ITSM Tool Evaluation FY2013
Final Recommendation

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Scope:
The team evaluated 3 tool options: RemedyForce Service Desk, Remedy OnDemand 8.0 and ServiceNow 3.0.   The vendors, and where possible, sister institutions demonstrated how they have implemented the lifecycle of a service request in their ITSM environment using three standard use cases. Usability, customer interface, web APIs and CMDB functionality also weighed in on the decision making. Attached is a grid outlining criteria that was used to compare the tools.

Summary:
- RemedyForce Service Desk: eliminated from consideration
- Remedy OnDemand 8.0: currently in use and flexible enough to do what we want in all areas
- ServiceNow 3.0: compelling case in some areas, but not across the board

Recommendation:
The team recommends that we move forward with Remedy OnDemand 8.0

Next steps (target date for completion January 31, 2013):
- Report decision to vendors (BMC and ServiceNow)
- Commit resources for support and maintenance of the ITSM Program and tool
    - Program management
    - Governance
    - Tool administration
    - Business analysis
    - Process design
    - Development and integration
- ADs communicate decision to Senior Staff and respective areas
- Amend ITSM Program Statement of Direction and integrate with Support Roadmap
- Identify and prioritize workstreams/process implementations. We recommend:
    - Request fulfillment/service catalog discovery
    - CMDB build out with custom UI
        - Develop framework to pull API requests that can be used for future efforts
    - Change management roll out to new services
- Dedicate project managers for targeted implementations
- Negotiations with vendors
    - Products
    - Licenses
    - Professional services (scopes of work)

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	Remedy OnDemand 8.0	ServiceNow 3.0
Cost	Approx. 100K/year (50 fixed&50 floating licenses)	Approx. 360K/year (300 fixed licenses)
Implementation & Onboarding*	Professional services and training	Need to transition change management Need to transition integrations (email, LDAP, SSO, VPN) Professional services and training
API Development	Service Catalog, CMDB, KB	
Third Party Integrations & Plug Ins	150+ partner vendors (Exchange, ACD, Service Catalog, Bomgar, Exchange)	Very limited ecosystem
Support & Maintenance**	Dedicated administration, business analysis and process improvement, development and integration support (some concentrated and some spread across the organization)	
Training	50K/year	
Showstoppers**	None	
Advantages	Already in use More robust platform More flexibility	More current user interface (Web 2.0) Out of the box process flows

*Business analysis and process design is key to any implementation
**Without the needed resources for maintenance and support of the program and the tool, this effort should not move forward