# Akron Children's Hospital Keeps the Focus on the Patients, Not Devices, with Ivanti Service Manager

**Profile:**
The largest pediatric healthcare system in Northeast Ohio

**Location:**
Akron, Ohio

**Industry:**
Healthcare

**Solutions:**
- Ivanti® Service Manager
- Incident Management, Change Management, Problem Management, and Knowledge Management

**Benefits to Akron Children's Hospital:**
- Handle service requests and incidents from any device, anytime, anywhere
- Meet SLAs that impact patient care more easily
- Manage service requests from human resources and other departments
- Faster onboarding of new Service Desk employees

**Families come to Akron Children's Hospital for world-class care. With two hospital campuses and 60-plus primary, specialty, and urgent-care locations throughout Northeast Ohio, Akron Children's had more than 1 million patient visits in 2016 and is ranked among the best children's hospitals by *US News & World Report.***

## Advancing IT Support to Enhance Care

Akron Children's prides itself on operational excellence in delivering family-centered care for kids. The hospital follows Lean Six Sigma principles to deliver quality healthcare—and those same principles extend to the I.S. Service Desk, which supports the clinical systems used by more than 5,500 clinicians and staff.

A few years ago, Akron Children's I.S. Service Desk used Lean processes, coupled with Ivanti's IT Service Management (ITSM), to achieve a first-call resolution rate of 68 percent and shrink the abandon-call rate from 28 percent to six percent.

Ronda Wicks, I.S. Service Desk, Operations, and Telecommunications Manager at Akron Children's, didn't stop there. She recognized the value of upgrading to the latest version of Ivanti Service Manager, to create a better experience for clinicians and staff, while achieving greater efficiency.

"ITSM impacts patient care," says Wicks. "If we can't get tickets out to the teams that support clinical apps and equipment, it could impact the patients."

## Meet Service Expectations More Easily

Akron Children's migrated to Ivanti Service Manager, and Wicks and her six-person Service Desk team were soon leveraging the enhanced capabilities to support incident management, change management, problem management, and knowledge management to support clinical systems.

"With Service Manager, it's become a lot easier to meet our service levels," says Wicks. Since migrating to Service Manager, first-call resolution has risen from 75 percent to 82 percent.

Ease of use and the ability to access Service Manager from any device with a web browser are key improvements. "Service Manager is easier to use all around," says Wicks. "We love it."

When a clinical staff member reports an incident or has a request, either by phone or email, it's acknowledged and routed immediately to the appropriate support level through Service Manager. Break/fix, outages, and other issues that impact patient

care receive the highest levels of attention and are resolved within four hours. Medium-priority issues are addressed by the end of the business day, and low-priority issues are addressed within five days.

The I.S. team also improved Change Control from a manual process that used Lotus Notes to an automated approach with Service Manager to manage, track, and optimize changes to servers and other IT assets. I.S. also uses Service Manager to better understand a problem's source and take corrective action.

## A More Efficient Service Desk

"The Ivanti Service Manager dashboard is very helpful for our Service Desk and the other I.S. teams," says Wicks. Service Manager's role-based dashboards give staff a single view of operational metrics so they can see how well they're meeting their goals.

Previously creating a knowledge management database took dedicated effort. Now, it's done automatically.

"Ivanti Service Manager allows us to leverage our knowledge base as we enter tickets," she says. "It's so much simpler now that we can type in an issue when we have a customer on the line. The keywords bring up related incidents and problems, and we can refer to them as we're talking. We can affect first-call resolution faster."

*"I am passionate about providing the service and tools that help us be more efficient. We've come a long way from where we started with our service desk, and Ivanti Service Manager is helping us to move much farther in our journey."*

— **Ronda Wicks**
*I.S. Service Desk, Operations, and Telecommunications Manager*

Knowledge management helps new Service Desk staff get up to speed faster. The Service Desk is the 'front door' to I.S. at Akron Children's. Service Desk agents have an opportunity to learn other IT-related systems, and they are often promoted from within the department. With Service Manager, turnover doesn't impact the support experience for clinicians.

"With Service Manager, we can provide new analysts with information that they haven't been trained on by seeing similar tickets," says Wicks.

## A Trusted Consulting Partner

Akron Children's worked with Randall Reed, CEO of Dataseti, a consulting firm with deep expertise in IT Service Management, on the migration to Ivanti Service Manager.

"Being a pediatric hospital, we set high expectations for meeting the needs of our clinicians, and Randall's team met those expectations with a great attitude," Wicks says.

## Expanding Service Management

Since the migration to Service Manager, other departments have been exploring how business service management could help them be patient-focused and more efficient. "We're getting requests from teams that are unrelated to I.S. to use Service Manager," Wicks says. "Now everyone wants to get their hands on it."

For example, the Clinical Engineering team is interested in using Service Manager to handle break/fix for the hospital's medical devices, while I.S. is working to integrate Service Manager with the Human Resources' implementation of an ERP application for user-provisioning processes. The Infrastructure Security team is considering using Service Manager to set up and track infrastructure security auditing and compliance workflows.

"Having one-stop tracking for incidents and the ability to tie related incidents and support processes together is a big benefit of Service Manager," says Wicks. "If there is something going on in another department, we can take the call and assign it to that department. Having everything in one application is the biggest selling point of Ivanti Service Manager."

"I am passionate about providing the service and tools that help us be more efficient," she says. "We've come a long way from where we started with our Service Desk, and Ivanti Service Manager is helping us to move much farther in our journey."

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