

NLIT 2012 Abstract:

Migrating to ITSM in The Cloud

A little more than a year ago Fermilab embarked on an ambitious effort to migrate its ITIL processes from an internally hosted ITSM suite to a cloud based ITSM suite and successfully switched over operations in October 2011. Since then the focus has been on enhancing and extending functionality and expanding integration with the new system. Key highlights from this effort to date include:

- Integrated notifications with Twilio, another cloud service, for voice messages and replies
- Ported our stock catalog to the cloud service allowing us to turn off aging and expensive infrastructure
- Created a customized hidden view for managing computer security incidents allowing consolidation of operational activities and infrastructure.
- Integrated our Service Desk tool with our remote management system, Bomgar
- Created Service view reports for all our customers

This talk will cover our implementations, lessons learned and future plans.

Proposed Track

Cloud Computing: Solution as a Service (SaaS); E-Mail / Collaboration in the Cloud; Business Applications in the Cloud; Platform as a Service (PaaS); Infrastructure as a Service (IaaS); Database as a Service (DaaS); Cloud Acquisition (RFP, SOW, Contract Negotiation); Managed Services