

servicenow

servicenow federal forum

Service Focused Government:
Mission Simplified

February 26, 2020
Renaissance Hotel
Washington, D.C.

MeriTalk[®]



servicenow

servicenow federal forum

DoDEA Digital Transformation It's a journey, not a destination

Tracey Fritcher (Moderator)

Director, HR & Employee Experience Transformation, ServiceNow

Marcus Garrett

Chief, Systems Development, DoDEA

Leslie Horne

Internal Control & Process Improvement Specialist, DoDEA



Speakers



Tracey Fritcher

Director, HR & Employee
Experience Transformation
ServiceNow



Marcus Garrett

Chief, Systems
Development
DoDEA



Leslie Horne

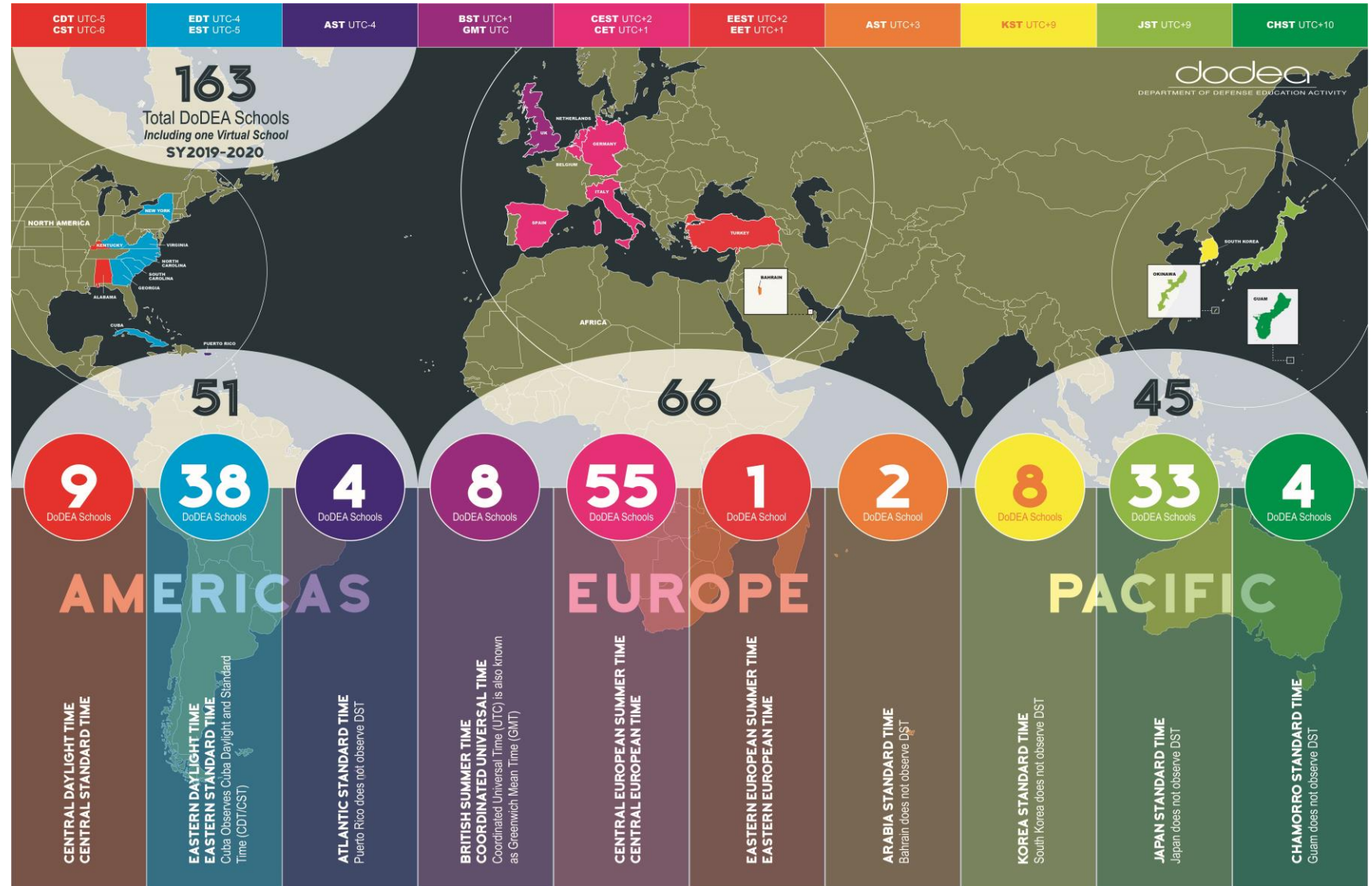
Internal Control & Process
Improvement Specialist
DoDEA

DoDEA overview

- **DoDEA is a DoD Field Activity** aligned under the Office of the Under Secretary of Defense (Personnel and Readiness).
- **DoDEA is primarily responsible for:**
 - Operating the DoD elementary and secondary school system
 - Ensuring students that attend DoDEA schools remain on track towards being ready for college or a career upon high school graduation
 - DoDEA also arranges and financially supports educational requirements for eligible dependents not able to attend a DoDEA school (overseas and in four U.S. locations)
- **We are globally positioned**, operating 163 accredited schools in 8 districts located in 11 foreign countries, 7 states, Guam, and Puerto Rico (includes the DoDEA virtual school)
- **We are organized into 3 geographic regions:**
 - **DoDEA Europe:** Germany, Italy, Spain, United Kingdom, Belgium, Netherlands, Bahrain, Turkey
 - **DoDEA Pacific:** Island of Okinawa, Japan, Korea, Guam
 - **DoDEA Americas:** Virginia, New York, Georgia, Alabama, North Carolina, South Carolina, Kentucky, Puerto Rico, Cuba



24-hour Global School operation



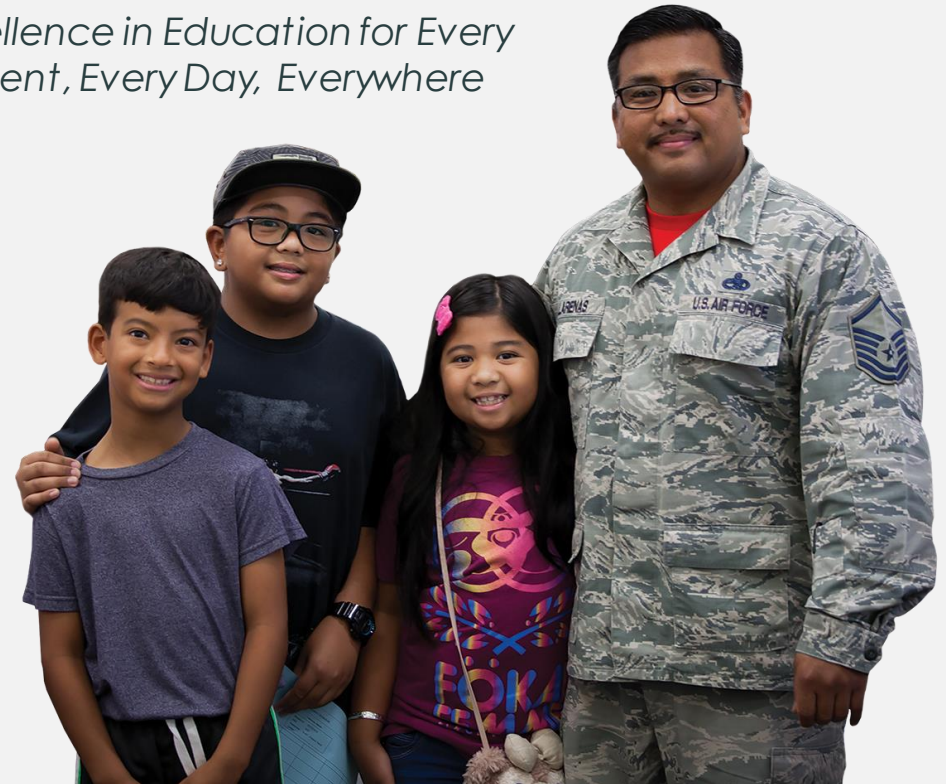
DoDEA's Strategic Plan: The Blueprint for Continuous Improvement

- Student Excellence
- School Excellence
- Organizational Excellence
- Talent Excellence
- Outreach Excellence

DoDEA's mission

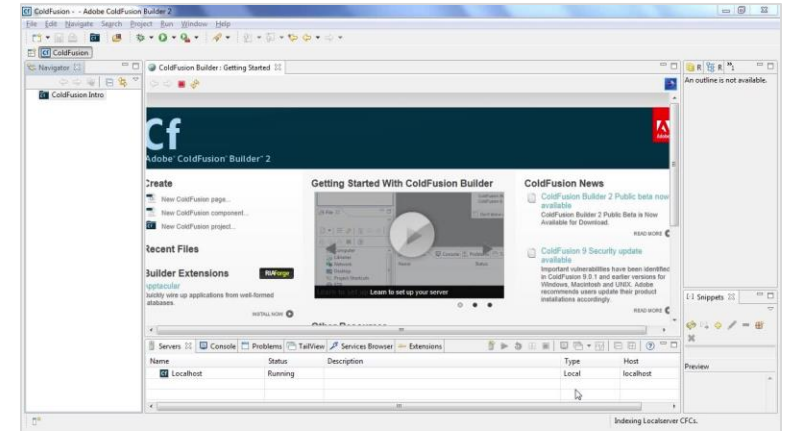
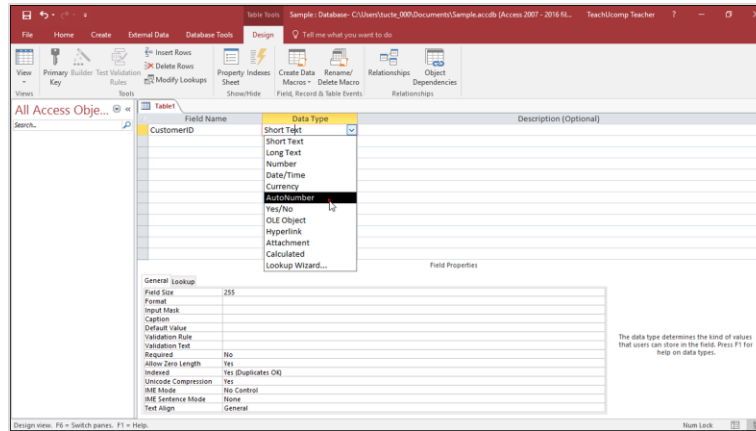
Educate, Engage, and Empower military-connected students to succeed in a dynamic world.

*Excellence in Education for Every
Student, Every Day, Everywhere*



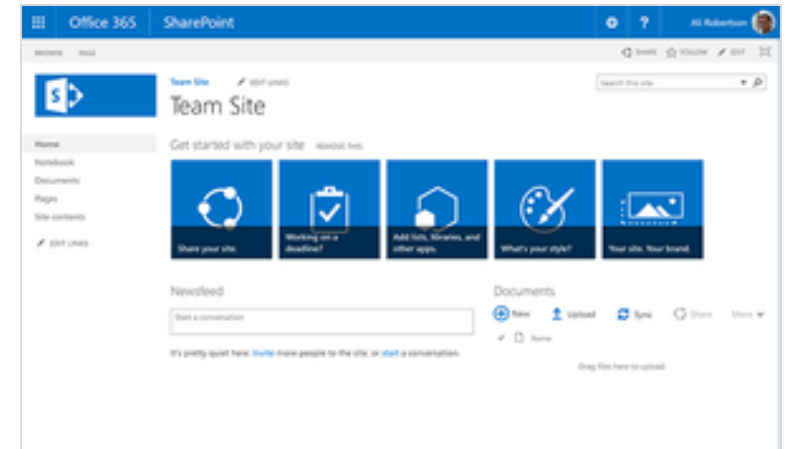
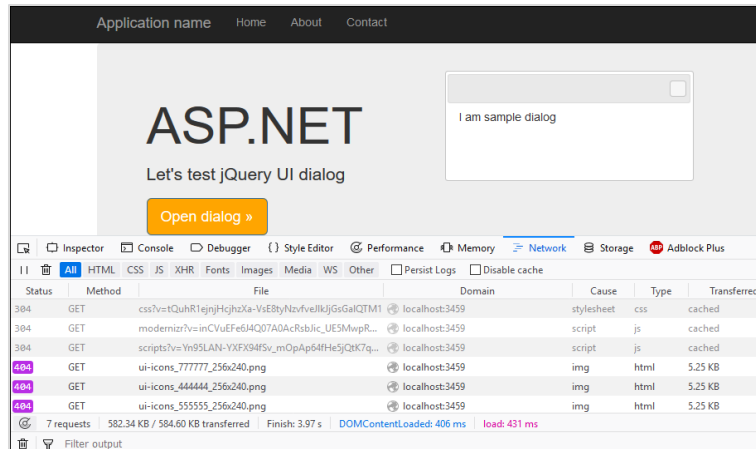
Hodgepodge Past

- Access Databases—**14+**
- ColdFusion Applications—**35+**
- ASP.NET Applications—**6+**
- SharePoint—**600+** workflows
- Email



Introduced Application Rationalization

- Modernize applications to a Platform environment



DoDEA today

DoDEA Connects home portal page



EDUCATION

Students excel in project-based learning at Daegu Middle High School

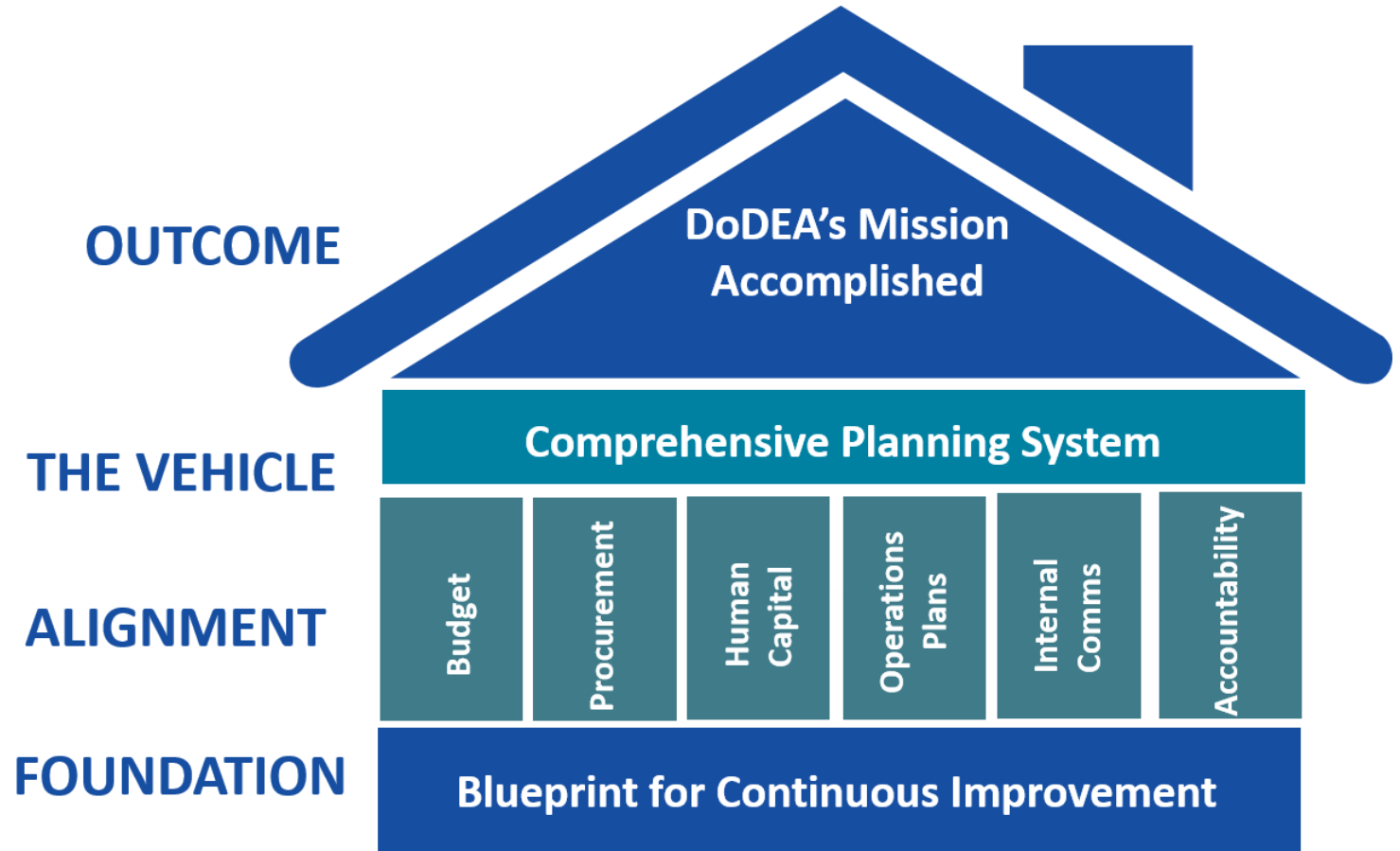
- PEOPLE**
North Carolina governor t
two DoDEA educators du
- EDUCATION**
Students excel in project-
learning at Daegu Middle
- PEOPLE**
School Counselor Stacy I
recognized by the Colleg
- EDUCATION**
Relationships key to stud
success, says Antoine Sf
- HUMAN RESOURCES**
Third update on spread p
automation issues

- Case Management
 - Serious Incident Report
 - Director's Critical Information Requirements Report
 - Accident Injury Report
- Human Resources
 - HR Onboarding (HQ)
 - Organizational Structure Change Request
- Planning Portal
 - Comprehensive Planning System
 - Concept Vetting
- PERSEC
 - DoDEA Background Vetting Process (v 1)
- Procurement Path
- Project Portfolio Management (PPM)

DoDEA Comprehensive Planning System



Comprehensive
Planning
System



The Way Ahead

- Process Improvement Integration
- New Applications on the Horizon
 - Discrimination Complaints Processing
 - Child Abuse Report
 - ITSM
 - HR Onboarding Expansion
 - Personnel Security Case Administration System
- Integrations between workflow apps
- Mobile Applications



“

**The best way to predict the future
is to create it.**

Peter Drucker

servicenow

servicenow federal forum

Questions?

MeriTalk[®]



HR Resource and K20

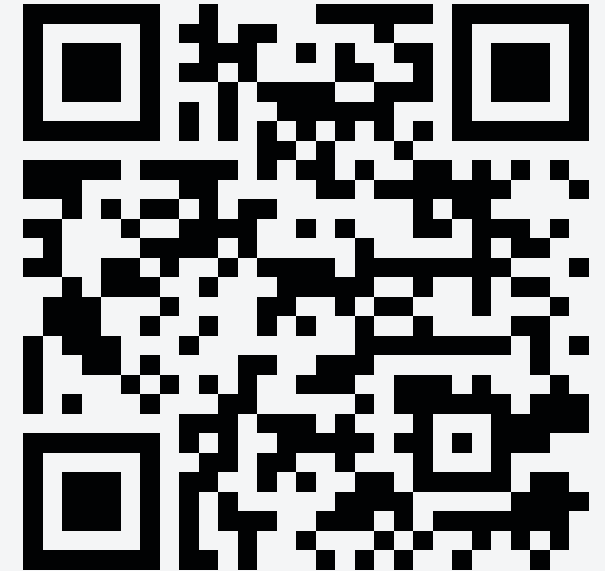
IDC

Digital Transformation: Empowering the Government
IT Workforce Through Intelligent Automation



Knowledge 2020

May 3–7, 2020
Orlando, FL



servicenow

servicenow federal forum

Thank you

MeriTalk

