



Welcome

Service Desk Software Showcase Event

We hope you have a nice day!

SDI Team

Host: Matt Greening



What to look for in an ITSM Tool

Incident management
Request fulfilment
Problem management
Configuration management
Change management
Release management
Service level management
Availability management
Capacity management
Financial management
IT service continuity management
Security management
3rd party suppliers
Software licensing
Application management
Reporting
Knowledge management

The Service Desk?

A Service Desk seeks to...

Facilitate the **integration** of business processes into the service management infrastructure

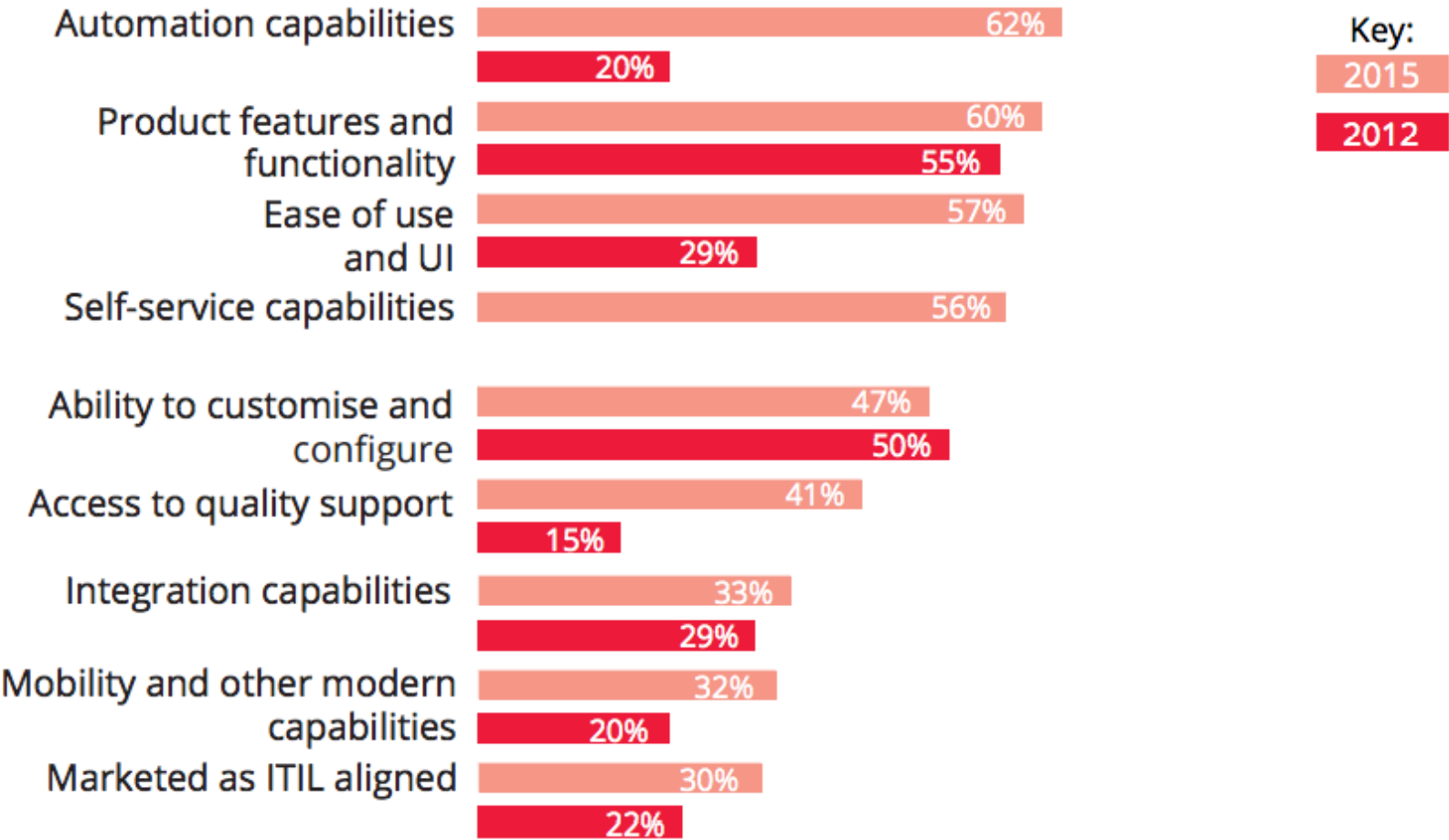
Actively **monitoring** and **owning** Incidents, requests and user questions

Providing the **communications channel** for other service management disciplines

An **interface** for other activities.....

What are we seeing?

What would influence your selection of a new ITSM tool?



What are we seeing?

- Single to Multi to Omni Channel
- Enterprise Service Management
- Self-service/help/heel
- Automation
- Shift Left
- XLAs
- Business Relationship Management
- Predictive Analytics





Choosing a tool and beyond...



Understanding your requirements

Strategic requirements

- Revisit your company's vision and mission statements
- Long term business strategy
- Shared services
- Data security
- In-house development capabilities
- Need for change

Functionality requirements

- Integration with other tools
- Remote access – web, mobile
- Integrated ITIL processes
- Customer experience – Personalised UX
- Service catalogue
- Automation – request approval, event mgt

Output requirements

- SLA management
- Financials
- Return on investment
- Management Information
- Bespoke dashboards
- Scheduled reports
- Data analytics



How to decide?



Get to know the market

- Research
- Engage with experts
- Engage with the community
- Demo
- SDI Intelligence
- Webinars

Document your requirements

- Business case and CSFs
- Engaged with stakeholders
- Requirements (MoSCoW)
- Shortlist preferred suppliers

- What's next?

- What does it mean for your organisation?
- Seek advice and support from colleagues:
 - Procurement or procuring teams
 - Frameworks and industry bodies
- Create the ‘invitation to tender’:
 - Timeline
 - Supplier requirements
 - Solution requirements
 - Onboarding and post implementation support



Selection

Collaboration > communication

- Invite the right people
- Set boundaries (scope & timings)
- Be clear about what you want to see
- Prepare questions about the tool and the company

Remember: this is the best the tool can be
And... **they won't tell you what it won't do**

TOOL SELECTION

Inspiring service desks to be brilliant

GLOBAL SERVICE DESKS...

Inspiring service desks around the world to be brilliant.



MESSAGE US

The Service Desk Institute (SDI) has been connecting IT service professionals across the world since 1988 and is the leading global community for everyone working in the IT service and support industry. Our mission is to inspire service desks and service desk professionals to be brilliant.

With a passion for providing industry best practice and sharing knowledge, SDI has

Thousands of organisations worldwide work with SDI





Thank you!