ivanti

Transformation Through Automating Agency Operations

Adopting a modern ITSM solution can help government agencies increase efficiency and reduce costs.

Contents

Executive Summary: Federal agencies are striving to improve efficiency and reduce costs, but they face significant challenges like ever-tightening budgets, technology modernization mandates, and stringent regulatory frameworks that govern the technology acquisition process. They must also integrate and continue to work with legacy systems, manage workforce constraints, and address increasing security concerns. Automating both IT- and non-IT-related service processes throughout the agency with a modern IT Service Management (ITSM) solution can help overcome these challenges. This paper explores the many ways adopting modern ITSM can help propel agencies' efforts forward as they push through the digital transformation to boost efficiencies, reduce costs, and improve their agency's ability to execute on their mission.

Introduction

Federal agencies' IT teams face numerous challenges as they work to fulfill their mission in this rapidly evolving technology and business climate. They contend with limited budgets, strict security standards, and the need to maintain legacy systems and the data housed within those systems. They must also adhere to compliance requirements for IT modernization and technology acquisition posed by the Federal IT Acquisition Reform Act (FITARA) and the Federal Risk and Authorization Management Program (FedRAMP).

Those challenges multiply in the face of modernization mandates like the Modernizing Government Technology Act and Cloud First. While they're being charged to modernize their IT infrastructures, federal agencies must also maintain mission-critical legacy systems, which invariably store and manage years of valuable and sensitive citizen data and must remain available.

As agencies face down these challenges and develop strategies for addressing ongoing IT service needs, they are also often asked to help with non-IT service requests related to human resources, building maintenance, and even parking space management. IT staff already have their hands full keeping up with technology service requests. Helping automate service requests from other agency departments increases the opportunities to further

ensure agency employees have what they need for continued productivity.

Streamline Service Management Processes

Federal agency IT staff certainly recognize these issues. They realize they are often short-staffed and under-funded, but still tasked with meeting increasing employee and agency expectations and requirements. They might not realize the extent to which moving to a modern ITSM solution can help ease the burden. A modern, services-based ITSM solution can address all these requirements and ease some of the pressure government agencies face. Modern ITSM can greatly help streamline all service requests, expedite service resolution, reduce costs, and increase employee satisfaction.

The right ITSM solution can provide the following capabilities:

- Streamline IT service and help-desk processes, moving as many basic or common tasks as possible to a self-service model

- Enable automation to significantly increase operational efficiency and expedite more advanced IT projects

- Scale and adapt as agencies' requirements evolve, including budget requirements

- Integrate with existing tools and infrastructure to better support legacy systems

- Deliver advanced functionality like voice integration and AI-powered chatbots to promote self-service

- Provide flexible service delivery capabilities that can generate significant cost savings

- Expand functionality to meet expanding operational requirements

Modern service management encompasses much more than IT-based service requests. The simplicity and ease of use of a modern ITMS solution can have a considerable impact on employee productivity, allowing workers to use it for non-IT requests such as reserving conference rooms or reporting broken elevators—any request that needs approval.

Benefits of Modern ITSM

Modern ITSM tools provide considerable value for federal agencies, including greater efficiency and cost savings and the elimination of costly and error-prone manual procedures. Ivanti Service Manager is well positioned to fulfill agencies' unique requirements.

Ivanti Service Manager exceeds expectations for what agencies need in a modern service management solution—for both IT-related and non-IT-related service management and request-fulfillment processes. It is a proven solution that delivers key benefits such as: rapid time to value with low total cost of ownership; flexible delivery terms from both a deployment and licensing perspective; and an engaging user experience—that empower not only IT and non-IT users, but also employees and constituents.

Many Ivanti Service Manager users have gone from initial blueprint to actual deployment in as little as three weeks. Much of that rapid time to value comes from Ivanti's packaged configuration, content, best practices, and workflows. Ivanti Service Manager is available as either an on-premises or in the cloud on the same platform, providing agencies options for securing internal service operations. The cloud-optimized platform is fully multi-tenant and highly scalable—architected to accommodate future functionality growth and spikes in demand. It also provides readily available connectors and APIs to extend automated workflows, and is 100 percent browser-based.

Agencies should consider financial and operational factors when evaluating which deployment model to choose, either on-premises or cloud-based. From a financial perspective, the on-premises version is a capital expense, so an agency would go through the capital procurement cycle and ensure capital budget is in place to purchase a perpetual software license. For the cloud-based version, agencies procure a subscription, often categorized as an ongoing operating expense, which is typically associated with a different budgetary cycle and approval process.

There are also differences on the operational side. The on-premises version is fully agency-owned and managed on-site behind agency firewalls. This option can be an advantage when agency requirements mandate

applications and data must remain on-premises for security considerations. The cloud-based version is updated and maintained automatically and can expand capacity at a moment's notice, providing considerable flexibility to agencies that don't have on-premises requirements. In this model, Ivanti handles maintenance ranging from upgrades to patches to the Service Management system, freeing internal agency resources to be re-deployed for more strategic initiatives.

For both the cloud and on-premises deployment models, Ivanti Service Manager's voice automation capabilities integrate the IT service desk environment with existing phone systems for intelligent call routing, integrated voice response, voice self-service, and more call-management functionality. Integrating and automating voice interactions with the service-desk results in improved first-call resolution rates, better call handling, enhanced customer experience, and increased self-service capabilities. Other innovations like AI-powered chatbots further improve customer satisfaction by bringing self-service even closer to end users.

Ivanti Service Manager is also modular in design, so agencies can select and implement precisely the service management processes they need to automate and standardize, then expand capabilities later as needed. Taking a sensible crawl/walk/run phased approach, an agency can start with a foundation of functionality. Then, after demonstrating the system's capability, it can add modules with more advanced functions like change management that support the IT team's increasing process maturity.

Supporting ITSM Maturity Growth

To help IT teams plan for a phased approach to continual process improvement and increasing maturity, Ivanti offers the Ivanti ITSM Attainment Model. The ITSM Attainment Model can serve as a framework to help government agency IT and service teams understand their own maturity level. It can also help them create a roadmap of next steps and specific goals. As agencies increase the efficiency of their internal service operations, the agency can better focus on the primary function of fulfilling its mission.

The ITSM Attainment Model identifies challenges that service management teams face at each attainment level, along with their priority. The model provides guidance to help teams move from a reactive and turbulent state to a state that is more proactive, managed, and strategic. One key focus of the model is an emphasis on shifting to greater acceptance and use of self-service. This alone helps free up the time of highly trained and knowledgeable support staff to focus on more proactive activities. Self-service capabilities can be further enhanced with advanced technologies like voice automation and AI-powered chatbots. Agency employees are then fully equipped to successfully resolve repetitive and simple IT issues like password resets on their own.

The Attainment Model provides all interested parties, including agency directors, with a common understanding of ITSM goals and the path they must follow to achieve them. Ivanti Service Manager, with its modular approach, can fit into agency operations at any of the five stages of service and operational maturity development described in the ITSM Attainment Model:

Level 1—Unmanaged: At this lowest level of ITSM maturity, service and support activities are generally manual, tactical, and reactive. Requests are processed as they arrive, and the service process is to close help-desk tickets. There are no consistent, established workflows, no standard frameworks, and limited—if any—activity reporting.

Level 2—Tracking: At this stage, requests coming into the service desk are logged and tracked with the goal of improving operational stability. This rudimentary level of tracking helps increase the understanding of help-desk requests. Service activities are built around basic help-desk tools that monitor and manage incidents and requests and measure response times. There may be some basic automation, but it is not yet integrated with other systems.

Level 3—Managed: Now, the goal of increasing operational effectiveness is closer to being met. Service-management teams can build on what they started in Level 2, and shift from tracking how requests come in to managing how to deliver the actual service. IT will start

becoming more proactive in the process of resolving issues to better support the agency's mission.

Level 4—Optimized: Moving up the maturity scale, the service desk becomes more efficient in meeting operational requirements and maintaining employee productivity. IT can now determine how to become more of a strategic partner and mission enabler. The focus shifts from internal to external, providing an improved and more engaged user experience to support agency initiatives.

Level 5—Transformed: At this level, reactive issues and processes are efficiently controlled. There are established levels of governance and effective policies. IT is now poised to not only accelerate agency operations through collaboration and operational efficiency, but also help drive the digital transformation throughout the organization.

Modern ITSM in Action

Many government agencies are already enjoying the speed, flexibility, and capability that modern ITSM can bring to bear on operations. One such example is Simcoe County in northern Ontario, Canada, which faces many of the same challenges as any U.S. government agency. Officials were looking for a single ticketing system that could support the county's diverse needs and help manage service requests from several different departments.

Simcoe County brought in Ivanti Service Manager to help with a range of government services, including citizens reporting potholes in public roads and wildlife sightings, monitoring and maintaining ambulances and other first-responder vehicles, tracking the performance metrics of paramedics, and even tracking the status of dead animal removal from county roads. Simcoe County has enjoyed more streamlined workflows for not only IT-related service requests, but also these other municipal services.

The many ways Simcoe County is using Ivanti Service Manager to process all manner of IT- and non-IT-related requests exemplifies the benefits of a modern ITSM solution. Government agencies of all types can benefit from this multi-faceted approach to automating service requests throughout an agency.

Another example is in the state of Oregon. The Oregon Public Employee Retirement System (PERS) manages retirement benefits and provides health insurance for all retired public employees, like teachers, firefighters, and municipal workers.

Oregon PERS has been able to use Ivanti Service Manager to successfully adopt IT service management best practices to enhance IT service quality and efficiency; introduce self-service for more than 50 different types of requests; exert tighter control over system changes and new releases; and leverage a common service management platform for IT, business analytics, data quality, and facilities for added efficiency.

PERS took a phased approach to IT service management. It first rolled out service request and incident management, and has since continued to mature its IT Infrastructure Library (ITIL) practices and expand service management beyond IT.

The Oregon PERS experience with Ivanti Service Manager clearly demonstrates the benefits of adopting a phased approach. The agency fully evaluated the platform's functionality and then expanded the system with additional modules as the organization itself moved up the IT maturity scale. Ivanti Service Manager's modular architecture and flexible named and concurrent user licensing structure helped facilitate this type of phased deployment.

Modern ITSM Is the Answer

There are myriad ways Ivanti Service Manager can help government agencies address the challenges they're currently facing with overall IT modernization, updating their IT infrastructure, and meeting federal mandates—all while streamlining service operations to improve productivity and reduce costs.

A modern ITSM solution like Ivanti Service Manager provides agencies with rapid time to value and low total cost of ownership, flexible implementation from both a deployment and licensing perspective, and an engaging user experience. For government agencies, adopting modern ITSM can help streamline operations and increase employee productivity while they increase their ability to successfully execute on their mission.

Unify IT with Ivanti

To see how Ivanti Service Manager meets modern service management requirements and to request a free trial, visit 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.

Learn More	
▸	**ivanti.com**
☎	**1 800 982 2130**
✉	**sales@ivanti.com**