CHANGING ITSM SOLUTION? The of business users of IT people are are unhappy with wrong unhappy with solution what IT delivers their ITSM solution problem **BUSINESS DRIVERS** TECHNOLOGY DRIVERS Management change. Costs too high. Outdated ITSM technology. Poor support. Cloud/SaaS technology strategy. Maintenance/Administration overheads too high. Merger/acquisition driving consolidation. Solution sunsetting. Version-lock. Moving to a shared services model. Over-customization. Run stakeholder workshops to get everybody communicating **WE NEED A NEW** ITSM SOLUTION! BUSINESS C-LEVEL How much do you It's critical that everybody is on want to spend? board for the journey How do you want to spend it? SaaS Vs, On **Premise** What you need Measure performance for a Don't forget to ask your Business "before & after" to prove value Users what they want 6-12 2-4 Benchmark again to show a "before & after" comparison of performance (request for (request for GO LIVE! Analyze and migrate data TEST BUILD



Streamlined IT operations Happy Business Users Reduced costs Easy, fast upgrades