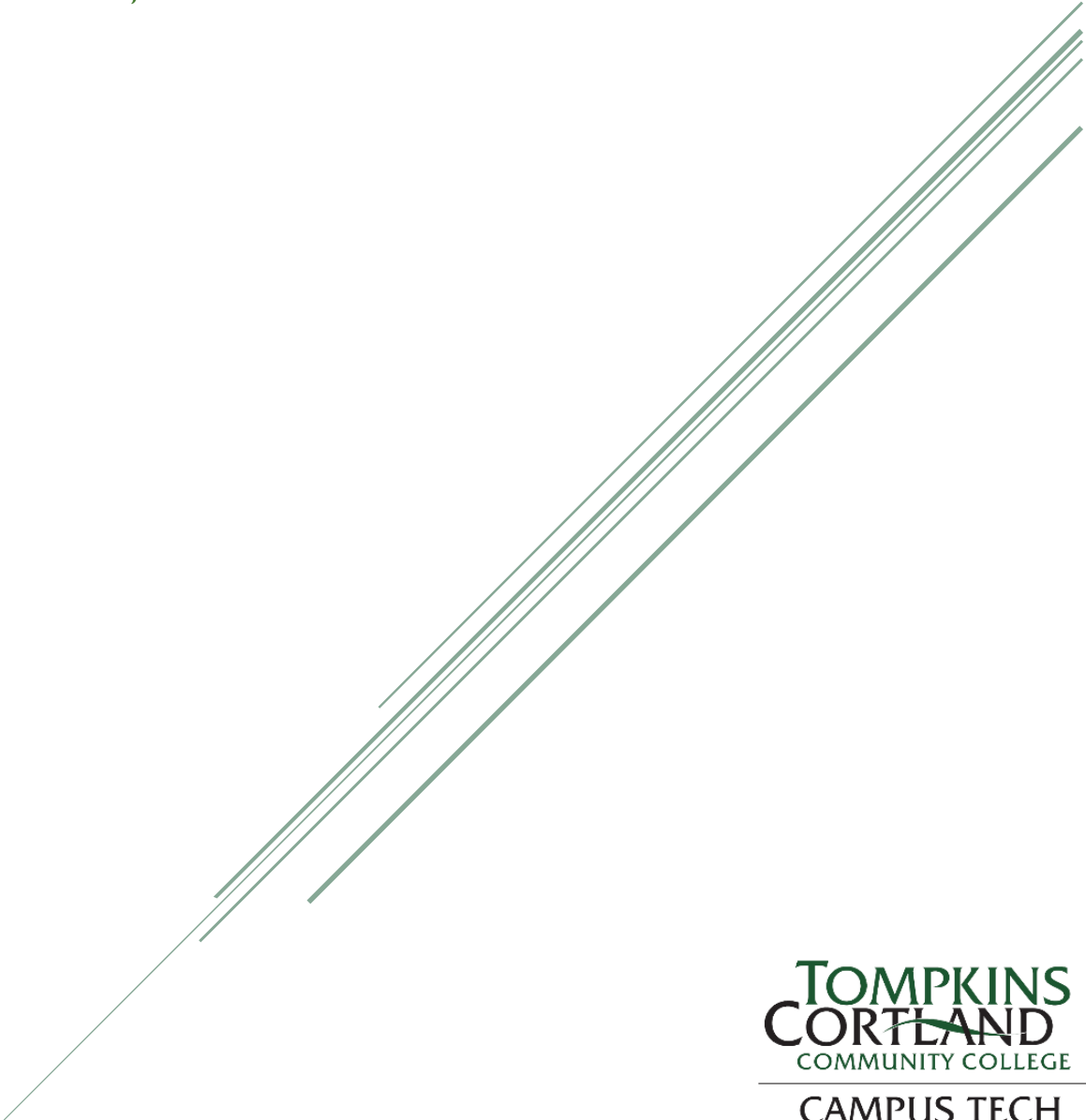# Service Management Modernization Proposal

March 13, 2017

TOMPKINS
CORTLAND
COMMUNITY COLLEGE

CAMPUS TECH

Executive Summary

The College is facing several unprecedented challenges that require us to find new ways of structuring our services. Outdated patterns of work cause unnecessary administrative overhead, poor internal service, and lack of insight into current business workflows. This proposal outlines the need for a targeted initiative that will modernize the capabilities of administrative departments to deliver services and process workflows. The project would eliminate paper-based workflows and consolidate legacy system processes into a cohesive user experience to improve productivity. A variety of funding resources will be committed for the purchase of required software licensing, associated implementation costs, and a 1-2 year temporary IT position.
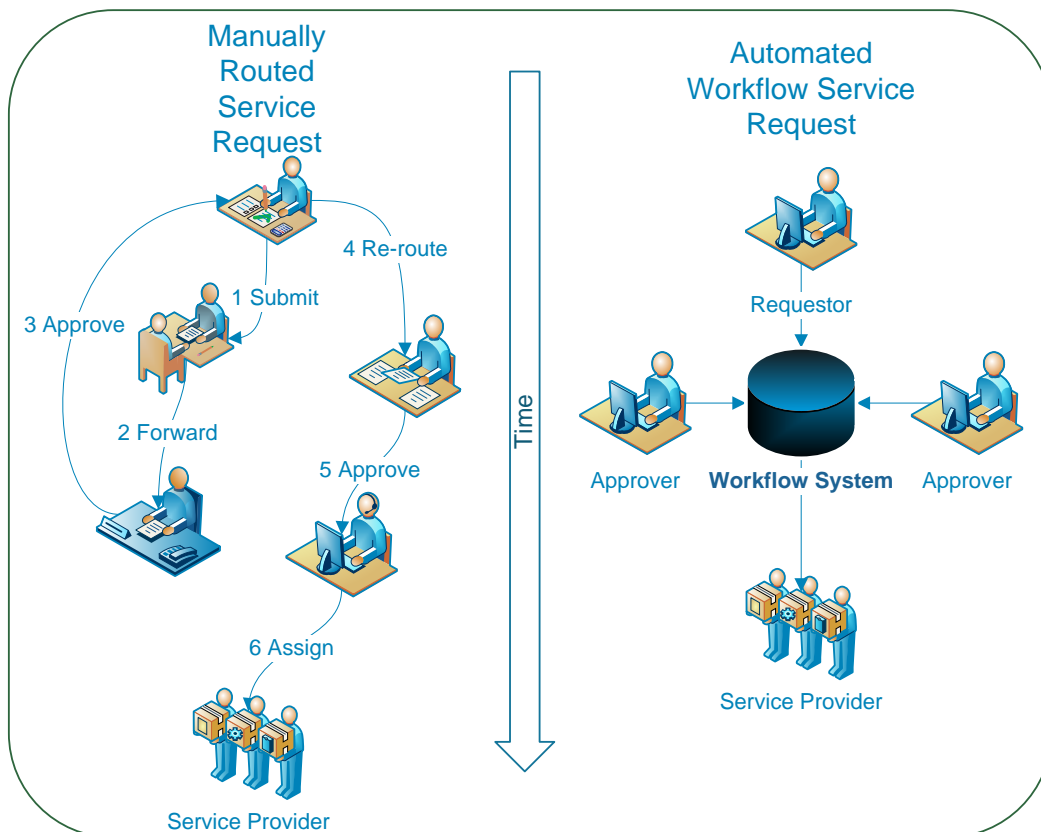
Statement of Need

The Current Landscape

Given the limited budgetary resources and small size of the College's IT group (Campus Technology), almost all of the IT projects initiated in the last ten years have been rightfully student-focused in nature, with very few resources dedicated to improving administrative and business functions. Most business functions and service departments at the College rely heavily on information technology, but improvements to systems and processes over the last decade have been incremental at best.

The Next Level in IT Maturity

Service Management utilizing self-service apps will allow employees to initiate intelligently structured automated business workflows. The diagram below depicts a typical administrative workflow on the left, compared to a fully modernized workflow on the right.

A Service Management approach will better meet the needs of Faculty and Staff, encouraging them to advance their own knowledge of the tools and services available to them. Specifically the College needs to mature administrative IT services to meet following objectives:

- Deliver user-focused service featuring feedback and engagement between providers and users with highly relevant and accurate information.
- Have a platform for IT to develop business apps rapidly in order to deploy redesigned workflows.
- Provide service in a way that users will spend less time waiting for answers and responses, and will be able to access anywhere on any device.
- Have one location for management of service issues. When a service request (e.g. tech support ticket, facilities work order, travel request, etc.) goes beyond self-service resolutions, anyone within the department can accept and process the request through to resolution.

Project Description

The project will involve selecting a software platform to meet the following requirements:

- Deliver automated forms and workflows including approval processes and decision trees.
- Provide tools for the rapid development of service workflow apps
- Include analytics on service process
- Meet required security, governance, and compliance standards

The Campus Technology group will fully implement the chosen software solution to automate their own IT service processes first so that the group is primed to assist other departments with their implementations. Implementation of the solution will take place for each of the administrative areas that provide services to the entire campus and are currently struggling to keep pace with demand, such as Human Resources, Budget & Finance, Buildings & Grounds, and Academic Administration (schedule TBD).

ServiceNow (http://www.servicenow.com/solutions/industry/public-sector.html) is the leading prospective software solution based on the range of functionality, high adoption rate throughout SUNY, and the possibility of SUNY cloud hosting.

Budget Requirements

Temporary IT Software Analyst Position (incl. benefits)	80,000
Service Management Software Licensing (estimate)	35,000
Training and Installation Services	15,000
Total First Year Cost	130,000

On-going costs for the College to sustain this technology will be 35,000-40,000 per year for software licensing cost and hosting depending on how many users are added per year and the hosting options selected. A combination of Foundation support and College operating budget will sustain the on-going costs.

The Enterprise Systems team is currently committed to other student-focused projects (such as the Full Measure Education mobile app). The team is also currently coping with a recently vacant position left unfilled due to budget reductions. A position added to this team will focus on the Service Management Modernization project so that existing staff can continue work on current initiatives and maintain current daily operations. Responsibilities of this position will include:

- Analyze existing workflows and redesign them in collaboration with department heads and service providers.
- Model and document business requirements for the new process and translate the business requirements into technical specifications
- Develop forms and workflows in the technology solution based on the specification
- Trains staff on how to fulfill service requests using the technology solution (respective of their role in the process)

Service Management Modernization Proposal

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