



## University IT Service Management Checklist



When modernising your IT infrastructure, it's important to ensure your new IT Service Management (ITSM) solution can adapt to your agency's requirements.



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# 7 Essential Requirements Modern ITSM Solutions Should Meet:



Automated and pre-configured workflows



Support for context-based IT and non-IT-related service requirements



Scalable cloud and on-premises deployment options, accessible anywhere via browser



Options for named and concurrent user licensing – Subscription or Perpetual



Configuration and upgrade processes that are flexible and easy to perform



Options for technology expansion, such as voice automation and AI-powered chatbots



Integration points and connectors for various operational systems

## Modern Service Management for Your University

With Ivanti Service Manager, uni's benefit from innovation while realising cost advantage – hitting targets for budget and productivity.

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