V-SOFT CONSULTING®

IT Service Management (ITSM) Implementation

Company

A pediatric acute care hospital that provides care to infants, children, adolescents, and young adults up to age 21, ranking among one of the best children's hospitals in the country.

Challenge

The company was dealing with immature ITSM processes and inefficiencies in their incident, change, and problem management. They needed a more automated help desk system with more self-service capabilities.

Solution

V-Soft Consulting implemented best practice ITSM processes, including an incident creation/closure process, problem, change, and knowledge maturity enhancements, custom reports and dashboards (EMR, Manager, ServiceDesk), and Service Portal, Service Catalog, and Request Management.

Result

The ITSM implementation led to best practices with incident, problem, and change processes. This reduced mean time to resolve (MTTR) by 38% and led to a 50% faster root cause analysis (RCA). The streamlined processes also led to a 62% increase in operational efficiency.

Reduced mean time to resolve (MTTR) **38%**

Increased operational efficiency **62%**

TECHNOLOGIES USED

- ServiceNow ITSM
- ServiceNow CMDB

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