Enterprise Service Management Assessment

Non-IT Service Readiness Checklist

Hoth

1. Human Resources & Policy Readiness

- ☐ **Confidential Request Handling**: Sensitive queries (grievances, payroll, leave) are managed in shared inboxes without role-based restriction.
- ☐ **Policy and Handbook Access**: Employees routinely email HR for standards documents rather accessing a central self-service repository.
- ☐ **Version Control Risks**: Multiple Iterations of company policy documents exist across local drives and email attachments.

2. Facilities & Building Management

- ☐ **Reactive Maintenance Tracking**: Maintenance faults and repairs are reported verbally, via direct messages, or unmonitored emails.
- ☐ **Scheduled Asset Maintenance**: Preventive maintenance (statutory inspections, servicing) relies on manual calendar reminders rather than automated schedules
- ☐ **Space and Desk Allocations**: Desk, room and space requests lack central tracking, leading to double-bookings or coordination delays.

3. Finance & Purchase Workflows

- ☐ **Audit Trail Gaps**: PO Approvals, invoice queries, and budget sign-offs are scattered across individual email threads.
- ☐ **Approval Chasing**: Finance team members spend excessive time manually following up on outstanding departmental sign-offs.

4. Cross Department Coordination

- ☐ **Fragmented Onboarding**: New hire onboarding requires HR to manually notify IT (hardware), Facilities (passes), and Finance (payroll) seperately.
- ☐ **Day-One Delays**: New employees frequently start without complete system access, physical badges, or assigned desks due to missed handoffs.

Readiness Assessment & Next Steps

1-3 Checked Boxes

Low Fiction: Standarise workflows with basic Hoth ESM routing and automated approvals

4-6 Checked Boxes

Moderate Bottleneck: High admin burden. Extend service desk to Facilities (Hoth CAFM) & HR.

7+ Checked Boxes

Critical Silo Risk: Heavy reliance on inboxes. Consolidate into a single Hoth ESM unified portal.

Discover how Hoth ITSM can transform your IT service management.

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