



## CASE STUDY

# IT Service Management (ITSM) Implementation



## Company

A pediatric acute care hospital that provides care to infants, children, adolescents, and young adults up to age 21, ranking among one of the best children’s hospitals in the country.



## Challenge

The company was dealing with immature ITSM processes and inefficiencies in their incident, change, and problem management. They needed a more automated help desk system with more self-service capabilities.



## Solution

V-Soft Digital implemented best practice ITSM processes, including an incident creation/closure process, problem, change, and knowledge maturity enhancements, custom reports and dashboards (EMR, Manager, ServiceDesk), and Service Portal, Service Catalog, and Request Management.



## Result

The ITSM implementation led to best practices with incident, problem, and change processes. This reduced mean time to resolve (MTTR) by 38% and led to a 50% faster root cause analysis (RCA). The streamlined processes also led to a 62% increase in operational efficiency.

Reduced mean time to resolve (MTTR)

**38%**

Increased operational efficiency

**62%**

## TECHNOLOGY APPLIED

- ServiceNow ITSM
- ServiceNow CMDB

