

servicenow®

Federal Forum 2022

The Future of [Government] Work:
Agile, Efficient, Effective

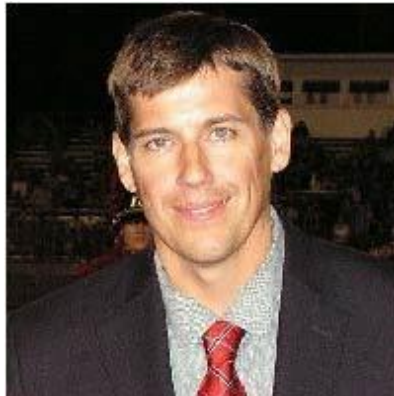
March 10, 2022

Renaissance Hotel, Washington, D.C.

Produced by:

MeriTalk®

Revolutionizing Service Delivery for USDA



Kurt Benedict
Department of
Agriculture



Michelle Headrick
Cask



Pamela Leith
Department of
Agriculture



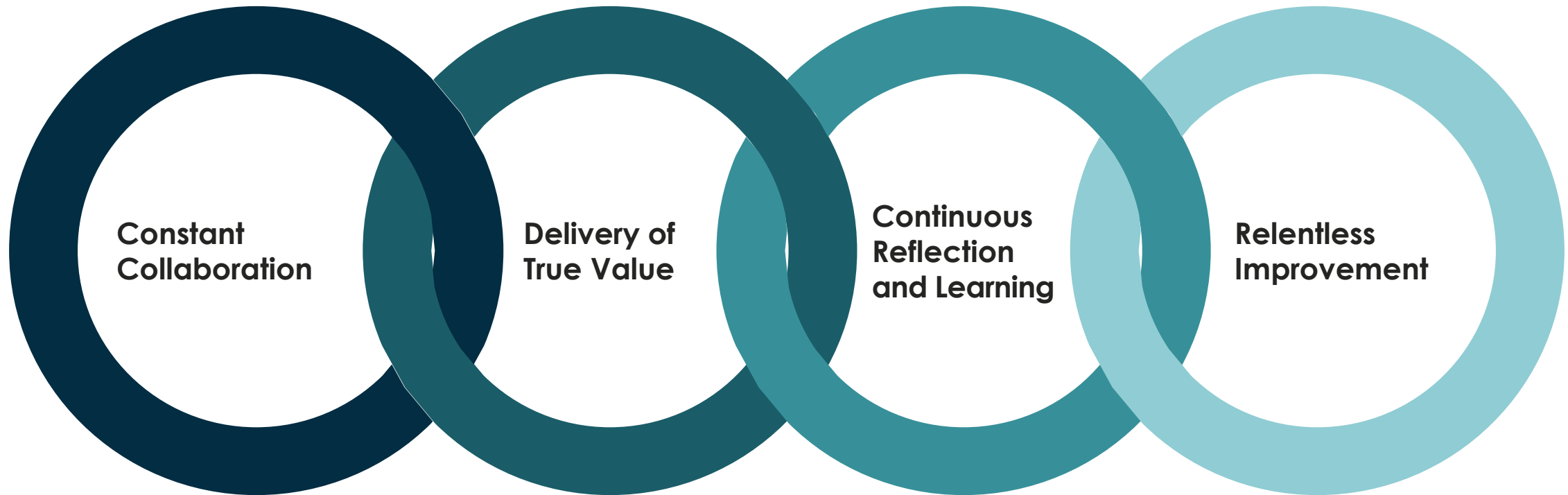
Dan Weiger
Cask

“

If there's one thing government needs desperately, it's the ability to quickly try something, pivot when necessary, and build complex systems by starting with simple systems that work and evolve from there, not the other way around.

– Jennifer Pahlka, Founder, Code for America, Former U.S. Deputy CTO 2012

Agile in a Nutshell



Three steps

- 1 Determine the problems you need to solve and what your anchoring goals are.
- 2 Avoid “agile in name only” by focusing on the critical components of why agile works.
- 3 Apply the right framework.

WORKING DOCUMENT // DRAFT

CLEARED
For Open Publication

Oct 09, 2018 5

DIB Guide: Detecting Agile BS

Version 0.4, last modified 3 Oct 2018 Department of Defense
OFFICE OF PREPUBLICATION AND SECURITY REVIEW

Agile is a buzzword of software development, and so all DoD software development projects are, almost by default, now declared to be “agile.” The purpose of this document is to provide guidance to DoD program executives and acquisition professionals on how to detect software projects that are really using agile development versus those that are simply waterfall or spiral development in agile clothing (“agile-scrum-fall”).

Principles, Values, and Tools

Experts and devotees profess certain key “values” to characterize the culture and approach of agile development. In its work, the DIB has developed its own guiding maxims that roughly map to these true agile values:

Agile value	DIB maxim
Individuals and interactions over processes and tools	“Competence trumps process”
Working software over comprehensive documentation	“Minimize time from program launch to deployment of simplest useful functionality”
Customer collaboration over contract negotiation	“Adopt a DevSecOps culture for software systems”
Responding to change over following a plan	“Software programs should start small, be iterative, and build on success – or be terminated quickly”

Key flags that a project is not really agile:

- Nobody on the software development team is talking with and observing the users of the software in action; we mean the *actual* users of the *actual* code.¹ (The Program Executive Office (PEO) does not count as an actual user, nor does the commanding officer, unless she uses the code.)
- Continuous feedback from *users* to the development team (bug reports, users assessments) is not available. Talking once at the beginning of a program to verify requirements doesn’t count!
- Meeting requirements is treated as more important than getting something useful into the field as quickly as possible.

¹ Acceptable substitutes for talking to users: Observing users working, putting prototypes in front of them for feedback, and other aspects of user research that involve less talking.

Federal Forum 2022

Flexible Service Delivery

US Department of Agriculture (USDA)
Farm Production and Conservation (FPAC)

Kurt Benedict
Section Chief

Pam Leith
Project Manager

Dan Weiger
Sr Engagement & Program Mgr.

Produced by:

MeriTALK®

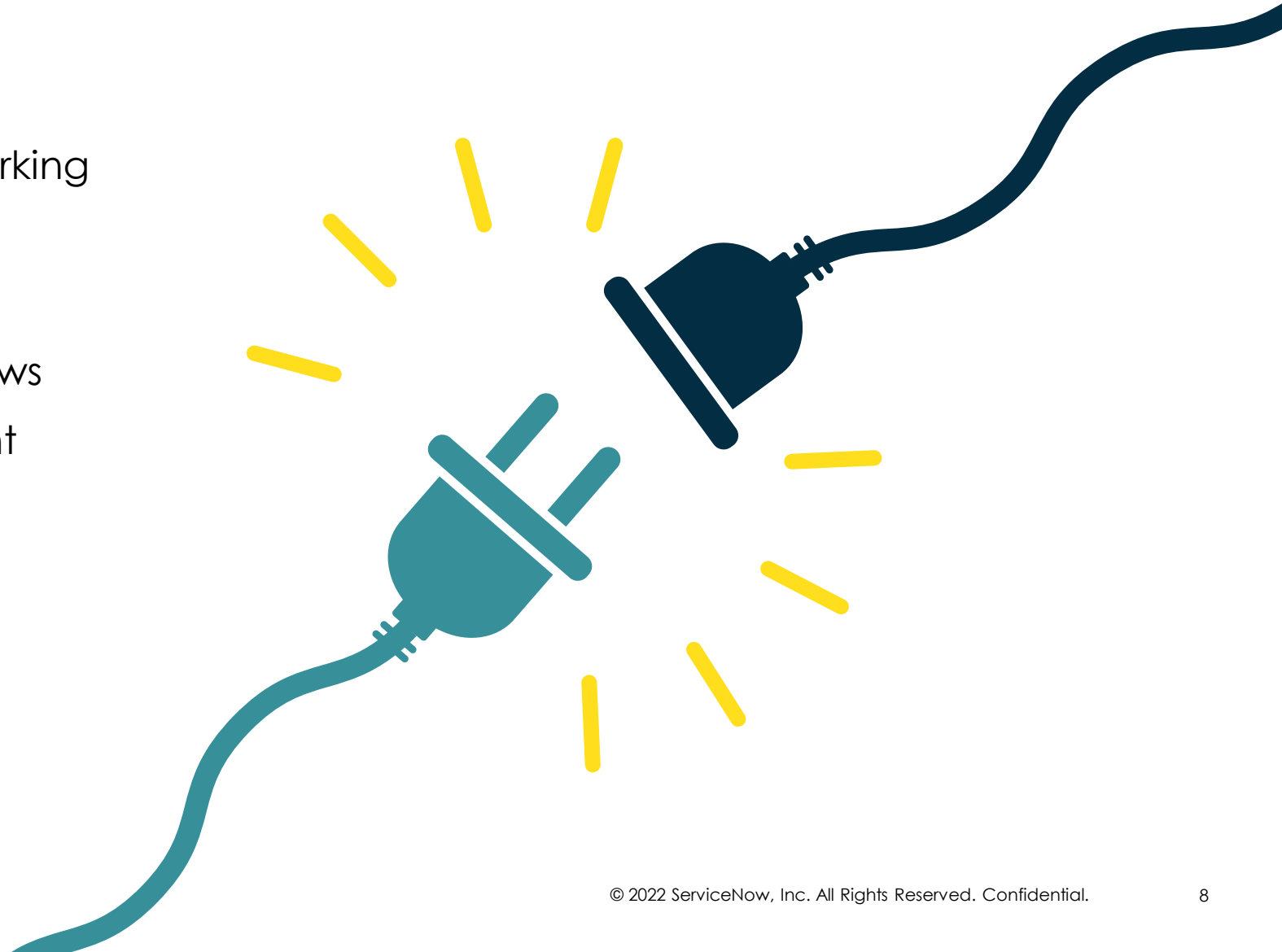
USDA FPAC-BC mission

The FPAC Business Center is a first-of-its-kind organization at USDA, combining the talent of employees from all three FPAC agencies into specialized teams that serve employees and customers across the Farm Service Agency (FSA), the Natural Resource Conservation Service (NRCS) and the Risk Management Agency (RMA). This new business approach helps agencies improve operations and efficiency at USDA and boosts support for America's farmers, ranchers and foresters.

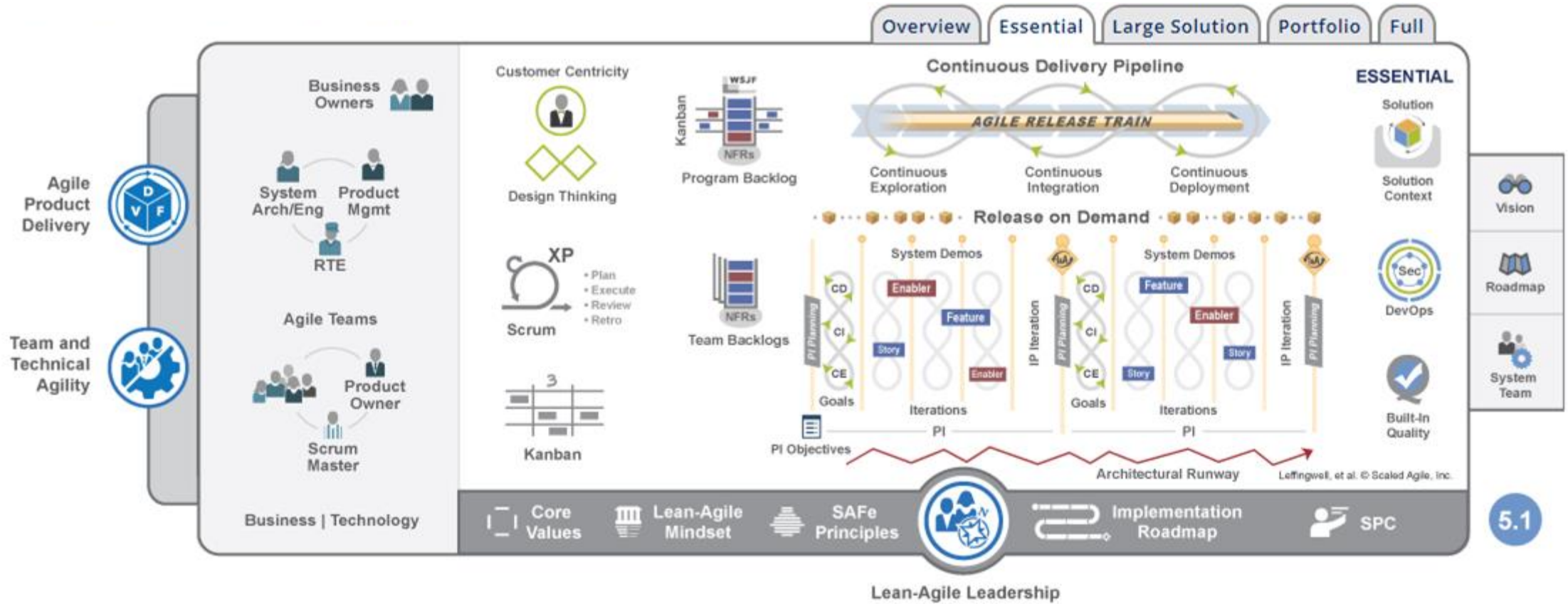


Before SAFe

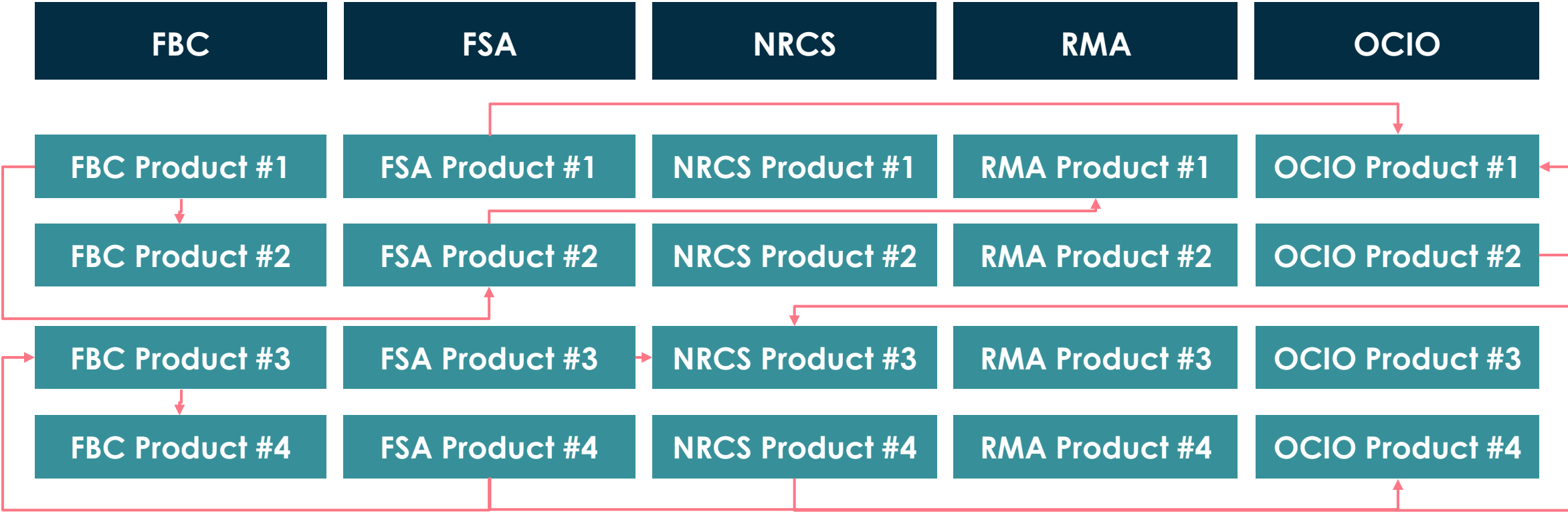
- No governance process
- Disparate development teams working
- Multiple tools utilized
- Lack of communication
- Inefficient and duplicative workflows
- Disconnect between development and support
- Low adoption and lack of buy-in from employees

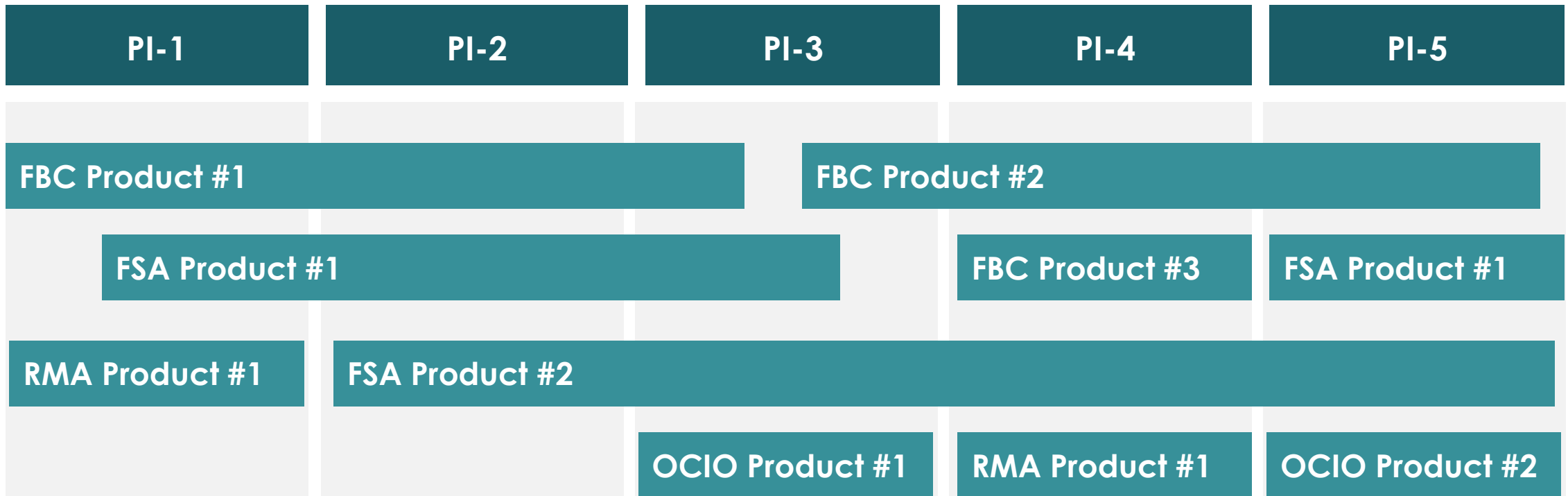


Playing it "SAFe"

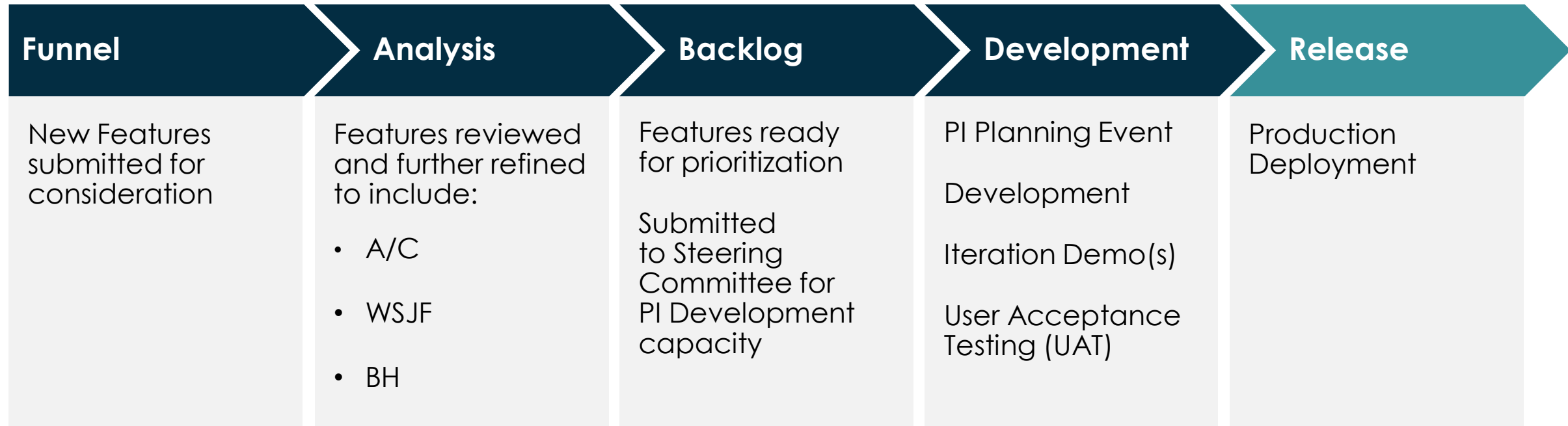








Our SAFe Feature Flow



Program by the Numbers

(since using SAFe)

6,033



Change requests processed

99,720



Incidents (INC) worked

7,296



Development stories completed

32*



ServiceNow custom applications developed and/or enhanced

13



Third-party integrations

5



Platform upgrades

SAFe in the Pandemic

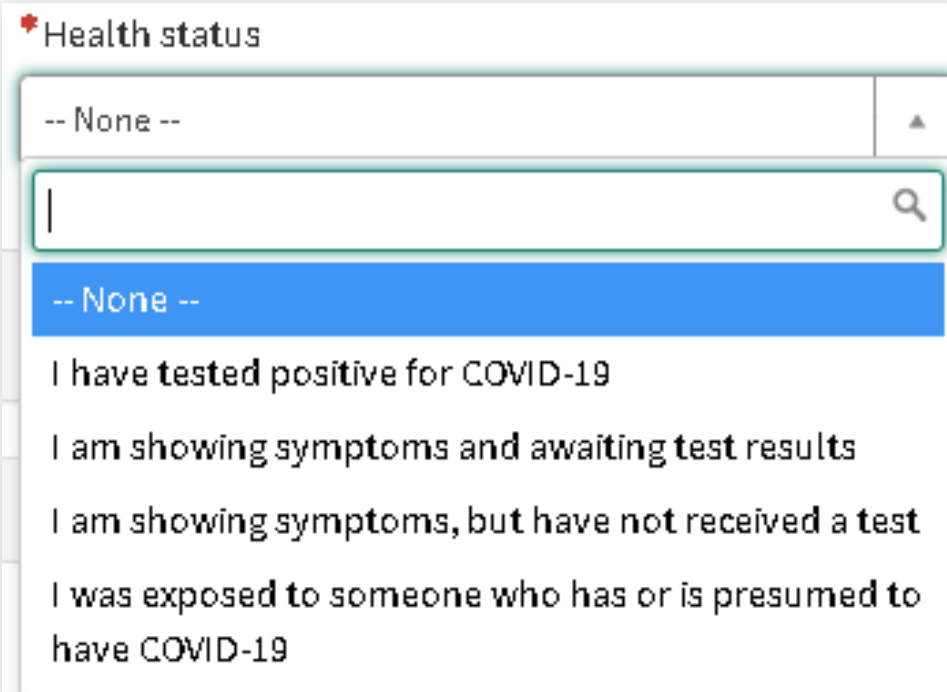
- Fully virtual workforce
- Leveraged Safe Application (ITBM)
- Completed incremental releases
- Continued virtual Stakeholder engagement in Platform
- Hybrid Reporting with ITBM & ITSM to manage development and support initiatives
- Enhanced Reporting & Performance Analytics
- Converted to Virtual PI Planning Events using:
 - Safe ART Board
 - Safe Team Board



USE CASE

Emergency Self Report

- Provided by ServiceNow as part of COVID response
- Allowed employees and contractors to track their health status
- Used for management and executive-level analytics and reporting
- Rapid configuration allowed release to production in only 3 days of effort

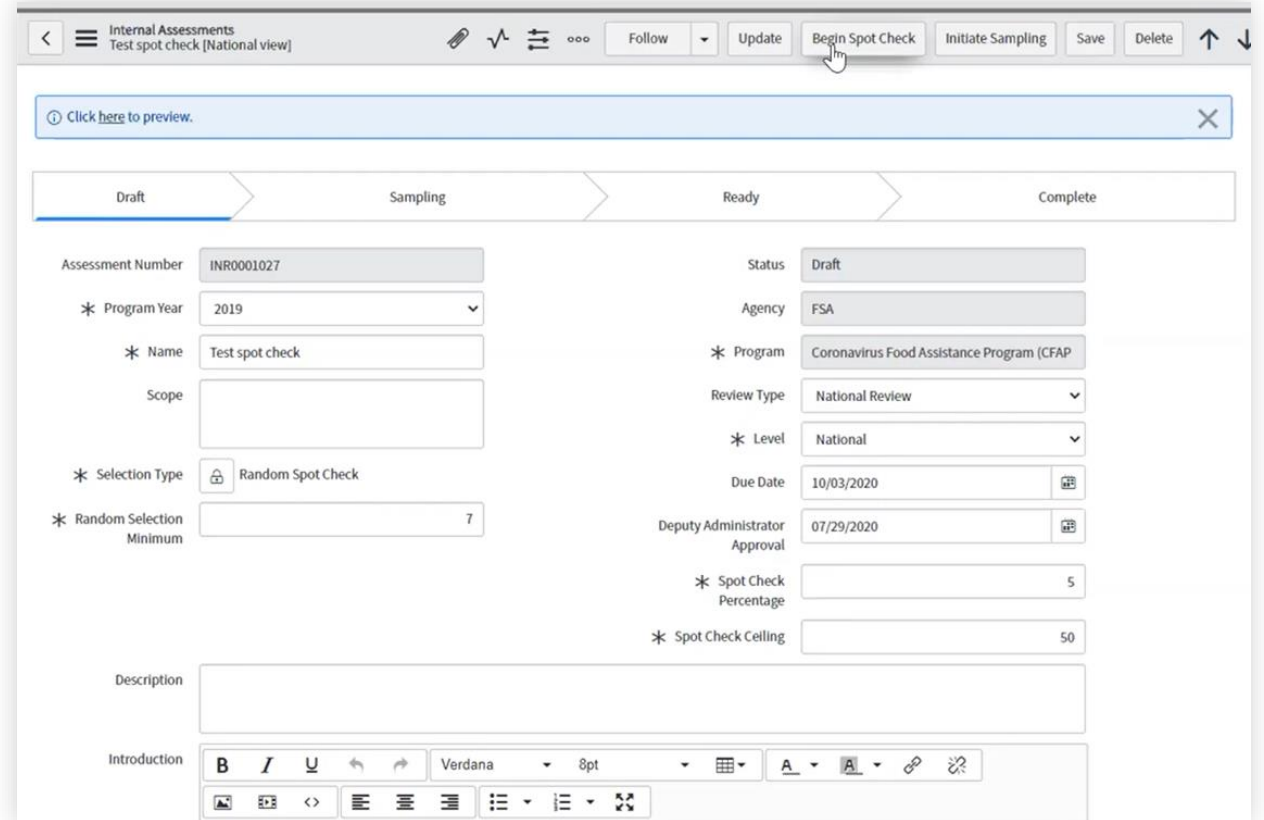


The screenshot shows a dropdown menu for 'Health status'. The menu is open, displaying a search bar and several options. The first option is '-- None --', which is highlighted in blue. Below it are four other options: 'I have tested positive for COVID-19', 'I am showing symptoms and awaiting test results', 'I am showing symptoms, but have not received a test', and 'I was exposed to someone who has or is presumed to have COVID-19'.

USE CASE

Coronavirus Food Assistance Program (CFAP)

- Allowed District Directors to audit requests submitted by farmers and producers
- MVP development in parallel of other PI objectives
- Processed 14,709 submitted applications within 5 months after release
- Farmers and producers requested \$203,899,612 funding in 5 months



[ServiceNow Store: Assistance Program](#)

USE CASE

Vehicle Management Tool

- Allows users to make reservations for vehicles across the country, modified reservations, return vehicles, and report accidents
- Report vehicle usage and have visibility into data
- National database to check real-time availability for all vehicles by geographic location
- Leverage metrics to anticipate future purchases and leverage buying power

Reserve a Vehicle

Reserve a vehicle for future use

If you need to pick a different vehicle, or you need to select different pick-up or return dates/times, please return to the vehicle search page.

Driver Information

Is the Driver a Lincpass Driver?
 Yes No

Phone Number:

*Driver:

*Driver's Agency:

Driver's Email:

Reservation Information


Garage:

Pick-Up Date/Time:

License Plate/Federal Tag:

Return Date/Time:

Vehicle Summary

Vehicle Info	Other Info
 FORD, EXPLORER, 4WD Federal Tag: <input type="text"/> Office Code: <input type="text"/> Agency: <input type="text"/>	Additional Designator: None Custodian: None

Vehicle Inspection

FPAC VEHICLE VISUAL / OPERATIONAL SAFETY CHECKLIST

You can [print the FPAC-MSD-512 Visual Vehicle Inspection Form](#). Please note, you will be prompted to download the form and save.

Inspect vehicle thoroughly and note all damages and/or deficiencies. In accordance with AGPMR 110-34.285, vehicle inspection should be conducted annually by anyone the agency designates except the principle driver of the vehicle.

For best practices regarding tire inspection questions, refer to the [Checking Tire Tread and Pressure](#) article for helpful information. Please note, this will open in a separate browser tab so that you do not lose your progress.

* Date prepared:

* Date of Inspection (MM/DD/YYYY):

* License No:

* VIN:

* License plate expiration date (MM/YYYY):

* Odometer Reading (in miles):

* Agency Name:

* Office Type:

Visual Description

* Vehicle Exterior Color:

* Vehicle Drive:

* Vehicle Make:

* Vehicle Body Style:

* Vehicle Model:

Federal Forum 2022

Flexible Service Delivery

US Department of Agriculture (USDA)
Forest Service (FS)

Michelle Headrick
Director, Application Services

Produced by:

MeriTalk®

FAMIM

Fire and Aviation Management (FAM) Information Management manages the applications used to collect, maintain, and disseminate fire, weather, and all-hazard data (current and historical) in support of the United State’s response to wildfire. The applications and their products are designed for use by the interagency fire community, which includes the US Forest Service, Department of the Interior (DOI) Bureau of Land Management (BLM), National Park Service (NPS), Bureau of Indian Affairs (BIA), US Fish and Wildlife Service (USFWS), Department of Homeland Security—Federal Emergency Management Administration (DHS-FEMA), State Forestry Agencies (in all 50 states), and Municipal Agencies.







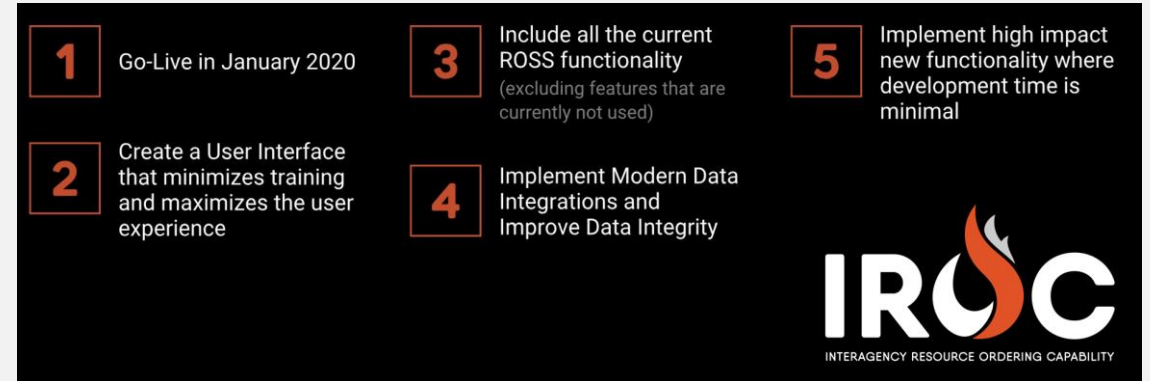
“

Agile software development has the potential to save the federal government billions of dollars and significant time, allowing agencies to deliver software more efficiently and effectively for American taxpayers.

— US Government Accountability Office

Three steps

- 1 Invested the time upfront to build collaborative team relationships and defining our goals for the program.
- 2 Ensured alignment to project goals with stakeholders and the agile team, and ensured everything we built aligned to those goals.
- 3 Applied scrum cadence to ensure rapid feedback and relentless improvement.





“

**If the plan doesn't work, change the plan.
Never the goal.**



USE CASE

Interagency Resource Ordering Capability (IROC)

- Application modernization of a legacy application in use for almost 20 years allowing Federal, State and Local Agencies the ability to share resources in response to wildfires
- Developed using Scrum with daily collaboration with the US Forest Service, BLM, BIA and Calfire subject matter experts
- Production release on March 13, 2020, and immediately put into use as part of COVID response—Enhancements released into production weekly with no outages



INTERAGENCY RESOURCE ORDERING CAPABILITY

Modern, Scalable, Agile

Resource Ordering and Status System (ROSS) - *** PRACTICE v2.16.11.9 *** - WA-CWC

File Administration Resource Incident Request Travel Status Reports Window Help

[WA-SES-000022] 2018 OWF Support

Pending Request for [WA-SES-000022] 2018 OWF Support Megan Kephart @WA-CWC

Search Incidents: [WA-SES-000022] 2018 OWF Support

Host Dispatch: WA-CWC

Select Filter for Pending Requests: Request # A Catalog Category

Select Pending Request(s)

S	G	SN	NR	Req #	Qty	Requested Item	Requesting Unit	Need Date/Time	Last
				A-1.5	1	SHORT HAULER (SHLR)	WA-CWC	04/18/2018 15:31 PST	New
				A-1.8	1	SHORT HAULER (SHLR)	WA-CWC	04/18/2018 15:31 PST	New
WD				A-2	1	Helicopter, Type 3 Standard	WA-CWC	04/18/2018 15:31 PST	New
SI				A-3	1	Helicopter, Type 3 Standard	WA-CWC	04/18/2018 15:31 PST	New

Select Action for Pending Request [A-1.5 - SHORT HAULER (SHLR)]

Resource Name	Unit ID	Provider	Available To	Current
Harasek, Garrett C (WA-CWC)	WA-OWF	Okanogan - Wenatchee Nat...	Local	Wenatchee Valley Rappel B...
Larsen, Jami N (WA-CWC)	WA-OWF	Okanogan - Wenatchee Nat...	Local	Wenatchee Valley Rappel B...
Sarabia, Jaime (WA-CWC)	WA-OWF	Okanogan - Wenatchee Nat...	Local	Wenatchee Valley Rappel B...
Wheeler, Daniel (WA-CWC)	WA-OWF	Okanogan - Wenatchee Nat...	Local	Wenatchee Valley Rappel B...

IROC DEV1 Interservice Resource Ordering Capability

14:40 Pacific Standard Time Sunday, August 20th 2018

Hello Michelle

How may we help you?

Incidents: NOT LOCAL 9 (0 New, 9 Open)

Requests: BOISE-CODE 222 (0 Past Due, 98 Pending, 124 Filled)

Resources: ALL CATALOGS



Stop by Booth #2, right across from ServiceNow!

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