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# Cloud-Based IT Service Management Transformation

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# How SGI adopted ITIL v3 best practices for better internal support

## The Challenge

The customer was SGI, a globally recognized High Performance Computing company with over \$500M in annual sales. SGI was a leading provider of powerful supercomputers and storage solutions, but over time, their internal IT support delivery infrastructure had become outdated. They were using a mix of outdated legacy applications and internally-developed software, which was increasingly difficult to maintain..

SGI wanted digital capabilities to progress along with the industry with a new platform that will provide the capabilities for incident, request for service, problem and project management capabilities.

***“The goal was to transform the internal IT support delivery using a proven cloud-based solution – no infrastructure required.”***

## Our Approach

S&P asked InFor500 to apply our expertise to facilitate their transformation. After carefully assessing their requirements, we recommended them to select ServiceNow, a proven cloud-based solution. Its easy-to-use service portal makes submitting requests and delivering services painless. It automates the process of categorizing and assigning tasks and provides complete IT service visibility – no infrastructure required.



InFor500 led the Transformation project, overseeing the process and setting up a cadence of governance meetings. To accelerate deployment teamed with ServiceNow, a leading integration partner to provide modules pre-configured based on proven Information Technology Infrastructure Library (ITIL) best practices.

Soon after the project kick-off, the team attended a ½-day training session on ITIL standard processes, immediately followed by a 4-day workshop explaining the ServiceNow implementation of those processes. Also at the workshop, customer-specific requirements were gathered, and a detailed inventory was made of their applications.

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We advised the customer to implement the change in multiple phases. The first phase addressed IT Service Desk activities like managing incidents, fulfilling service requests, and managing knowledge articles. Also, the new system gave the IT team problem, knowledge management and project portfolio management capabilities.

Configuring and Customizing the cloud based platform took about a month. This included integrating ServiceNow with Customer's employee directory, and populating the system with customer data. Frequent demos were performed to ensure the implementation was on track to meet expectations. When development was complete, video demos were recorded as a resource for user training.

Several SGI IT employees attended 3-day System Administrator training, where they learned to perform common configuration tasks, such as defining service requests, adding/removing members of IT groups, and modifying workflows. This enabled the customer to become more self-sufficient and take ownership of the new system. The final steps in the project were user acceptance testing and copying the final configuration from the development instance to the production instance.

***“InFor500 led the entire transition project, overseeing the process and setting up a cadence of governance meetings.”***

## Results Achieved

By the end of the project, SGI's CIO said stakeholders who had initially been skeptical of ServiceNow were convinced and excited about the possibilities for further improvements. Resources that had previously been tied up maintaining the old infrastructure could now be more effectively utilized on activities that added value to the business. The new system met was able to quantify the workload across incidents, service requests, problem and change management.

Six months post go-live the following Key Performance Indicators (KPI's) we measured for actuals

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- 1.) Incident resolution rate was lowered by ~20% with problem management and knowledge management capabilities
  - 2.) Problem management capabilities dispositioned ~35% of the long-standing issues that needed focused attention
  - 3.) Employee self service improved, the hits on relevant knowledge articles improved by ~15%
  - 4.) The IT level 2 team had a good list of outstanding requests that was termed as mini projects, which was used to size the Level 2 capacity for the upcoming fiscal quarters

***“Successfully Transitioned to ServiceNow on time.”***