# IT Service Management Roadmap

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The ITSM Program is a collaborative series of projects and activities within UBC IT, MedIT, Arts ISIT, Sauder LTS, CTLT and Applied Science to develop and implement an IT Service Management framework that can be adopted across IT and non-IT service departments at UBC.

The objectives of the program are to:
- Improve customer-facing IT service support and delivery to the UBC user community by implementing new service management processes;
- Establish a solid foundation upon which additional future ITSM processes can be built and continuously improved;
- Improve accountability to the UBC user community by establishing metrics to report on the effectiveness of the delivered service processes;
- Reduce duplication and minimize redundant costs and effort by efficiently and effectively sharing resources (people & financial) across multiple IT departments.

Using the ITIL (IT Infrastructure Library) as the foundational framework, IT Service Management includes processes for IT strategy, design, transition, operations and continual service improvement.

| Year | Milestones |
| --- | --- |
| 2010 | Establish program with IT identified partners<br>Service Level Management [SLM] Framework v1<br>Service Catalogue [SC] Framework v1; launch online SC for UBC IT, MedIT, Sauder LTS<br>Incident Management [IM] Framework v1 |
| 2011 | ITSM technology platform selection (Service-now.com: SNC)<br>Phase 1 of SNC to pilot group (IM)<br>Problem Management [PM] Framework v1; Knowledge Mgmt [KM] Framework v1<br>SC Framework v2;  Request Fulfillment [RF] Framework v1; SLM v2<br>Configuration Management [CMDB] Framework v1; Change Management Framework v1<br>Operational Governance Established |
| 2012 | Continual Service Improvement (IM)<br>Phase 1 of SNC completes (IM, PM, KM)<br>Phase 2 of SNC starts (RF, SC, SLM)<br>Phase 3 of SNC starts (CMDB, Change Management [CM]) |
| 2013 | Continual Service Improvement<br>Phase 2 of SNC completes<br>Phase 3 of SNC completes |
| 2014 | Continued Service Improvement |

- SLM Framework v1
- IM Framework v1
- SC v1; pilot group launch

- SNC P1: IM, PM, KM
- Start SNC P2: RF, SC, SLM
- Start SNC P3: CMDB, CM

- Continued Service Improvement (CSI)

- Tech selection (SNC); pilot launch: IM
- SNC P1/2/3 Frameworks
- Governance

- SNC P2: RF, SC, SLM
- SNC P3: CMDB, CM

2010  2011  2012  2013  2014