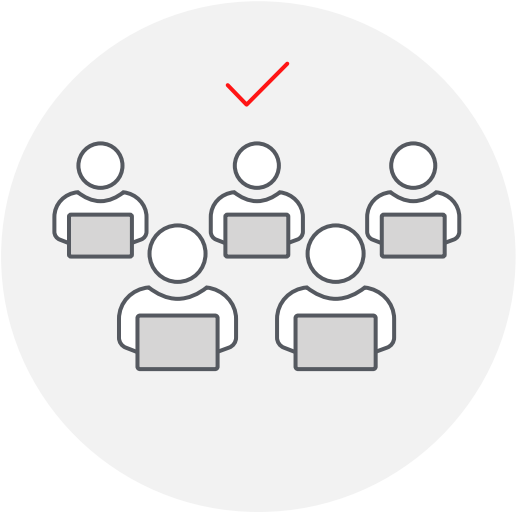
Imagine this...

You can now deliver seamless experience to your users with no interruptions.



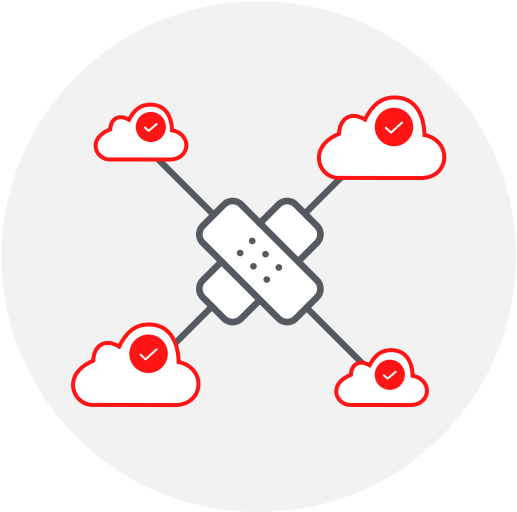
1

A university leverages IT automation to deliver software to computer labs across all of its campuses, eliminating the need for individual IT team members to install it.



2

Students arriving for lectures are pleased to find that the software they need to use just works as expected, with no interruptions.



3

The university also uses these capabilities to ensure that its growing complement of cloud servers is fully patched and up-to-date, allowing IT staff to devote their skills toward supporting education or research.

05

Connecting enterprise workflows

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Challenge

Standardizing service delivery across the organization.

As your business grows, its various departments and units inevitably run into difficulty scaling their workflows to match. Eventually, their service delivery slips, organizational productivity as a whole declines, the employee experience falters, and your organization struggles to reach its next stage of growth.

At this point, external customers may also notice a dip in service quality and start wondering whether they should begin considering the competition. Security and compliance challenges may arise, putting the organization at risk. Departments may struggle to effectively manage their budgets, resulting in unexpected overages that limit the organization's agility.

When organizations reach this inflection point, they must identify the best strategies for providing a **unified and scalable employee experience** across the entire enterprise.

Answer

Integrated enterprise service management within one platform.

To alleviate these common organizational pains and open the door to continued business growth, look for an integrated enterprise service management platform that offers end-to-end service, asset, and operations management solutions across not just your IT organization, but also other teams such as HR, facilities and security.

This platform should support both cloud and on-premises implementation options, giving you **maximum flexibility** to deploy the necessary capabilities across your entire IT infrastructure as needed. It should also provide a **unified employee experience**, regardless of whether the problem, request, or ticket concerns IT, HR, facilities, or security.

How to

Maximize Your IT Asset Management with a Comprehensive Plan and Single Source of Truth.

1

First, connect your critical enterprise workflows to your enterprise service management solution and **consolidate all business assets** within your CMDB. Then, allow your non-IT organizations, like HR and facilities, to design, build, and automate their service offerings. Give them a consolidated view of every service they deliver, which in turn lets them standardize and steadily improve their processes.

2

Then, **connect your security workflows** to your enterprise management solution. This step will allow you to automate and enhance your security operations management processes, beginning with two mission-critical security workflows: vulnerability response management and security incident management.

Integrate your risk-based vulnerability management (RVBM) software with your enterprise service management solution, so it can automatically create a ticket when the RVBM identifies a potential vulnerability. This way, your team can track the vulnerability response associated with that ticket through to completion.

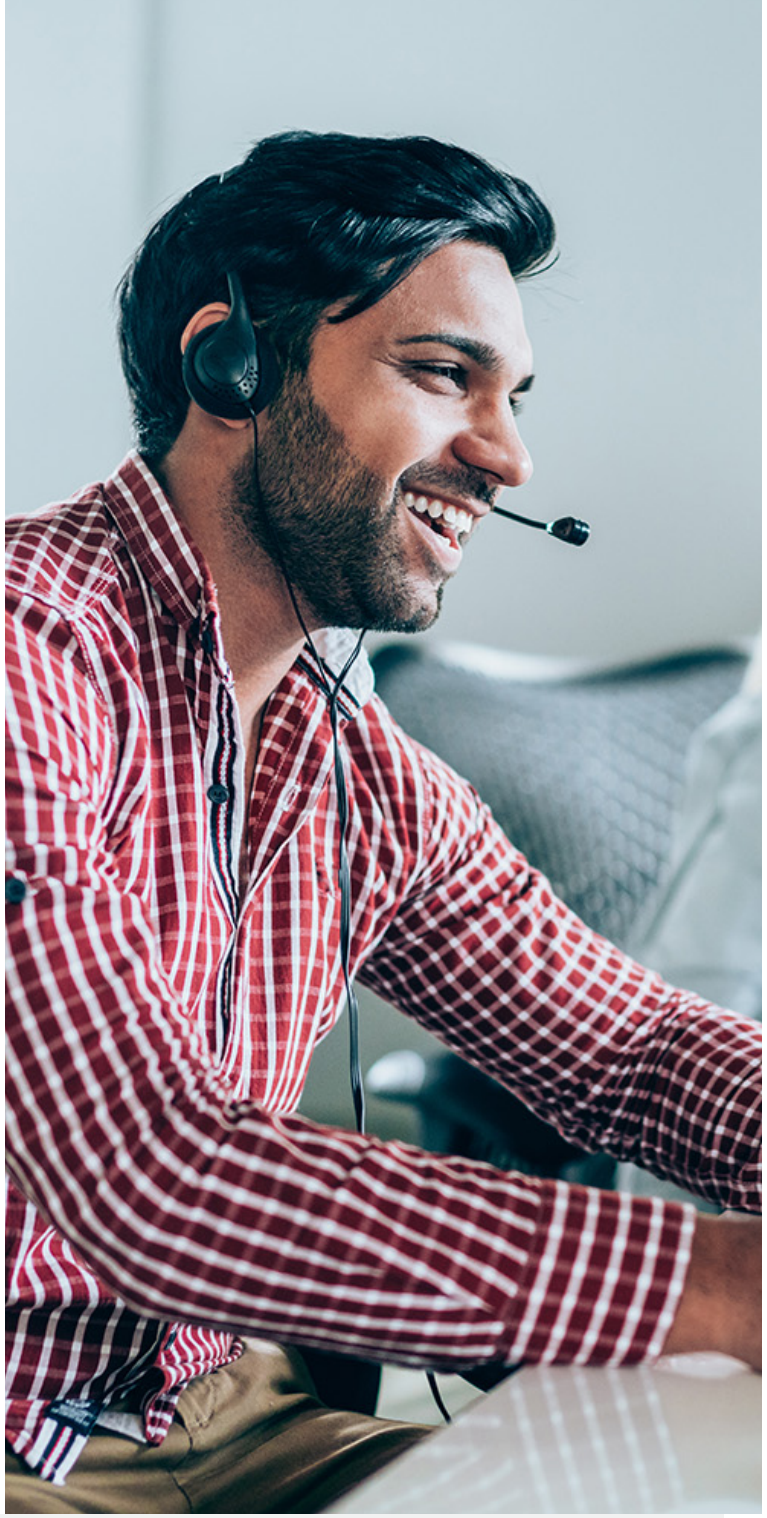
3

After that, **link your third-party security incident management software** with your enterprise management solution, so you can set up a similar process for tracking and responding to a potential breach all the way through to resolution.

These two security operations management improvements streamline daily operations, but they can also facilitate a DevSecOps approach to software development. And with central oversight of who is assigned a security remediation task, your organization will be better able to meet its risk management, governance, and compliance requirements.

Benefits

- Simplified and scalable cross-functional processes
- Single source of truth for all business assets
- Enhanced security posture
- Improved ROI on your IT investment



40%

reduction in support and maintenance costs.[12]

"Ivanti has a powerful platform. It is not just an IT ticketing tool. It is a platform that can be used outside of IT as easily as within IT."[13]

Mark Temple, IT Service Project Manager, University of Glasgow

Imagine this...

You can now streamline services and workflows across your organization.

A SaaS company grew exponentially over the past five years, completing several strategic acquisitions and rapidly expanding organizational headcount in the process.

Priding itself on its excellent external customer service, this business applied its own best practices — in concert with a best-in-class enterprise service management platform. They implemented a centralized service portal and service catalog, and standardized service processes.

That allowed them to **automate workflows, enable self-service options and streamline service delivery.** Using service auditing, compliance tracking, and access controls to ensure that internal services are delivered in a compliant and governed manner, enabled them to improve their security posture whilst enhancing their digital employees experience.

Summary

With impressive growth come unexpected challenges. As your organization has adopted a hybrid work environment, this has opened the door to increased employee productivity, improved employee satisfaction, and more responsive customer service. But there's a catch; your IT team now has to manage an increasingly **complex IT estate** spanning a huge and diverse range of endpoints. At the same time, your internal lines of business are also straining to **update their workflows** for a more modern age.

Before even realizing what has happened, you may begin to notice that IT is struggling to keep up with the volume of incoming tickets, let alone proactively address emerging issues in the IT environment before they result in outages or security incidents. Other teams within the organization, similarly grappling with challenges in their internal workflows, may quickly run into security, compliance, or financial management issues of their own. Ultimately, this perfect storm of digital experience management challenges could compromise your organization's ability to compete and thrive.

Fortunately, there's a way forward. By adopting the best practices outlined in this toolkit, you can guide your organization toward a far stronger operational posture. With more effective enterprise service management solutions and processes in place both within IT and elsewhere in the organization, you can not only drive **IT efficiency and scalability** but also enable a truly exceptional digital employee experience that, in turn, enables a higher standard of external customer service and drives better business outcomes. Once you've removed the roadblocks you face, you'll have an open road ahead.

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ITSM+ Toolkit

How to go beyond the service desk to make ITSM processes and tools the center of your connected enterprise workflows

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