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# Cloud-Based IT Service Management

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InFor500

Authored by: Vijay Caveripakkam

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# A global leader in High Performance Computing adopted ITIL v3 best practices for better internal support

## The Challenge

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 Over time, their internal IT support delivery infrastructure had become outdated. They were using a mix of outdated legacy applications and internally-developed software, which was increasingly difficult to maintain.

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

## Our Approach

The customer asked InFor500 to apply our expertise to facilitate their transformation. We helped them 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 migration project, overseeing the process and setting up a cadence of governance meetings. To accelerate deployment teamed with a leading ServiceNow 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. To keep the initial project scope manageable, they deferred migrating other functions, such as Engineering and Sales Orders, to later iterations.

Customizing the software took about a month. This included integrating ServiceNow with the 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 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.

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## Results Achieved

By the end of the project, the 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 customer's business.

***“Successfully moved to ServiceNow on time and budget.”***