START Replacement
IT Professionals Forum

June 13, 2013
START Replacement Project Goals

- Improve the Yale community’s experience and satisfaction in ordering ITS Services (transparent and user-friendly)
- Simplify the financial approval process based on org
- Eliminate outdated START applications and infrastructure
- Streamline access to Oracle applications and the requisite training
• Phones & Cable TV
  – Mobile devices
  – Pagers
  – Telephone sets and lines

• Access and Accounts
  – Oracle
  – SciQuest
  – Express Shipping
  – Generate NetID PIN

• Email and Calendaring
  – YaleConnect
  – Email alias
Where we are going

Plan and Analyze
(January-March 2013)
- Analyzing “As-Is” processes
- Gathering requirements from service owners

Design, Build and Test
(March-August 2013)
- Designing “To-Be” processes
- Building request forms and workflows in ServiceNow
- Creating assignment groups in ServiceNow
- Testing and Integration with ITS website

Training
(August 2013)
- Piloting training
- Training for service owners and fulfillment groups
- Training for Ops Managers & Lead Admins

Deployment
(September 2013)
- Launch of requests in ServiceNow/ITS website
- Sunsetting of START