REQUEST TRACKER, SERVICENOW, AND ZENDESK, OH MY.
Come for the infographics...

...stay for the user experience

https://www.zendesk.com/
https://www.zendesk.com/resources/
ZENDESK NOTES

• Lightweight, feature rich, and very popular cloud Help Desk tool
• Feature rich end-user support portal, built-in KB and forums
• Design focused on user experience and mobile support
• Built-in analytics, macros, and scripting
• Rich API supports a large ecosystem of integrated services and apps
• Designed for small and medium support teams
• Contact tooltime@mit.edu for more information, advice, and contact info for MIT reps at zendesk
RT FROM 10,000FT

- "It's like multi-user Gmail"
- Struggling at scale
- Very email-process friendly (compared to its peers)
- Distributed control
KEY RT PROJECTS FOR 2014/2015

• Archiving, Deleting, and Shredding (in testing)
• Separate infrastructure for Email and Web Requests (in testing)
• Email-to-Self and Loop Handling (in testing)
• Upgrade to Request Tracker 4.2 (in testing)
• LDAP User and Group Sync Improvements (design)
• Allow and Improve Large Attachment Handling (design)
• Upgrade Back-end Database to Oracle 11 (planning)
• If you encounter unusual performance issues please contact us -- there are usually work-arounds and configuration changes you can make to your account to improve performance

• If you are interested in having RT support a particular workflow for your group, we can advise and assist in implementing simple scrips and queue configurations

• If you are interested in helping with RT 4.2 testing please get in touch

• No plans to replace RT with any single other tool -- first, RT use is very diverse and no single other tool is likely to be able to replace all of it; second, all indications are that we will have an ecosystem of tools and services for supporting the MIT community going forward, including RT, ServiceNow, Bomgar, and many others

tooltime@mit.edu
ServiceNow
SERVICENOW
FROM 10,000FT

• "It's like SAP for IT"
• Designed as a platform for central IT
• Very task and workflow friendly
• Central control and accountability
• Email? What's that?
KEY SERVICENOW PROJECTS FOR 2014/2015

• IS&T Change Management*
• IS&T Request Fulfillment*
• IS&T Incident and Problem Tracking

*Includes internal asset management
SERVICENOW NOTES

• Several departments are exploring ServiceNow (separate subscriptions) to automate and streamline their IT processes

• IS&T is currently "in production" with managing its change process (server operations, DITR) in SN, with request fulfillment and incident to follow

• A lot of SN follows the best practices outlined in ITIL and ITSM methodologies

• Extensive effort involved in mapping out processes, formalizing and implementing workflow and automation where appropriate (self-service portal with request and incident, etc.)

• SN is a platform, making extensive use of robust web services to support integration with bi-directional other applications

tooltime@mit.edu
CONVERSATION
REFERENCES

MIT IT Knowledge Base
http://kb.mit.edu/

External Request Tracker Documentation
http://wiki.bestpractical.com/

ServiceNow Demo Instance (to play around)
https://demochannel.service-now.com/navpage.do

ServiceNow Documentation
http://wiki.service-now.com/
When In Doubt:
tooltime@mit.edu