The Big Picture

Rob Farrington, our EasyVista consultant, led two “deep-dive” sessions this week. This gave selected staff an in-depth look at both Incident Management and Asset Management. We walked away with a detailed understanding of what EasyVista will do, how it will do it, and new ways it can add value to Creighton. We are now designing the configuration items for Incident.” In two weeks we will be working on Requests.

As of Today

✓ Mark Andrews and Brian Bautista have put a lot of blood, sweat, and tears into creating the “draft-of-a-draft” of Incident key configuration items. I will be reviewing these with the Implementation Team and interested parties next week.

- **Locations** (3 tiers, e.g. “Omaha > Harper Center (HARP) > 2060”)
- **Categories & sub-categories.** Examples:
  - Hardware > Desktop > Lenovo
  - Hardware > Classroom > Podium > Camera
  - Software > Enterprise > Banner
  - Network > Infrastructure > Packet Shaper
- **SLAs** based on priority: P1=4h, P2=9h, P3=18h, P4=27h. These SLAs are further dependent on the working hours by department (service desk/OLAT/classroom).
- **Active Directory** fields to integrate:
  - net ID,
  - email,
  - full name,
  - phone.
- **LANDesk** fields to integrate:
  - Machine name (“doit_mja30807m1”)
  - User (“mja30807”)
  - OS (“OS X”)
  - Manufacturer (“Apple”)
  - Model (“mac mini”)
  - Serial # (“12345678”)
  - Type (“workstation”)
  - Warranty end date (“12/31/2017”)
- **Email Notifications.** Examples:
  - Incident assigned.
  - Action assigned.
  - Recipient validation.
  - Incident solved.
  - Rejection acknowledgement.
  - Validation rejection.

EVENTS VS INCIDENTS
ITIL defines an event as “any detectable or discernable occurrence that has significance.”

EVENTS COME IN 3 FLAVORS
1) Normal Operation (informational)
2) Unusual Operation (warnings)
3) Exceptional Operation (Incidents)

EVENTS BECOME INCIDENTS whenever an event causes (or may cause) a disruption to, or degradation of a service.

PROJECT DOCS
Access all project documents, including:
weekly updates,
ITIL training materials,
schedules, and more
on OneDrive:
http://1drv.ms/1EJr102
\begin{itemize}
\item Rejection (incident owner)
\item ITIL certification: 39 people have completed the class and 22 have passed their certification tests. Congratulations!
\item Mark, Brian, and I have investigated the “ServiceApps” tool from EasyVista to assess its suitability for creating our user-friendly web portal. Although it’s being promoted as a “code-free” tool, it’s still under development and not yet “drag-and-drop” capable.
\item I have updated our Critical Success Factors document. This defines what constitutes a successful phase 1 implementation and how we’ll measure it.
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**Coming Attractions**

- **Monday 5/11** I will update the project stakeholders immediately after the MARIO meeting. Please review the attached Critical Success Factors document. We will discuss it at the meeting.
- **Wednesday 5/13** This Implementation Team meeting will be in Skutt 105. I have extended it to 2 hours so we can review the configuration items draft-of-a-draft shown above and get your feedback.
- **EasyVista Service Request Deep Dive** happens Monday, May 18, 8:30-2:30 in Harper 2060. Attendees will walk away with an in-depth understanding of EasyVista’s capabilities, the Service Request Lifecycle, and what’s possible for Mark A and Brian B to configure and build-out. I have sent out meeting invites to those involved. If you want to join us just let me know.