Welcome

Service Desk Software Showcase Event

We hope you have a nice day!

SDI Team

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What to look for in an ITSM Tool

Don't just understand your requirements, **REALLY** understand your requirements.

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Get to know the market

- Research

- Engage with all Vendors

- Engage with the community

- Demo

- SDI Intelligence & Tool Consultancy.

- Webinars

- Invite the right people

- Set boundaries (scope & timings)

- Be clear about what you want to see

- Prepare questions about the tool and the company

Remember: this is the best the tool can be

And… they may not tell you what it won't do

Maximising the implementation of your new tool

- Committed to change

- Business case and CSFs

- Engaged with stakeholders

- Requirements capture

- Ask the experts

- Research

- What's next?

- What does it mean for your organisation?
- Seek advice and support from colleagues:
  – Procurement or procuring teams
  – Frameworks and industry bodies
- Create the 'invitation to tender':
  – Timeline
  – Supplier requirements
  – Solution requirements
  – Onboarding and post implementation support

Thank you