

ServiceNow IT Service Management

Mission, Vision, and Guiding Principles

Mission Statement

To deliver responsive, transparent, and user-centered IT service management that enables our community to focus on teaching, learning, and research.

The ServiceNow ITSM platform exists to streamline how IT across the University serves its community by creating a single, accessible channel for requesting, tracking, and resolving IT services. By standardizing processes and increasing visibility, we reduce friction and empower faster resolution of technology needs across the institution.

Vision Statement

Seamless. Intuitive. Empowering.

We envision a future where every member of the University community can easily access IT services, understand the status of their requests, and experience responsive, high-quality support—all while giving ITS teams the tools to work more efficiently and collaboratively.

Guiding Principles

Lead with Listening

- Gather feedback at every phase and demonstrate how input shapes improvements
- Make decisions based on community needs, not just technical capabilities

Communicate Clearly

- Explain *why* ServiceNow matters and *how* it benefits users
- Provide plain-language guidance, training, and documentation
- Set realistic expectations about timelines and what the platform *can* and *cannot* do
- Keep the community informed about progress, changes, and available resources

Design for People

- Prioritize user experience for those with varying technical skills and accessibility needs
- Create intuitive workflows that minimize training burden
- Build in accessibility standards and test with diverse user groups

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- Make the platform feel like a partner, not an obstacle

Collaborate and Integrate

- Work across ITS teams (service desk, applications, security) to align processes
- Connect ServiceNow with existing systems to reduce duplicate data entry
- Foster partnerships with other departments to understand their workflows
- Build incrementally and celebrate wins along the way

Maintain Integrity and Excellence

- Ensure data quality and security in all service requests and tracking
- Follow best practices while adapting them to the University's unique culture
- Hold ourselves accountable to response time commitments and service quality
- Continuously improve based on metrics, feedback, and emerging needs

Embrace Innovation Responsibly

- Use ServiceNow's capabilities to create smarter, faster service delivery
- Pilot new features thoughtfully before full rollout
- Balance innovation with stability and reliability
- Stay curious about how other institutions use ITSM tools and apply lessons learned