

# Avoiding ITSM Feature Overload: Choosing Tools Your Organization Needs for IT Service Management



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## Avoiding ITSM Feature Overload: Choosing Tools Your Organization Needs

IT Service Management (ITSM) is an organizational process that ensures operational teams manage, implement, and provide IT services to stakeholders. These processes include the design, development, and delivery of services such as Incident, Change, Problem, and Configuration Management. Recently, research firms have promoted the term Enterprise Service Management (ESM), replacing ITSM as a revolutionary outgrowth of the digital transformation culture. And because of automation, Artificial Intelligence (AI), and non-IT applications, ESM may now be a more appropriate moniker than ITSM due to ITSM's growth in importance, reach, and function in the enterprise.



ESM or ITSM aside, many organizations have barely scratched the surface, and even fewer still offer advanced services such as Robotic Process Automation (RPA). Other organizations have realized that a shiny new software toolset doesn't always equal improved stakeholder satisfaction, increased efficiency, or lower overall costs. Combining that with how ITSM software vendors bundle their offerings means organizations must often deal with internal friction and other challenges, not to mention budget overruns. In response, several software vendors have developed ITSM tools and features that aim to alleviate those pain points.

Decision-makers have developed an enormous appetite for ITSM tools that promise to simplify various processes. As a result, organizations purchase many of these tools for the large number of features bundled into the product. However, teams often find that they require only a tiny fraction of these features. In other cases, an organization will purchase several similar tools because none has the right combination of elements.

Using less of a tool than you have paid for is wasting resources. Moreover, organizations can create expensive problems by installing feature-rich applications. Typically, these products are more complicated to set up, require more training to use effectively, and result in lower productivity among operational teams who struggle with the complexities involved. The complications of installing, maintaining, customizing, and using so many features become burdensome. This phenomenon is called **'feature overloading.'**

### ITSM Overload

During the initial stages of enterprise software implementation, organizations often overestimate the resources needed to complete a task. With time, features that individually seem helpful in the early stages end up causing overload. The outcome is wasted organizational resources, unused ITSM tools, and increased operational costs. Although we might blame this on ITSM decision-makers for choosing such a complex software toolset ("eyes are bigger than stomach syndrome"), it is imperative to note the role that ITSM toolset vendors play in this phenomenon.



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Most organizations want to attract clients to increase their business revenue and provide the right environment to maximize employee retention. To achieve this, they must be agile and competitive in their product development and provide the right digital workplace to retain top talent. The selection of the right ITSM toolset vendor is crucial. For example, many toolset vendors have adopted the approach of making products that meet all enterprise clients' needs and bundle as many capabilities into a package as possible – more than most organizations would ever use. One example is ServiceNow.

ServiceNow currently has three offerings in this area: ITSM, ITSM Professional, and ITSM Enterprise. The ITSM package includes incident, problem, request, change, and release management tools, an agent workspace, a mobile agent, benchmarks, a survey and assessment tool, reports, and dashboards. With the ITSM Professional version, you can install predictive intelligence, dynamic translation, performance analytics, a service owner workspace, and a vendor manager workspace. Furthermore, ITSM Enterprise has two additional features: workspace optimization and process optimization.

## Effects of ITSM Overload

There are tangible consequences of ITSM overload for both employees and organizations. Employees become less productive, and their performance quality diminishes because they must become competent with numerous features and tools, meaning a longer time to achieve proficiency. Many tools and features also make it hard to retain top talent, as employees must know many unnecessary skills during onboarding.

Another problem is that these features offer great flexibility only if their use cases align with the organization's business needs. The decentralized organizational structure that most businesses have adopted means that these features do not align with the departmental structure and organizational needs. As a result, many of these features are likely to go unused or underused.

Finally, the overloading of ITSM tools causes misalignment of an organization's objectives. Organizational policy becomes misaligned as a result of trying to use every acquired ITSM feature to address challenges. Some of these features do not remotely relate to the task for which the organization uses them. When policies and best practices are overlooked just to make use of stacked and idle ITSM tools, the strategic vision of the workplace becomes compromised.

## How to Avoid Feature Overload

Despite the prevalence of feature overload, many decision-makers still haven't found the right solutions to prevent it. To better understand how to avoid feature overload among your IT teams, it is best to know your business' root objective and your stakeholders' needs.

First, take time to understand what needs exist for your ITSM approach. ITSM decision-makers should aim to achieve the core functions necessary to propel the project. Using the iterative development approach, you can always return later to add more features.



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Additionally, search for tools that only do what you need and avoid including excessive features in your approach. Enforce a leaner selection of features for each tool you use to avoid stacking up unnecessary services. Furthermore, each ITSM tool should demonstrate a use case that directly aligns with the organization's needs.

## Benefits of a Streamlined ITSM Approach

Streamlined ITSM reduces the stress involved in the development process. As a result, your organization can experience:

- Enhanced cross-team collaboration
- Faster, more efficient software
- Less required training during the onboarding process; user adoption is faster when the approach is easier to use.
- Swift delivery of products, leading to more extensive customer adoption and satisfaction, resulting in a substantial return on investment.



## Atlassian's Approach

Although modern ITSM approaches have enabled more flexibility in the way organizations manage and provide IT services, bottlenecks are still prevalent. The excessive availability of unused features can become a drain on financial and personnel resources. For instance, ServiceNow users have raised some objections to the ITSM platform, such as the low-value realization of their investments, product packaging challenges, and renewal leverage concerns.

Atlassian addresses these pain points with its customizable approach to ITSM tools, enabling an organization to assess its unique needs and only install features necessary for an efficient ITSM approach. Consider the real-world example of Square. The Square teams use Atlassian tools to increase their IT management, team collaboration, and communication visibility.

At the core of Atlassian's ITSM solutions is the Jira Service Management (JSM) tool. Jira Service Management streamlines an organization's IT teams. It achieves this through a unified collaborative point for groups, accelerating development workflow and increasing the team's ability to deliver faster. JSM gives deeper transparency into ITSM operations from development to deployment by making teams abandon the modular approach. It further increases automation and keeps audits for every change made.

JSM also makes it easy for modern IT teams to use and set up and allows integration with other Atlassian ITSM tools, such as Confluence, Opsgenie, and Statuspage.

With Atlassian tools, you get only the features you need most. For instance, Confluence, which integrates with JSM, provides a knowledge management base for your customers to understand your product and how it works. The Statuspage and Opsgenie tools are rich in features for incident management, informing IT teams when a service is down. Opsgenie speeds up incident resolution through timely notifications and enables cross-team collaboration (development and operations), making it possible to address emerging software issues on time and manage risks.



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This lean approach contrasts with ServiceNow, which bundles these features in its three package offerings. These features come with complicated workflows and over-customization. These complications make ITSM services costly to maintain and take a lot of operational time to set up and run.

## Next Steps

With more ITSM solutions like ServiceNow bundling as many capabilities as possible into a single package, most organizations cannot use the whole feature set that these tools offer. But, attracted to the lucrative offers and rich features, organization stakeholders and decision-makers incorporate these solutions, eventually leading to feature overload.

Feature overload has myriad effects on organizations and employees. It lowers your employees' productivity and impacts their ability to make timely decisions. The concept called "the paradox of choice" states that the more options we have, the less happy we are with those choices. In the sphere of ITSM solutions, continually offering more features to organizations without regard for their need will eventually lead to dissatisfaction among users and customers.

To alleviate feature overloading, stakeholders should choose the capabilities specific to their needs. A streamlined ITSM solution, like Jira Service Management, provides a more focused selection of tools relevant to your business. Using [Jira Service Management](#) accelerates digital transformation by aligning ITSM tools with your business needs.

Suppose you want to improve your ITSM strategies and seek to create a digital transformation plan for your organization using Atlassian products. [RightStar, powered by XTIVIA](#), is a thought leader in ITSM and an expert with Atlassian and JSM-related solutions. The organizational impact as a result JSM reads like a page out of the ITIL 4 or DevOps Handbook: improved IT/business alignment, greater collaboration across functions, and increased emphasis on employee experience. Most importantly: a successful ITSM experience positively impacts the business. RightStar offers consulting, design, and implementation services to help streamline your workflows and eliminate ITSM overload. Contact us at [sales@rightstar.com](mailto:sales@rightstar.com)

### About XTIVIA

XTIVIA is an innovative B2B technology enterprise solutions company committed to providing integrated technology solutions and services, delivering measurable results as a trusted industry thought leader for 30 years.

Our services include managed services and business solutions, like database support and management; DevOps, CRM, and ITSM; application solutions, including mobile apps; ERP solutions for GovCon and the private sector; and platform integration, with APIs as well as digital experience and CMS solutions.

If you can imagine the business outcome, XTIVIA can create it with technology.

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