



# Enterprise Service Management Survey Report

65% of IT Professionals Say the Top Benefit of  
Enterprise Service Management (ESM) is Efficiency





# Introduction



**Enterprise Service Management (ESM) extends the use of IT Service Management (ITSM) processes to address business-centric use cases in other departments, such as HR, Facilities, and Customer Service. In light of the recent COVID-19 pandemic and a rapid move to remote work, ESM processes and solutions have never been more important to help improve the service experience across the organization.**

**This survey looked at the IT and company-wide adoption of ESM tools as well as how they are helping in this time of dynamic business change. After surveying 385 IT professionals, it's clear efficiency is the priority and IT professionals (61%) feel they provide the same level of service while working remotely. This report details the survey's key findings.**

## **It's All in the Details – ESM Initiatives**

Since implementing their ESM initiatives, 65% of respondents said their biggest improvement has been efficiency.

## **When it comes to the dominant drivers within an organization for ESM Initiatives, it largely sits in the IT department (71%):**

- 31%** – IT managers
- 23%** – Director of IT
- 17%** – CIO

## **In measuring the success of ESM initiatives:**

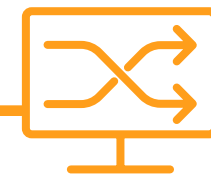
44% of respondents said their initiatives were “successful,” followed by 35% who said, “somewhat successful.”

## **According to the survey:**

29% of IT professionals reported they have been working on ESM initiatives for anywhere between three and five years, 34% reported the process has taken one to two years, and 23% said less than a year.



# The Impact ESM has on IT



The goal of having an ESM solution or process in place is to have a great service experience. Solutions have never been more important to help improve the service experience across the organization. Here are the top benefits IT has realized since implementing an ESM program or solutions:

- |  |                                       |
|--|---------------------------------------|
| <b>55%</b> <i>Process improvements</i>   | <b>42%</b> <i>Staff productivity</i>  |
| <b>47%</b> <i>Improved IT experience</i> | <b>42%</b> <i>Automated processes</i> |
| <b>44%</b> <i>Streamlined operations</i> | <b>41%</b> <i>Report-</i>             |

However, getting to the benefits doesn't come without challenges when first getting started with ESM.

Here are the top challenges affecting the success of ESM initiatives:

- 36% – Incomplete requirements and/or process definitions
- 35% – lack of integration with specific departmental applications or data sources
- 32% – Inconsistent implementations across departments
- 29% – Implementation or additional licensing costs

When it comes to the number of non-IT services, workflows, or requests IT helped with per quarter, our respondents said:

- 1-2 non-IT services, workflows or requests (31%)
- 3-5 (30%)
- 6-10 (17%)

These non-IT workflows often cross more than one department.

Our survey found that nearly half (48%) said a workflow crossed two departmental processes 25% of the time. Only 33% of respondents said a workflow crossed two departmental processes less than 10% of the time.

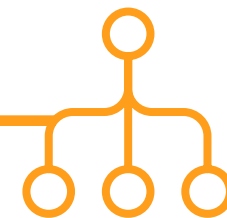


Alone we can  
do so little;  
together we  
can do so much.





# IT professionals collaborate the most on ESM initiatives with these departments



- 60% – Customer Service
- 53% – Human Resources
- 40% – Facilities

The key to successful ESM implementations is IT working together with departments outside of IT. ESM initiatives could not be successful without the cooperation between IT departments and other departments within an organization.

**32%** 

*of organizations leverage IT Service Management approaches*

**23%** 

*work collaboratively with other departments on ESM initiatives*

**19%** 

*define their desired workflows jointly with IT*

**The business departments realized the following benefits from implementing ESM:**

- 64% – efficiency
- 53% – productivity
- 43% – improved experience
- 42% – better alignment between that department and end-user expectations

**According to IT professionals surveyed:**

19% of non-IT departments have been “very satisfied” and 66% “satisfied” with IT’s level of support.

**When it comes to cost sharing across other departments:**

41% reported IT was a budget item, more than a third said it was a chargeback, and 26% said there is no shared financial support.



# The Day the World Changed

**2020 HAS BEEN A YEAR UNLIKE ANY OTHER.**

Probably the most disruptive to IT was the COVID-19 pandemic. Ninety percent of IT professionals said most or all of their company had moved to working remotely during the COVID-19 pandemic.



# During this time, the following issues have increased:

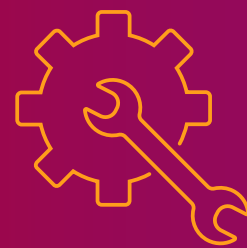


- 68% – VPN issues
- 59% – video conferencing
- 52% – bandwidth constraints
- 41% – password resets
- 31% – new software requests
- 16% – hardware failures

## However, many IT departments were prepared for such a disruption!

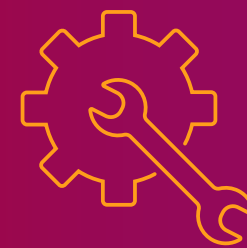
For example, 45% of respondents reported doing a run-through before the pandemic with everyone working remotely for IT, and 41% of other non-IT departments also reported doing a run-through of IT professionals:

# 61%



*feel they are consistently providing the same level of service when working remotely*

# 37%



*say they “sometimes” feel they are providing the same level of service delivery*

Regarding quality/experience, 47% said their quality/experience has not suffered because of remote work; 41% said sometimes their quality/experience suffered; and 12% report it definitely suffered.





# Conclusion



**ESM initiatives are gaining traction within organizations and are even more important in this remote-work world. It is clear ESM initiatives help IT departments be more efficient and productive, especially when working with other departments in an organization. Remote work, while it has challenges, has not impacted an IT professional's service—and we are hopeful ESM initiatives will continue to improve!**

## **About the Research**

The survey polled 385 IT professionals who have an Enterprise Service Management (ESM) process in place. Research was generated by Ivanti in May and June of 2020.

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A smiling man in a grey shirt is looking at his smartphone. The background is a gradient from red to purple, overlaid with a network graphic of orange lines and dots. The text 'ivanti' is positioned above a horizontal line, and 'Thank You!' is written in large white letters below it.

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Thank You!