



# IT Service and Asset Management Essential Guides

eBook 2: Fundamental Maturity

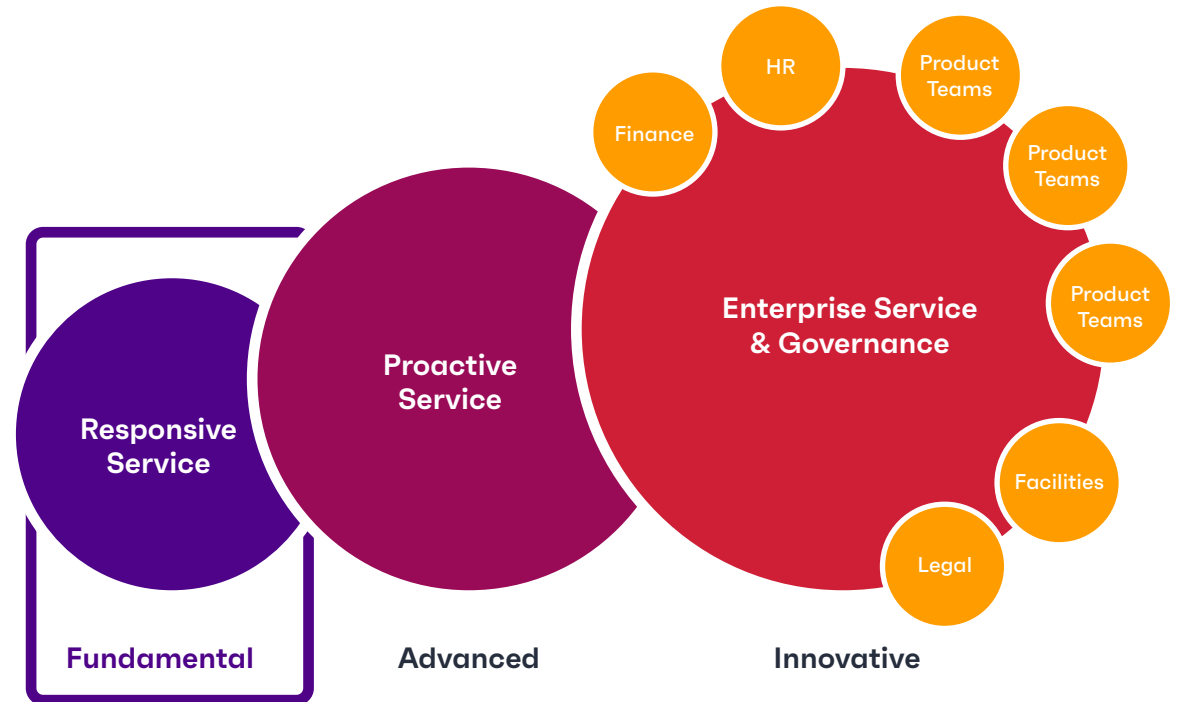


## ITSM Maturity Levels

The discipline of IT service and asset management encompasses three levels of IT maturity: fundamental, advanced and innovative. This spectrum of capabilities and tools can be built upon and leveraged to achieve increasingly better operational efficiency and user experiences while reducing risks to the business. At the most advanced level, it can act as a catalyst for strategic digital initiatives that provide quantifiable value to the business.

If your organization is looking to lay the foundation for an innovative future, deliver superior employee and customer experiences, streamline operations and ultimately become a leader in core business functions, it's important to understand the spectrum of IT maturity levels and where you stand in relation to them. Awareness of the IT maturity hierarchy provides guidance to help you move from a reactive and turbulent state to one that is proactive, managed and strategic.

In this second eBook in the [IT Service and Asset Management Essential Guide](#) series, the capabilities, benefits and risks of the fundamental level of IT service maturity are explored. This is the state that most organizations stand at today.



## Fundamental Maturity: A Responsive State

Fundamental IT maturity focuses on tracking the work coming into the service desk to improve operational stability. At this basic, “responsive” state, the IT service team improves operations by using tools to better handle requests and manage break/fix incidents. The team also begins to measure and analyze operational performance.

Based on ITIL best practices, these tools are combined with the beginnings of a knowledge management system that houses information about incidents already encountered and resolved, to avoid duplication of work and to speed service handling. Automation is introduced at this level but usually with little integration to other tools. IT responds better to issues but not in a strategic way and without full visibility into business needs and impact. Many tasks, such as asset acquisition, still require manual handling.

**“Digital business acceleration may feel like a temporary strategic focus in response to COVID-19, but CIOs and other leaders are making a mistake that could cost the enterprise if they treat acceleration like this. The accelerated pace of digital business will likely prove to be permanent in markets and industries.”<sup>1</sup>**

Gartner, Inc.

Key capabilities include an incident and request management solution to begin standardizing processes, measuring response times and leveraging automation. Metrics and key performance indicators (KPIs) are operational in nature and measure activities like ticket volume and type, closure rates and resolution times. These metrics are used to identify the “low-hanging fruit,” for example, the most commonly submitted user requests, to improve efficiency and reduce workloads. An early-stage knowledge management system is also implemented, so agents aren’t “reinventing the wheel” when resolving incidents or fulfilling requests.

## Request and Incident Management

Request and incident management capabilities are intended to restore “normal” service operation as quickly as possible, minimizing any adverse impact on business operations or employees.

Improvements are achieved by implementing a centralized ticketing system that helps service staff deal more promptly and effectively with incidents reported by users, discovered by technical staff, or detected automatically by a monitoring solution.

The incident and request management solution standardizes workflows to bring uniformity and efficiency to help desk operations, thereby avoiding human error. Many of the most tedious tasks are automated, as are reporting of operational key performance indicators (KPIs) and staff performance.

These tables provide an overview of the key capabilities and benefits of incident and request management.

Centralized Management	Benefits
A ticketing system acts as a central location for agents to manage all service requests and incidents	Handle all requests and incidents, without any lost or forgotten tickets or dangling issues left unattended
Documents all transactions and communications	A complete log of employee-to-IT communications and actions is stored for reference and, if necessary, escalation
Identifies important and/or urgent issues automatically	Restore normal operations faster by taking action or escalating before an IT incident turns into a service outage, thereby increasing productivity across the organization

Basic Workflows	Benefits
Standardizes procedures and automates most common user requests with best practice-based workflows	Increase IT and employee productivity and satisfaction while reducing staff churn
Automatically routes tickets to the correct IT team member and immediately sends acknowledgement of receipt to the employee	Automate staff assignments by task and manage employee expectations
Generates tickets automatically with network monitoring tools	Reduce the impact on the business and users and lower IT administrative overhead with faster incident detection and resolution

Reporting	Benefits
Automatically collects resolution times, satisfaction ratings, tickets processed per day and other agent-performance indicators	Hold IT staff accountable with indicators like highest customer satisfaction rating or fastest time to resolution and generate KPI reports to focus the content of development and training exercises
Provides pre-built request and incident operational reports and enables easy customization to provide additional insights	Spot operational insights like staff requirements during anticipated high-ticket loads and the cost of different types of requests and incidents

## Knowledge Management

Knowledge management is one of the most useful service management processes. Not only does it provide the shortest route from problem to solution, it's also foundational for capabilities implemented in more advanced maturity levels such as effective configuration, problem and change management; asset resource management; employee and customer self-service; and software release management ([see eBooks 3 and 4 of the IT Service and Asset Management Essential Guide series](#)).

At the fundamental level of IT maturity, a centralized and managed “known error” database of knowledge articles increases service desk efficiency by avoiding redundancy, so incidents are resolved faster. For example, if a software upgrade causes an error at a desktop, the process might be corrected after some wait time, an initial discussion, an escalation, more wait time, some troubleshooting and discovery of a workaround. When the same problem is encountered after a knowledge article has been created, the same error can be resolved in minutes rather than hours or days.

The effectiveness of the knowledge management system should be measured at the foundation level of maturity by metrics such as the number of entries in the known error database, the proportion of responses to incident management tickets that include a reference to it, as well as service agent usage, click throughs and duration of activity.

These tables provide an overview of the key capabilities and benefits of knowledge management.

Data Capture and Integration	Benefits
Stores the “known error” database of knowledge articles	Retain organizational knowledge and reduce loss of intellectual capital when employees depart
Consolidates and integrates data flowing from request and incident management and is poised to do the same for sources like software discovery tools, third-party applications and many more	Dynamic updating ensures only the most current data is applied

Information Mapping	Benefits
Controls which knowledge sources should be used, when and how. Includes tagging, titling and other search optimizations tools	Knowledge is easy to find, useful and purposeful
Integrates the knowledge base with service management workstreams to prompt IT staff automatically to refer to knowledge base as they perform relevant tasks	Avoid problem-solving redundancies and wasted time

Knowledge Security Configuration	Benefits
Controls who can log, approve, publish and access which knowledge sources	Protect your organization's intellectual capital

Knowledge Presentation	Benefits
Visually presents information and knowledge to users and provides tools to maintain the knowledge base	Increase speed and quality of service by offering the shortest route from problem to solution

## Risks

Although IT is directing tools, skills and knowledge at fires that are underway, rogue systems and processes still abound, increasing exposures when users do an end-run around IT. User satisfaction is improved, but there is a wide margin of improvement yet to be obtained. There is some control over the fires, but IT never comes close to containment.

At this level, visibility is increasing, but costs and risks remain high and user satisfaction, though improved, is still low. Nonetheless, the basic building blocks are in place, based on industry-tested best practices that provide a firm foundation for future maturity. There are many more tools and innovations in the spectrum of IT maturity that can be introduced to this foundation to add greater value to both IT and the organization as a whole.

## About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 78 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit [ivanti.com](https://www.ivanti.com)

## Ivanti can help

If you are interested in exploring some or all of the capabilities described here, Ivanti can help. Find out more here:

- [Ivanti Service Management](#)
- [Ivanti Neurons for ITSM](#)
- [Ivanti Neurons for ITAM](#)

You may also want to take a look at eBooks 3 and 4 of the [IT Service and Asset Management Essential Guide series](#) to find out more about the advanced and innovative levels of maturity.

The Ivanti logo consists of the word "ivanti" in a bold, lowercase, sans-serif font. The letter "i" is red, while the remaining letters "vanti" are black. A small registered trademark symbol (®) is located at the top right of the letter "i".

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