

# KIRK B. HALLIDAY

(IT Service Management Addendum)

Castle Rock, Colorado 80109 | 630-854-1262 | Kirk@KirkHalliday.com

www.kirkhalliday.com | www.linkedin.com/in/hallidaykb | twitter.com/hallidaykb

## ITSM AND SERVICENOW SKILLS

- ITSM strategy and roadmap creation
- ITSM project management
- Product selection
- ITSM process definition and implementation in ServiceNow
- Integration partner management
- Basic ServiceNow development
- Integration Microsoft SCCM into ServiceNow
- Integration of ServiceNow data with other external systems
- Enterprise report creation
- Complex ITSM process problem solving
- ServiceNow AM/CMDB process ownership
- ITSM communication and training

## ITSM AND SERVICENOW EXPERIENCE

### PRODUCT SELECTION

- Created an extensive RFP to bring in an ITSM solution
- Participated on the core project team to select and bring ServiceNow into the company
- Helped determine the 3<sup>rd</sup> party implementation partner to be used for development

### TRAINING

- Finished ITIL v3 Foundations Certification
- Attended ServiceNow administration training
- Completed ServiceNow user training
- Created extensive training content for both internal IT and business users for ServiceNow and ITSM process implementation
- Educated all of IT on ITSM processes implemented in ServiceNow

### PROCESS DEFINITION AND IMPLEMENTATION

- Performed extensive gap analysis on existing ITSM processes in place
- Worked on the team to establish the incident, problem, and change management processes
- Took on personal responsibility for the execution of comprehensive asset and configuration management processes
- Acted as main liaison between the company and the implementation partner
- Participated on the Change Advisory Board as a key member

### DEVELOPMENT

- Developed new configuration items and screens in ServiceNow to enhance the asset and configuration management processes
- Built out existing configuration items in ServiceNow to match the implemented asset and configuration management processes
- Created an extensive reporting structure for CMDB as well as for incident, problem, and change management
- Developed a portal to pull data out of ServiceNow for additional compliance reporting
- Created and implemented update sets for the above development efforts

### SYSTEM INTEGRATION

- Implemented ServiceNow discovery to pull in CI data from all over the environment (servers, UPS devices, printers, desktops, etc.)
- Integrated Microsoft SCCM into ServiceNow to bring in additional CI data for reporting and management
- Created connectors to pull ServiceNow data out and into a portal, linking multiple systems together under one umbrella

### SYSTEM USE

- Ran comprehensive reports outlining SLA attainment, change management success, and configuration management compliance
- Created an audit checklist to ensure proper ServiceNow use and data integrity
- Conducted outlined ServiceNow and ITSM process audits to ensure accountability and data accuracy
- Used ServiceNow to update the CMDB, create incidents, problems, change, and request tickets