PLURALSIGHT

Industry

Technology

Business Size:

Large

Location:

Farmington, Utah

Customer Since:

2014

Replaced:

Homegrown Processes

Use Case:

ITSM & ITAM

Favorite Feature:

Service Level
Agreements (SLAs)

samanage

Employee Service Plays Key Role in Scaling Business for Pluralsight

Background

Pluralsight is a technology learning platform for individuals and businesses of any size. It offers training sessions in software development, IT operations, data, and security. Headquartered in Farmington, Utah, Pluralsight has received numerous national recognitions as a "best place to work."

Taking Inventory of Employee Services

Gregory Wojtkun took over as IT Director at Pluralsight in 2017. One of the reasons he was hired for the role was his experience with IT service management, IT asset management consulting, and ITIL best practices.

When he arrived, the first thing he wanted to do was review their current platform (Samanage) and compare it against other options.

"I did thorough research on mid-sized tools that can provide functionality for service catalog, service desk, and IT asset management all rolled into one," said Wojtkun. "I looked at five or six tools, saw the demos, and Samanage was still the best by far."

In his initial overview of the employee services at Pluralsight, Wojtkun did notice that they could make far greater use of their service platform.

"We were probably using it at 25 to 30 percent capacity," said Wojtkun, adding that it was really only used for working tickets. "We didn't use SLAs (Service Level Agreements). We weren't measuring response time and resolution time. We had most of the notifications turned off."

Given his background and experience with service best practices, Wojtkun and and his team began to ramp up Pluralsight's use of Samanage with one goal in mind: improve the employee experience.

Top Priority: Employee Experience

The company is growing quickly. They've doubled their workforce (now over 1000 employees) and Wojtkun thinks it could double again by the end of 2019. He recognized the importance of shoring up their service management strategy to make sure all of these employees get what they need.

So, Wojtkun started this evolution with SLAs. He wanted incident response times of no more than four hours during regular business hours.

"Now that I've turned that tracking on, I can see we have about 83 percent hit rate," said Wojtkun. "So I have data to request more staff or retool the process since we need to be at a 90 percent mark here."

It didn't stop there. He began to build out the service catalog, beef up their IT asset management strategy, and automate certain tasks and notifications for common service requests. One area where Pluralsight is already seeing improvement is in employee onboarding.

"We were basically just sending a bunch of Slack messages, or maybe there'd be a generic incident that someone starts next Tuesday, so they'll need a laptop and monitor," said Wojtkun, describing the previous onboarding process. "IT was set up to fail, which gave us a bad name. We needed to set up the workflow, the process, and all the forms to collect this data and make it efficient."

They built an onboarding service catalog item to control the process and data collection. They've automated pieces of the workflow based on information collected in the onboarding form. Onboarding tasks now move smoothly across the different departments that the process touches. HR (or as Pluralsight calls it, People Operations) and IT each have the information they need so that employees have everything they need on the first day. This includes everything from paperwork to access for business applications.

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IT Director

Larger Goals:

As Pluralsight grows, so do its service needs. Over the coming months, Wojtkun believes they'll build a robust service catalog.

"Right now, we're in the service catalog optimization phase. It's not just IT doing this internally. It's People Operations, facilities, the data team, engineering," said Wojtkun. "We're figuring out what those initiatives are going to be as we prepare to be a scaling company that could potentially be public some day."

He said they're also planning to start pulling in requests that employees have for other business tools.

"If someone has a People Operations question, they send a request through Workday. For sales, they use Salesforce ticketing," explained Wojtkun. "We'll create integrations so that all those tickets go to one place in Samanage."

That way, service providers can all work out of one platform.

"If someone starts to enter a ticket, a suggestion can pop up and tell them right away, 'before you create this incident ticket, here are a few articles based on the description you typed,"

Gregory Wojtkun
IT Director

They're also building a **knowledge base** to leverage suggested solutions.

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