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ServiceNow Utilization for Healthstream LMS Support

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SERVICENOW UTILIZATION FOR HEALTHSTREAM LMS SUPPORT

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Premier Health manages a Learning Management System outside of the IT Division, without efficient and standardized support processes shared by the rest of the organization. Transitioning support to the Incident Management System, ServiceNow requires purchasing annual licenses for each Learning Management System Administrator, however offers extensive benefits to both the Learning Solutions Department and the organization. Utilizing ServiceNow will allow for quantifiable data for analysis that will allow the Department to improve upon and proactively address issues and training needs. Implementing a rotating on-call schedule will increase productive time, decrease duplication of efforts and enhance cross-training.