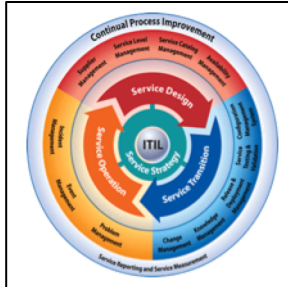


# INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM)



Since fall 2012, Information Services has been steadily adopting the best practices of Information Technology Service Management (ITSM) using the guidance outlined in the IT Infrastructure Library (ITIL). ITIL is the most widely accepted framework to IT Service Management in the world.

ITIL consists of five core areas, which all have a direct impact on IS's role in providing information technology services: strategy, design, transition, operations and continual improvement. The goal is to provide structure, stability and strength to campus technology capabilities, using durable principles, processes, methods and tools. The use of these methods protects technology and data assets, and helps staff members provide high-quality service.

One key component of managing information technology is the IT Service Desk, a vitally important part of the IS organization. It is the single day-to-day point of contact for information technology users, and its staff handles requests using the WebHelpDesk software. This software provides a set of tools to manage information technology data about incidents, problems, known errors, change records, hardware, software, employees, frequently asked questions and service-level agreements (SLAs). Further important components of IT management include Enterprise Systems' repository of software master copies (using a tool provided by GitHub), and its biannual disaster recovery exercises of the Banner enterprise resource planning (ERP) system.

### *THREE THINGS YOU SHOULD KNOW ABOUT IT SERVICE MANAGEMENT:*

- The IT Service Desk is an important part of managing information technology on campus. It is becoming the single point of contact to resolve problems of information technology users.
- The WebHelpDesk software provides a set of tools and databases to manage information technology data. As part of its deployment of ITSM, Enterprise Systems uses this software to track the change, testing and approval change management process.
- Enterprise Systems manages master copies of software programs using GitHub, and conducts biannual disaster recovery exercises.

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