

# Best Practices & Lessons Learned Migrating to a new ITSM Platform

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# Ivanti Service Desk Migration to Ivanti Service Manager



Our experiences during the Ivanti Service Manager Migration.



What went well, what we could have done better, and key takeaways

# Ivanti Service Manager Migration



## What went Well?

Team Engagement



## What could we have done better?

Communication  
Resource Constraints  
Activities and Responsibilities



## Key Takeaways.

Single Points of Failure & Bottlenecks  
Communication Paths  
Responsibility Matrix

# What went Well

- First project that I can remember where the design sessions, configuration sessions, and UAT sessions, and Go Live were all hosted via MS Teams or other collaboration services
- Core project members and team engagements
  - Never give up and “What can I do to help”



# What went well: Wrap-up

## Teamwork

- Team Engagement
- Collective accountability
- Adaptability



# What we could have done better.



Project Milestones and Objectives  
Identifying Project Stakeholders & Resources  
Project Planning and Requirements



Targeted Communication

# What it looked like and felt like...



How the customer explained it.



How the Project Manager Understood it.



How the Engineer Designed it.



How the Technician Built it.

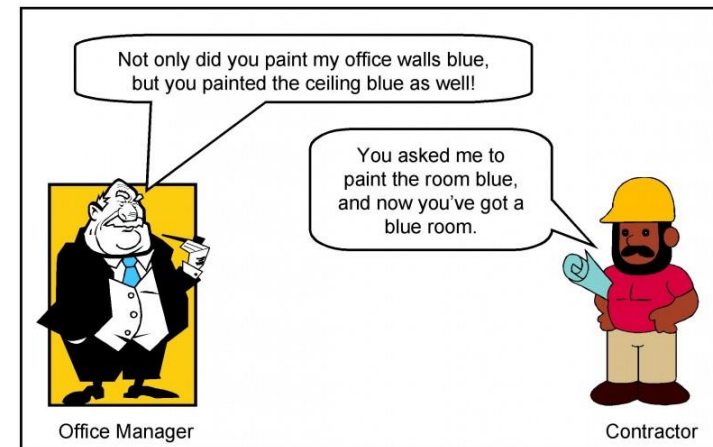


How the Customer really wanted it.

# What we could have done better: Wrap-up

## What was asked for and what was delivered

- Clear record of requirements
- Identify Stakeholders, Goals, Objectives, Milestones
- If there is a change, it needs to be recorded in the project documentation





# Key Takeaways

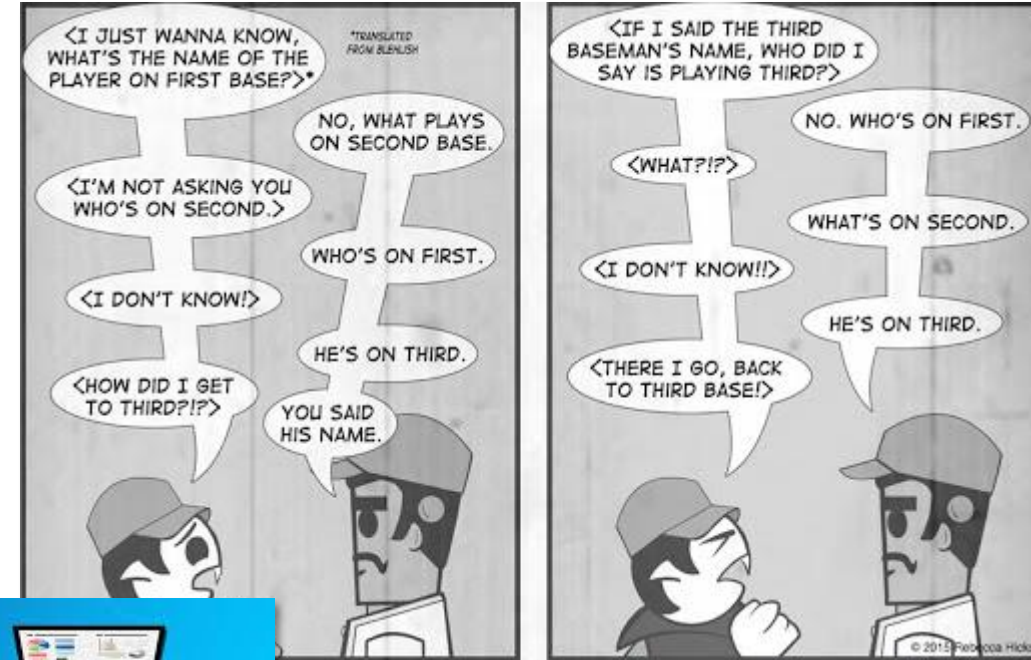
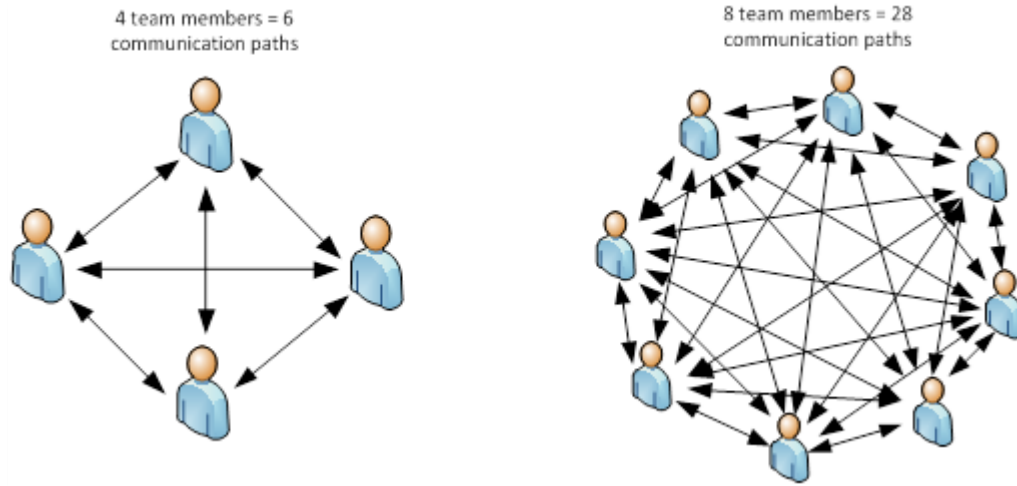


Documentation  
Communication Paths  
Responsibility Matrix  
Single Points of Failure & Bottlenecks



1. Project Management Lifecycle even LEAN Process Documentation
2. Meet with your stakeholders and shareholders early on to define how they would like to be communicated with.
3. Document and define who is responsible for what milestone objective.
4. Do not wait on any identified Single Points of Failure or Bottlenecks

# Key Takeaways: Wrap-up



# Summary of the Ivanti Service Manager Implementation

Go Live – Dec 9th



## Ivanti Service Manager Project

### What went well

- Teamwork, Collaboration, and Team Engagement

### What could we have done better

- Communication, Documentation

### Key Takeaways

- Select a Project Framework
- Define Communication Paths
- Responsibility Matrix

# Questions

