Government Organization Modernizes IT Service Management with ServiceNow

The Customer's Challenge

A government organization relied on Jira for IT Service Management (ITSM) but required a more robust and scalable solution. The organization sought to enhance its service catalog structure, implement problem management processes, and improve change and incident management procedures to better support its IT operations.

Windward Solution

Windward executed an end-to-end greenfield ServiceNow ITSM implementation. The engagement began with discovery workshops to understand the organization's needs and key ITSM use cases. From there, Windward:

- Implemented ITSM processes tailored to business needs, including SLAs, assignment rules, templates, notifications, and integrations.

- Built 12 Service Catalog items and developed a repeatable process for creating additional catalog items.

- Introduced problem management, enhanced incident and change management workflows, and ensured compliance with best practices.

- Delivered demos throughout the project lifecycle and developed comprehensive as-built documentation, admin guides, and user guides to support adoption and knowledge transfer.

Results Achieved

Streamlined Service Catalog: Created 12 catalog items with a scalable process for future additions, improving request submission and user experience.

Improved Incident Management: Enabled real-time tracking through SLAs, notifications, and the Employee Center, increasing visibility for both fulfillers and end users.

Problem Management Introduced: Implemented root cause analysis and resolution capabilities, reducing recurring issues and improving system stability.

Stronger Change Management: Established robust workflows, including mandatory post-implementation reviews and automated CAB meeting scheduling, reducing unauthorized changes and strengthening governance.

Organizational Readiness: Provided training, documentation, and live demos across departments, ensuring successful adoption by service desk operators and administrators.

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