Let’s celebrate!

ITSM 2.0 – released July 2018
Thank you to all contributors!!!
Fun facts about ITSM 2.0
How many resources worked on ITSM 2.0?

Alice, I've decided to add a resource to your project.

We're human beings, not "resources"!!

Would it help if I told you that resources are our most valuable asset?
Total # of people involved in ITSM 2.0

86
I made no progress on your project because I was waiting to ask you some questions.

You could have emailed me, or texted me, or stopped by my desk.

I'm not that invested in your success.

We DO care about your success...
Total # of training & awareness sessions

37
Total hours of training & awareness sessions

803
Total # of people who attended IM/RF training

237
Communication is important!
Total # of ITSM 2.0 newsletters

12
Making sense of the data…
Dashboards in ServiceNow

Did you know your homepage could look like this?
Tickets, incidents & requests

- Incidents: 3,321 (23%)
- Requested Items: 4,603 (32%)
- Tickets: 6,546 (45%)

Legend:
- Ticket = 6,546 (45.24%)
- Requested Item = 4,603 (31.81%)
- Incident = 3,321 (22.95%)
Tickets by call type

- General Inquiry: 3,010 (20%)
- Incident: 2,869 (19%)
- Service Request: 1,994 (19.5%)
- New Tickets: 1,634 (11%)
- How-To: 2,319 (15%)
- Status Call: 876 (5.9%)
- Spam: 825 (5.5%)
Analyzing the problem areas...
Requests by service

- Desktop Support (25%)
- Provisioning & Acct Management (12%)
- Email (11%)
- Telephony (9%)
- Web Publishing (7%)
- Password & Acct Management (6%)
- Hiring & Onboarding (5%)
- Telephony (4%)
- Campus File Services (3%)
- Campus Printing (3%)
- Audiovisual Services (3%)
Looking forward to ITSM 2.1!

THANK YOU ALL FOR COMING TO THE PROJECT KICK-OFF MEETING.

AS PROJECT MANAGER I'VE DECIDED TO NOT TELL YOU THE PURPOSE OF THE PROJECT. THAT WAY IT WILL BE HARDER FOR YOU TO SABOTAGE IT.

DOES IT REQUIRE ANY SUPER-FAST MICROCHIPS?

GOOD LORD, NO. DON'T BUILD ANY OF THOSE... BY TUESDAY.