

Check out our blog!

 We publish a new post each month, diving into a key topic that shaped our thinking or practice. Explore our latest insights — happy reading!

ITSM GO-LIVE: ONE STEP CLOSER, ONE TEAM, ONE GOAL

As we enter the final stretch toward Go-Live, alignment and execution are non-negotiable. That's why we brought together the FO, SPIS, SPIS and OIT teams for an intensive full-day working session, not just to talk, but to act.

Our focus was around four operational pillars critical to a successful launch: Run Organization, Driving Adoption, Cutover, Hypercare.

Each session was built to unlock decisions, solve blockers, and accelerate delivery.



WHAT WAS ACHIEVED

RUN ORGANIZATION

Roles and responsibilities are now clearly defined, and the operating model is anchored. Everyone is equipped to take ownership and operate within the future structure.

DRIVING ADOPTION

We tackled the core challenge: enabling adoption at scale. Adoption goes beyond training; it requires ownership, confidence, and support. We've outlined the levers from communication plans to champion networks, to drive a successful behavioral shift.

CUTOVER READINESS

The cutover timeline is confirmed. The freeze period and data migration strategy have been reviewed and secured. This guarantees a structured and secure Day 1 transition. The focus now is on rigorous execution.

HYPERCARE SETUP

The Hypercare governance is defined. Coordination routines are defined to maintain service stability from Day 1 — no ambiguity, no delays.

This session wasn't just a workshop — it was a commitment. By meeting in person, we strengthened trust, aligned expectations, and reinforced a shared mission: deliver a successful Go-Live together. The roadmap is clear. The team is aligned. Now we execute.

SYRA PLATFORM – PREVIEW ACCESS HAS STARTED!

FROM MAY 6 – SELECTED USERS GET EARLY ACCESS

This early access is offered to Delivery Managers, IT Planners, and other identified roles who are invited to explore the platform and provide their feedback before the full go-live.

Several of Syra's processes—designed in collaboration with the OIT and PCO—have already been integrated into the platform, with testing scheduled to begin in early June. Incident and Problem Management are already included, and additional processes will be progressively added to ensure seamless integration across the platform.

Over 80% of service domains are available in this preview.



Platform interface

WHAT CAN YOU DO TODAY?

Explore the SYRA platform interface

Submit issues via "I have an issue" form

Create requests with the "I want something" button

Review finalized service request forms

Browse the structured catalog of services

Note: Tickets can be submitted but not yet resolved (CHCD updates in progress)

WHY THIS MATTERS

This preview period represents a critical opportunity to validate the platform's usability, fine-tune service forms ahead of the global rollout, and ensure seamless alignment between Front Office processes and the capabilities of the SYRA platform.

We're counting on feedbacks to make SYRA a platform that truly supports your daily operations!

Master SyRA

July 2025

Throughout July and August, we're on a mission to make you feel confident using SyRA. Whether you prefer documentation, live sessions, replays, or quick tutorials, we've got everything you need in one place.

Missed the live sessions? Don't worry, everything is now available on the Wiki Platform including:

- Recording of the full session
- Presentation Deck
- FAQ compiled from the Q&A

You're a Syra User and You Need Something or You have an Issue?

Webinar is now available.

What you will see in the replay:

- Live demo of Syra in action
- Key differences from Service OneDirect Q&A with the project team
- A sneak peek of upcoming improvements

Syra in 3 Minutes or Less

Need a quick refresher on a specific task? We've released short, focused video tutorials to help you master the basics, one step at a time.

- Homepage
- Submit a Request
- Track a Ticket



Check out the Wiki Platform: Your go-to place

- Documentation on ITSM processes and tools
- FAQs and User guides
- Training materials, FAQ and session recordings

You're from the IT Department and Want to Learn More about SyRA and ITSM Processes?

These sessions and resources are for you

The Awareness session is now available

What you will see in the replay:

- Key principles of incident and request
- Demo in Smart IT for incident and request
- Demo in Syra for request

What is next to come:

- Expand the library of short tutorials
- Schedule additional live demo sessions
- Internal communications both pre and post go-live

Published 25 Jun 2025

Published 25 May 2025

Published 29/07/2025

Published 25/08/2025