



# Questions to ask when selecting an ITSM solution

IF YOU DON'T ASK, YOU DON'T GET

Selecting and implementing a new IT Service Management solution is an investment that requires careful consideration.

Beyond concerns around cost and functionality, it is also important to keep in mind that you will be entering into a long-term partnership with your

preferred vendor. It is therefore essential that you find a vendor that understands your unique business requirements and can offer the level of support and commitment needed to ensure the success of your ITSM project.

Here are 50 questions to ask before selecting a new IT Service Management tool...



## Your business requirements

1. Why do you (really) want to change your ITSM tool?
2. What business outcomes do you want to achieve?
3. Who will be using the tool?
4. What features do you like in your current solution?
5. What are the missing features you need in a new solution?
6. What do your customers need in a new tool?
7. Have you assessed your ITSM maturity?
8. Do you need a ticketing solution or a full ITSM help desk solution?
9. Is a SaaS or an on-premise solution the best fit for you?
10. What are the minimal required skills to administer the new solution?
11. What do you want to do with the tool in the future?

## Implementation

12. What internal resources are needed to implement the tool?
13. How long will implementation take?
14. How soon is the vendor available to implement the solution?
15. How will the vendor manage data migration?

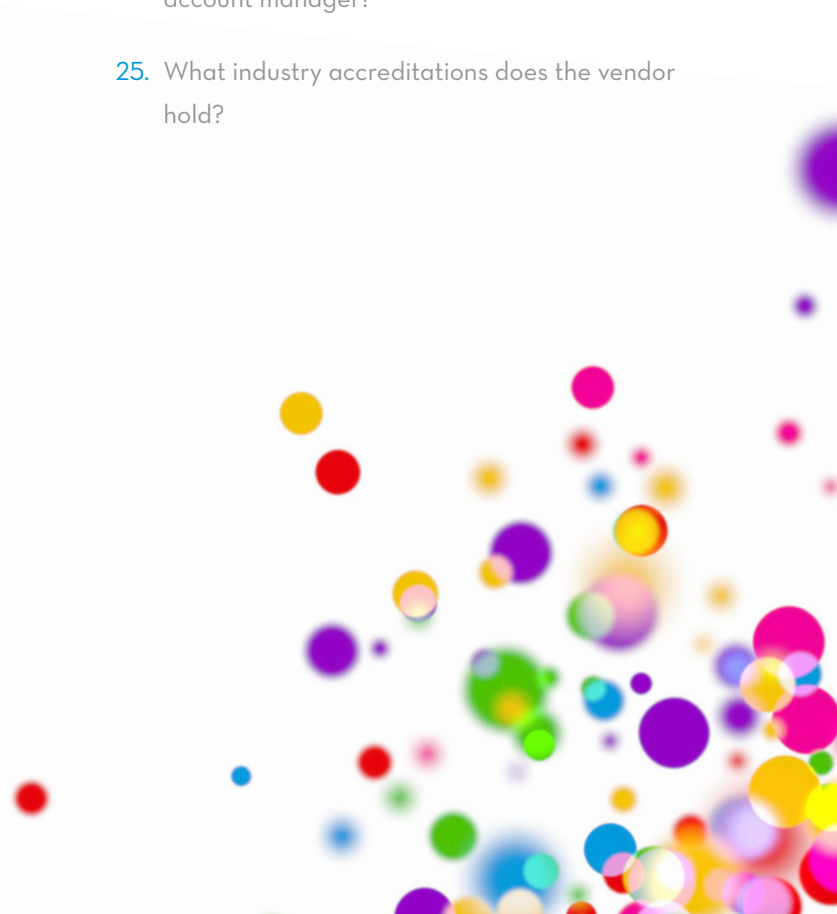
## Costs

16. What is the Total Overall Cost? Also consider 'hidden' costs, such as customisations, training and support and maintenance.

17. Does the vendor offer flexible payment options, for instance Professional Services credits?

## The Vendor

18. What do industry analysts have to say about the tool/vendor?
19. What do existing customers have to say about the vendor/solution? Are references and case studies readily available?
20. What post-implementation support does the vendor offer?
21. What are the support SLAs?
22. Are there any penalties in place for breached SLAs?
23. Has the vendor completed successful implementations for similar customers in your industry?
24. How does the vendor handle account management? Will you be assigned a dedicated account manager?
25. What industry accreditations does the vendor hold?



- 26. Is there an active user community? E.g. User conferences, forums, etc.
- 27. How open is the vendor to user input on new functionality?
- 28. What training options are available?

## Product & Functionality

- 29. Does the solution fit your MoSCoW requirements?
- 30. What features are available out of the box?
- 31. What are the licensing and hosting options?
- 32. What is the Product Roadmap?
- 33. Is the interface user-friendly?
- 34. Are there different GUIs available for different users?
- 35. What are the options for integrations with 3rd party tools?
- 36. Is the solution scalable? Consider possible future requirements.
- 37. How easy is it to configure or customise the solution? Can you do it yourself?
- 38. Are customisations maintained through upgrades?
- 39. Does the solution support the automation of processes?

- 40. Does the solution offer a self-service interface?
- 41. How easy is it to change from on-premise to cloud and vice versa?
- 42. What are the applications beyond IT – can the larger business benefit from the solution?
- 43. How easy is it to access the solution? Is it web-based?
- 44. Does the solution offer access via a mobile application?
- 45. What are the options for personalising/branding the interface?
- 46. How often are new releases published?

## Data Security

- 47. Does the solution offer role-based security?
- 48. If SaaS option, where will your data be held? Can you trust the cloud?
- 49. What happens to your data at the end of your contract?
- 50. Does the vendor have a GDPR policy in place?

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