ITSM Blueprint

Get more value from your IT Service Management implementation

Business drivers

Robust and responsive IT Service Management directly contributes to the overall success of organizations. And yet, we frequently see clients facing the following challenges:

Disjointed IT support experience	Limited user interface and self-service capabilities	Manual processes and duplicate efforts	Visibility and workflow constraints	Manual data management and integration	Automation and orchestration gaps

Solution overview

EY ITSM Blueprint is the preconfigured solution that helps organizations adopt industry best practices for IT Service Management (ITSM).
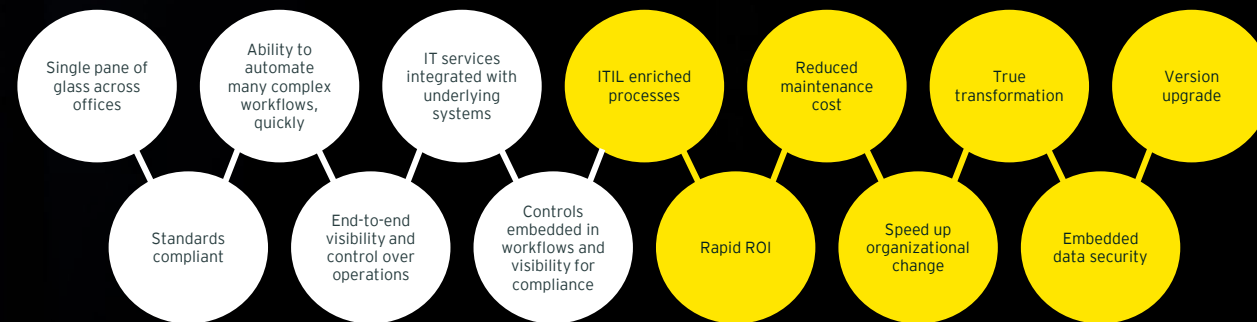
▸ **A predefined set of process, workflows, SLAs, UI/UX, notifications and surveys** helps businesses to quickly roll out the processes such as incident management, problem management, change management, service catalog and request management, knowledge management and self-service portal.

▸ **A detailed solution** is designed based on ITIL best practices, leveraging EY teams' experience, insights and industry knowledge from multiple implementations for accelerated delivery.

▸ **Accelerated implementation** using ITSM Blueprint - with better outcomes, consistency, accuracy and efficiency.

Solution benefits

The ITSM Blueprint implementation automates and optimizes the core processes across IT to create a better experience for users and support teams.

▸ **Rapid return on investment:** Designed to be deployed within eight to twelve weeks.

▸ **Reduced maintenance cost:** Developed with ServiceNow coding leading practices.

▸ **Change adoption:** Sped up organizational change with training and change enablement materials.

▸ **True transformation:** Focused on how ServiceNow can transform IT and business.

▸ **Enhanced data security:** Drive transformation with less risk.

▸ **Version upgrade:** Smooth upgrade process with minimum changes to out-of-the box (OOTB) platform code.

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- Single pane of glass across offices
- Ability to automate many complex workflows, quickly
- IT services integrated with underlying systems
- ITIL enriched processes
- Reduced maintenance cost
- True transformation
- Version upgrade
- Standards compliant
- End-to-end visibility and control over operations
- Controls embedded in workflows and visibility for compliance
- Rapid ROI
- Speed up organizational change
- Embedded data security

EY
Building a better working world
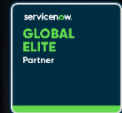
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Joint value proposition

Together, we combine the best of EY business teams and ServiceNow

▸ ServiceNow: Industry-aligned data model, Taxonomy, Architecture and service management practices

▸ EY IT Service Management Blueprint: ITIL leading-class practice aligned

What we provide:

▸ Functional documentation

▸ As built documentation

▸ Manual and AFT test scripts

▸ Ready-to-use detailed stories

Solution differentiators

HFS

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GLOBAL ELITE
Partner

▸ The EY organization placed in Horizon 3 as leading ServiceNow Service Providers 2023 (May 2023) by research and advisory firm, HFS.

▸ The EY organization was acknowledged as a Leader and Star Performer in ServiceNow services.

▸ The EY organization is 1 of 6 ServiceNow Global Elite Partners and 2023 Asia Pacific and Japan IT Workflow Partner of the Year.

Contacts

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: IT service transformation for Singapore-based multi-business company

Client challenge	Engagement summary	Value delivered

Client group needed to make a strategic business transformation to become a global asset manager and operator where all vertical and corporate support services will be consolidated by January 2024 under One Client.
 	
The client envisioned a single platform to present data with a holistic view across Client IT Services, comprising overall operations, asset, risk and strategic operation management as their digital transformation journey roadmap. The project was planned to move into five phases and the 1st phase of the project was to provide the consolidation of the ITSM and optimize ITIL process, CMDB and Service mapping of their current asset.
	▸ Enabled successful consolidation of IT shared services, aligning with the Client's new business operating model - a critical endeavor.
	▸ Led the re-definition of ITSM processes to align to industry standards leveraging EY ITSM Blueprint and ServiceNow OOTB capabilities and focusing less on complex customizations.
	▸ Supported all aspects of UAT, service readiness testing and final cut-over.
	EY teams' role
	▸ Advisory: Guiding the strategic implementation and adoption of the EY ITSM Blueprint on ServiceNow.
	▸ Implementation – Translate the vision into reality through seamless platform deployment.
	▸ Enablement – Empowered client's team to maximize ServiceNow's potential through knowledge transfer and training their end users.
	ServiceNow solutions
	▸ ServiceNow IT Service Management
	  ▸ Incident, problem, change, service portal, knowledge management and request management and integration with in-house tools for request management (Catalogue items)
	▸ ServiceNow IT Operation Management
	  ▸ Service mapping
	  ▸ Discovery
	▸ Virtual agent
	▸ Walk-up experience
		▸ Engagement
		  ▸ Faster implementation timeline of the new solution with the help of EY ITSM Blueprint
		  ▸ Added time-to-cost value by expediting the delivery, contributing to substantial cost savings for the client
		▸ Implementation
		  ▸ Successfully implemented best practices for Service Management, encompassing processes, SLAs and KPIs
		  ▸ Provided accurate CMDB across multiple sources
		  ▸ Decreased incident volume and enhanced response and resolution time
		  ▸ Achieved a Go-live in a record-breaking 17 weeks end-to-end
		  ▸ Achieved a score exceeding 95% in the ServiceNow health scan, covering all parameters
		▸ Adoption
		  ▸ Expedited the onboarding process through tailored training that catered to the specific needs of the client's end users
		  ▸ Facilitated the client's users in becoming familiar with the new solution by promptly addressing their queries

EY and ServiceNow. More dynamic businesses. Better human experiences.

EY and ServiceNow streamline the flow of information, remove friction and deliver richer human experiences.

Our approach to workflow automation unlocks the potential for organizations to become more dynamic and innovative to drive business performance and growth.

For more information, visit: ey.com/ServiceNow.

EY | Building a better working world

EY exists to build a better working world, helping to create long-term value for clients, people and society, and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.