

Reflection Journal 2

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So, my first few weeks at ITS consisted of training geared towards using the helpdesks ServiceNow platform (Nagendrag, 2023). It's an IT service management (ITSM) platform providing ticketing systems for managing and resolving incidents, problems, and service requests. Allowing users to track tickets and log their progress. It uses a configuration management database (CMDB) to hold all enterprise data, including master, transactional, and configuration data. Any assets that are part of a business, from data centers, employees, to employee laptops, are known as 'CI Items' in the CMDB. They can then be configured, tracked, and audited. I found one of the big differences between the remedy ticket system I'm used to and ServiceNow is that ServiceNow is based on a platform-as-a-service (PaaS) model that allows administrators to build on or customize applications directly from the cloud. Giving ITS the ability to create and customize personalized applications like the ODU mobile app. Something that remedy doesn't do. I also like the metrics that ServiceNow provides to the executives running the enterprise. While meeting with Clifton Blaisdell the helpdesk manager, I got a peek at the metrics he can reference. It definitely gives him an in-depth look at workflows, and data he needs to address different issues affecting the enterprise. Issues like integration of new technology say a new model i-pad or phone that doesn't play well with native ODU applications.

Aside from the noticed differences in ticketing platform, I'm intrigued by, I wouldn't say, the reliance on, but rather the importance of, students assisting the full-time helpdesk employees. Getting assistance to fill staffing gaps in the military was next to impossible. Everything being regulated by BUPERS, meant if someone was removed from their billet, for various reasons, a department had to suck it up until replacement personnel were scheduled to check in. Or if you wanted to permanently increase the number of personnel, the process of funding and filling those billets could take several years. This, to me, is a clever low-cost way to pad their workforce and

give the full-time employees some breathing room. Something I wish I'd had access to when I was running a J6 shop.

References

Nagendrag. (2023, June 27). *What is ServiceNow? get started on ServiceNow Fundamentals today! - cloudfoundation: Blog*. CloudFoundation. <https://cloudfoundation.com/blog/what-is-servicenow/>