



Make the Move to Modern IT Service Management

Automating service delivery is a powerful strategy to help government agencies streamline operations

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ITSM Solution Selection

Executive Summary: Federal agencies face a host of challenges as they endeavor to improve efficiency and reduce costs. Hamstrung by budgetary restrictions, technology mandates, and acquisition requirements, agencies must also accommodate legacy systems and unrelenting security concerns. Adopting a modern IT service management (ITSM) solution that automates service delivery throughout the agency can deliver a relatively quick and enduring win.

Introduction

Federal agencies are laser-focused on fulfilling their mission, whether that's delivering mandated services, getting the most value for the taxpayer, or making back-office operations more efficient. The evolving federal IT landscape coupled with technology mandates, acquisition requirements, and budgetary constraints bring on a host of funding, regulatory, and security challenges. Solutions that streamline internal processes, boost efficiency, and improve agencies' ability to execute on their mission are a requirement for effective service.

Drivers for Transformation

With federal IT modernization initiatives like 2011's Cloud First strategy and 2017's Modernizing Government Technology Act, agencies are forced to do more with less. They have to maintain and integrate legacy systems while upgrading their IT infrastructure, improve security and workflows through automation, and deliver a 21st century customer experience—often without a corresponding increase in staff or budget.

Agencies must also work under complex procurement regulations, such as the Federal IT Acquisition Reform Act, and comply with security mandates for cloud-based services set out in the Federal Risk and Authorization Management Program. They also are subject to uncertain budgeting cycles, as well as Congressional oversight to ensure effective spending of taxpayer dollars.

These challenges are driving agencies to look for opportunities to provide faster, more effective services at lower cost. These conditions make adopting a modern

ITSM solution critical for effective service delivery because the right technology can help establish and automate service management workflows with comprehensive functionality that can be delivered securely and cost effectively.

Selection Considerations

Agencies have many decisions to make when selecting a modern ITSM solution. They should look for flexible deployment, functionality, and licensing options. It is important for government agencies to start the ITSM adoption process by asking the right questions to best determine their needs.

As agencies begin to evaluate modern ITSM solutions, they should:

- Identify the agency's business issues and unique IT and non-IT related requirements.
- Ensure there is an efficient integration framework and connectors to legacy systems.
- Compare the operational and financial advantages of either cloud-based or on-premises deployment models to determine which model is a better fit.
- Determine the capabilities needed to meet agency requirements and ensure the service management solution can fulfill those services.
- Look for solutions with pre-defined, automated workflows to speed time to value.
- Find solutions that can be configured versus customized to meet ongoing requirements, eliminating the need for additional developers.

- Consider solutions with advanced technologies like integrated voice automation and chatbots and the impact those can have on improving service-management processes.
- Ensure there are flexible licensing options available for both named and concurrent users to better match expected usage and staffing.

The Ivanti Answer

Ivanti Service Manager is an ITSM solution that can easily adapt to meet an agency's requirements, whether that means foundational IT support like IT help desk capabilities or more advanced service management processes. Agency IT teams can use Ivanti Service Manager to eliminate inefficient manual processes for both IT and non-IT agency departments. For non-IT users, Ivanti Service Manager makes it easy to automate workflows like building service requests, elevator outage notifications, and even assigning parking spaces, to help keep all agency employees productive.

Agencies can start at a smaller, more focused level, then expand their ITSM capabilities once they're ready. Ivanti Service Manager is architected to easily scale from low to high volume. Much of its rapid time to value comes from its easy configuration and upgrade approach. And the cloud-optimized platform is highly scalable, which is a key design option for federal agencies.

Cloud-Based or On-Premises

Available as either an on-premises or multi-tenant cloud-based solution, Ivanti Service Manager can truly map to an agency's precise needs. Both the cloud-based and on-premises deployment are based on the same code base to make it easier to switch between deployment models if requirements change.

There are financial and operational considerations when evaluating which deployment model to choose, either on-premises or cloud-based. From a financial perspective, an on-premises version is a capital expense, so an agency would have to go through the capital procurement cycle and ensure capital budget is in place to purchase a perpetual software license. For cloud-based deployments, agencies would procure access to the cloud-based version

on a subscription model, which is typically classified as an ongoing operating expense for the term of the subscription. That's often part of a different budgetary cycle, so securing approval and budget may be more straightforward.

There are also differences on the operational side. With the on-premises version, it is fully agency owned and managed on-site behind agency firewalls. This option can be advantageous where agency requirements mandate applications and data must remain on-premises.

With the cloud-based deployment, ongoing maintenance and upgrades are managed automatically. For example, Ivanti will automatically handle upgrades, new innovations, and patches for Service Manager. Agencies can also rapidly expand capacity as required. When activity level spikes, capacity can be added quickly.

A Modular Approach

When deploying a new ITSM solution, agencies should ideally consider starting with a smaller functionality scope; adopting a crawl/walk/run approach. Taking a phased approach will make it easier to build a firm foundation of core ITSM processes before moving to implement more advanced capabilities. A modern ITSM solution like Ivanti Service Manager—which is designed with modules corresponding to ITSM processes and functionality—eliminates the need for a large initial or “big bang” deployment, allowing agencies to implement only the module or modules required to meet current requirements, but still retain the flexibility to add more when needed.

Agencies can start with the modules corresponding to the functionality they need, then expand from there once they have realized the solution's capabilities and performance levels, along with evolving their own internal processes and practices. When agencies are ready to add more capabilities, Ivanti Service Manager has pre-defined workflows that will help ease the expansion process.

Even after an initial deployment of core ITSM modules, Ivanti Service Manager can rapidly expand to address an agency's requirements as its service management maturity evolves. For example, agencies may add Change Management to their deployment once they have solidified their processes for Incident Management and Problem

Management, increasing the success rate for change outcomes.

With Ivanti Service Manager, agencies can use automated workflows and AI-powered chatbots to pre-route service requests, automate routine manual tasks, optimize the service desk to reduce ticket resolution times, deliver zero-touch request fulfillment, and provide more self-service resources to customers so IT resources can be shifted to more strategic projects.

Ivanti Service Manager's voice automation integrates existing telecom infrastructure with the IT service desk environment for intelligent call routing, integrated voice response, voice self-service, and call-management functionality. This results in increased first-call resolution rates, better call handling, and overall improved customer experience.

With Named User and Concurrent User licensing options, agencies can assign individual users a fixed license or allot a team or group a finite number of shared unnamed licenses. Both options give agencies the flexibility to scale system access as the need arises.

Linking Across Systems

Integrating varied and legacy systems is more straightforward as well, which is a critical function for IT in federal agencies. Ivanti Service Manager provides an integration framework and development capabilities to gather data and connect to other tools to further automate service processes. It can also help agency IT staff create dashboards that include data from those systems.

Modern Service Management

To accommodate all of their business requirements and address the financial and regulatory challenges they face, government agencies should consider an ITSM solution like Ivanti Service Manager that can provide:

- Automated and preconfigured workflows
- A full range of capabilities for IT- and non-IT-related service requirements
- Flexible and scalable cloud-based or on-premises deployment options
- Licensing options for both named and concurrent users

- Optional voice command integration, as well as AI-powered chatbots
- Simple and flexible configuration and upgrade processes
- Integration framework and connectors to other operational systems

Government agencies face stringent requirements as to the technology solutions they can acquire and deploy. In terms of IT services capability, cost, and flexibility, a proven ITSM solution like Ivanti Service Manager can improve efficiency within the framework government agencies must function. With Ivanti Service Manager's scalable, easily configured cloud-optimized solution, agencies can ensure they can continue to deliver on their mission today and in the future.

Unify IT with Ivanti

To see how Ivanti Service Manager meets modern service management requirements and to request a free trial, visit <https://www.ivanti.com/solutions/it-service-management>. In addition to service management, Ivanti provides a full range of asset, security and identity management, and endpoint and workspace management solutions to help federal agencies embrace the power of unified IT. To learn more, visit [ivanti.com/solutions/industry/federal-government](https://www.ivanti.com/solutions/industry/federal-government).

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