

servicenow

MeriTalk

# Accelerate Digital Transformation





## Agenda

- **Introductions**
- **ServiceNow ITBM Product Overview**
- **Demand/Project in London**
  - Use Case
  - Demo
- **Agile in London**
  - Use Case
  - Demo



## Special Bonus





**Name:** Cathy Beykzadeh

**Title:** Sr. Advisory Consultant

**Function:** ITBM Product Line

**Company:** ServiceNow

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**Experience:** 20+ years in Business Service Management, Organizational Change Management, and Project and Portfolio Management

**Expertise:** Technology Business Management (TBM), IT Governance, Strategic Alignment, Business process redesign and automation, ITIL, CMMI, COBIT, Program & Project Management

**Achievements:** Led the first CMMI for Services version 1.3 ML3 in the world; led the first ISO/IEC 20000 certification for a DOD agency

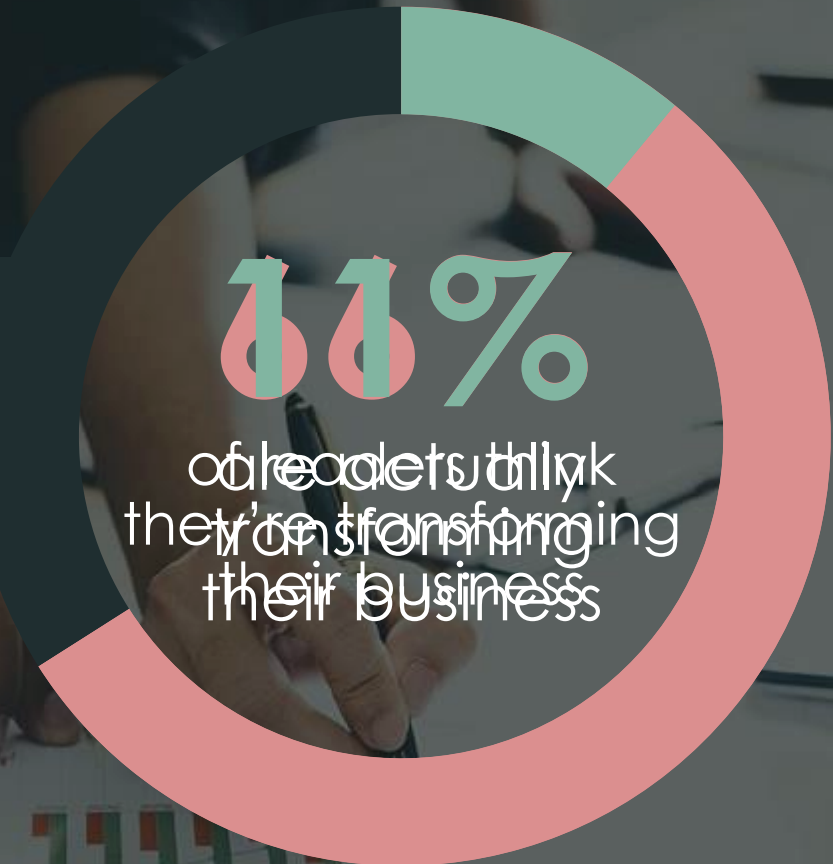
**Current Projects:** Technology Business Management



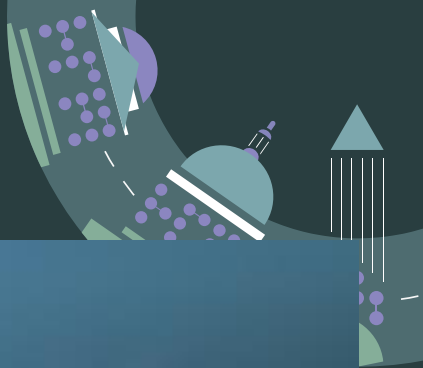
Digital Transformation  
The foundation for consumer-like services

Digital transformation

Close the gap between  
strategy and delivery



Report: Gartner. From Projects to Products — Three Essential Actions for Every CIO Aiming to Transform Their Digital Organizations. Published: 5 February 2018 ID: G00331446.

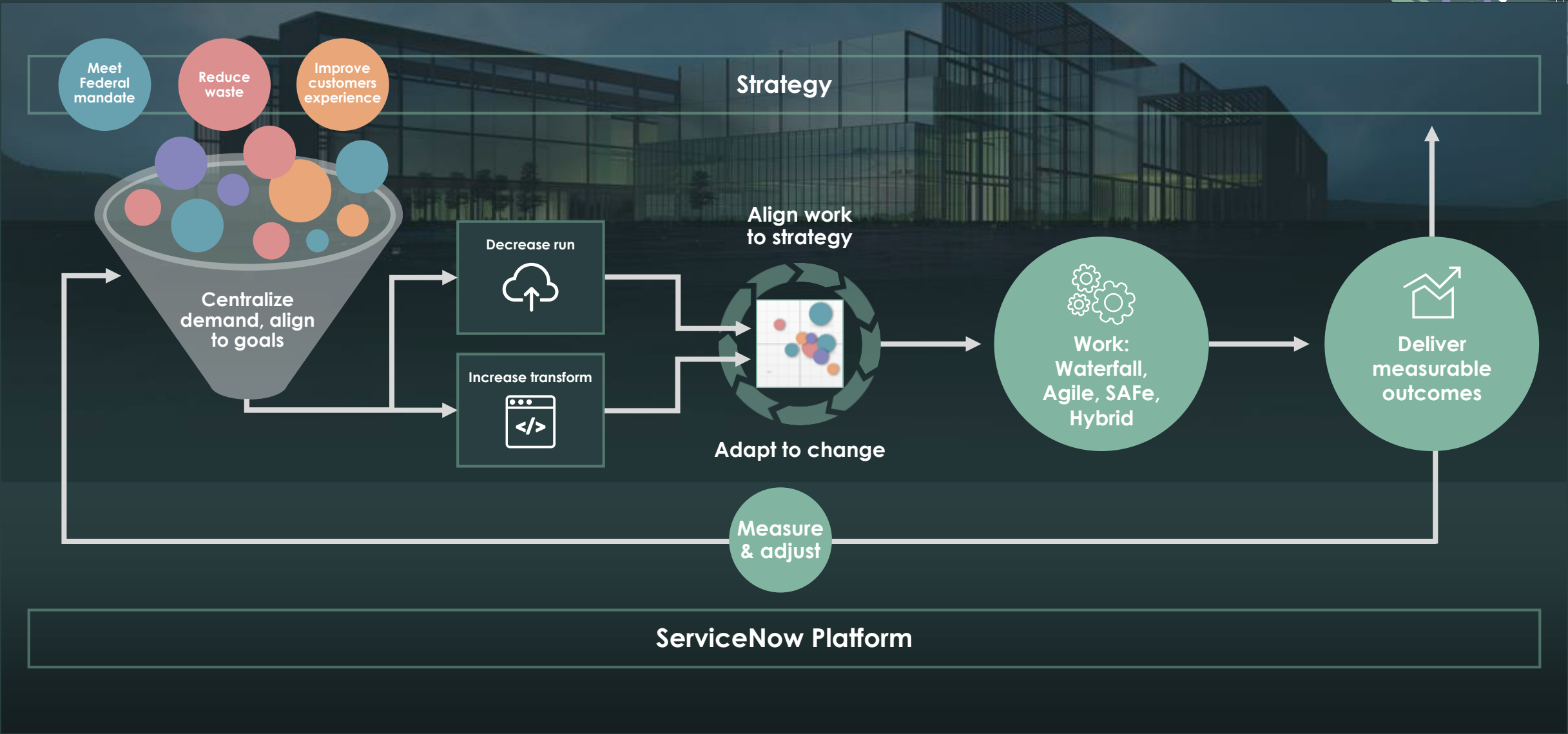


## Break down siloes across the enterprise



## Digital Transformation

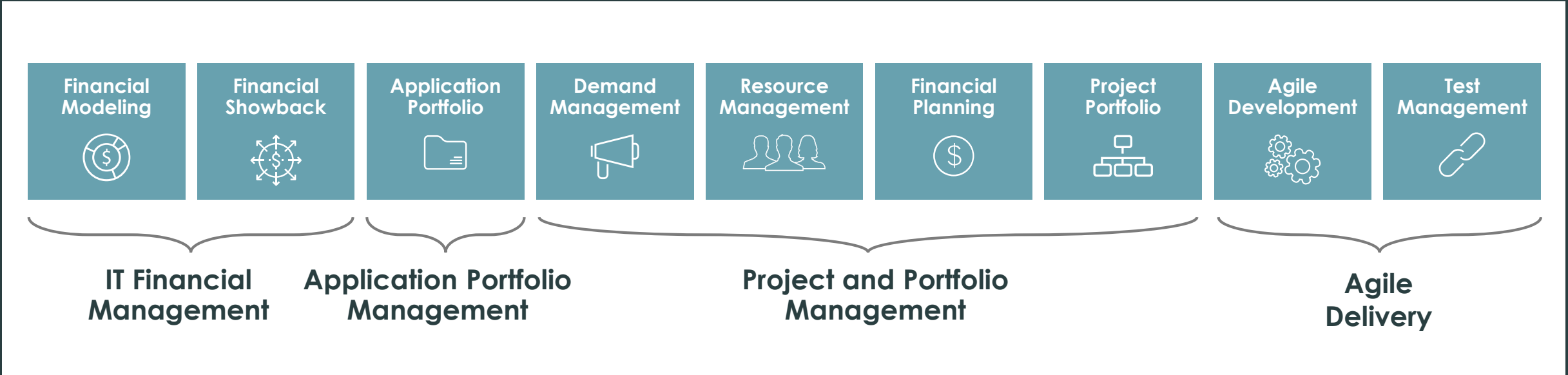
The foundation for consumer-like services





# ITBM Product Suite

## Strategy and goals

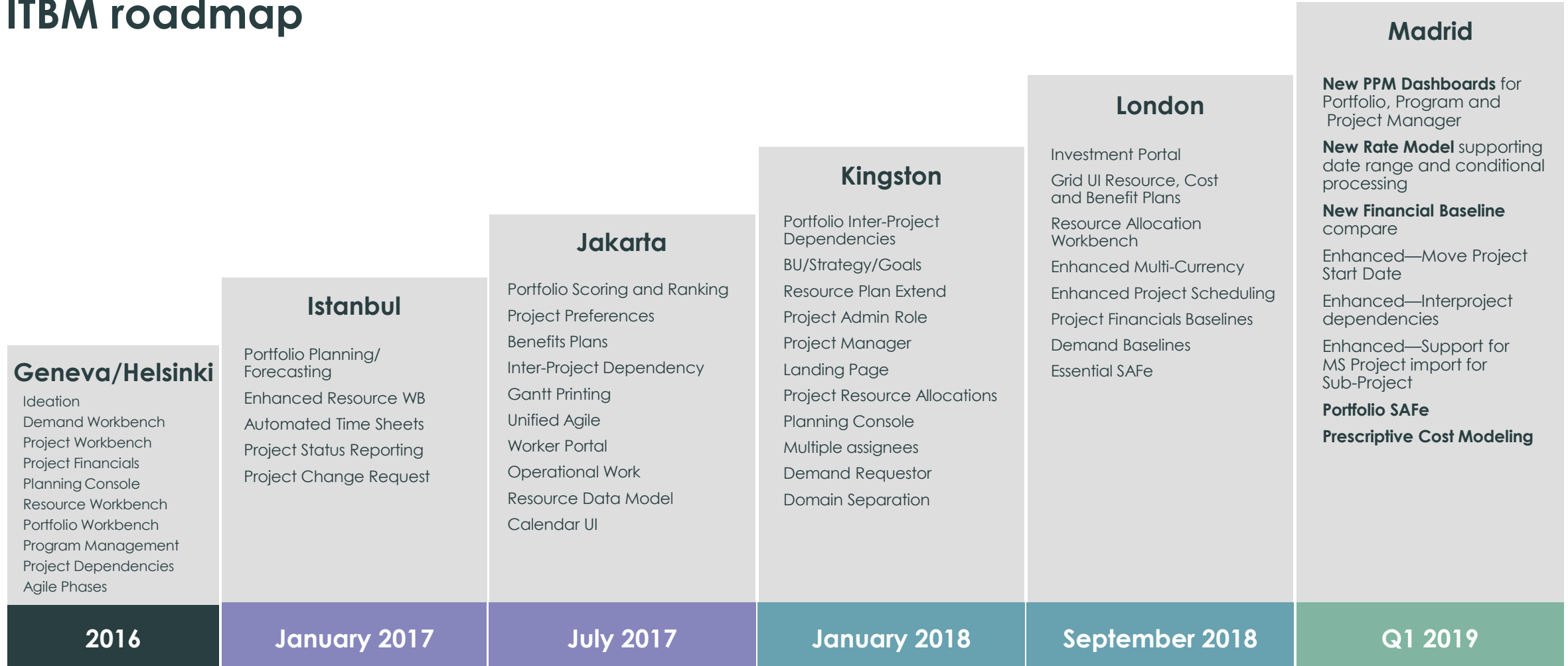


Real-time visibility into Resource and Financial Management

Common Platform, Data Model, Workflow and Service Framework



## ITBM roadmap







**Name:** Lawrence Abeyta

**Title:** ITSM Manager

**Function:** IT Service Delivery

**Company:** NuAxis Innovations



**Experience:** 25 years at all levels of IT Service Delivery

**Expertise:** Business and Systems Analysis, IT Governance, Strategic Alignment, System Architecture, Business process redesign and automation, ITIL, CMMI, Project Management, System Integration, SLA and Contract Management

**Achievements:** Replaced several aging systems with ServiceNow + CMDB; NOSC Dashboard and alerting tied to ServiceNow, automation of several frequently used services

**Current Projects:** Application Virtualization/Containerization, Service Delivery Automation, Service Portal, PPM, Formalizing Innovation

**Name:** NuAxis Innovations

**Industry:** Government, Healthcare

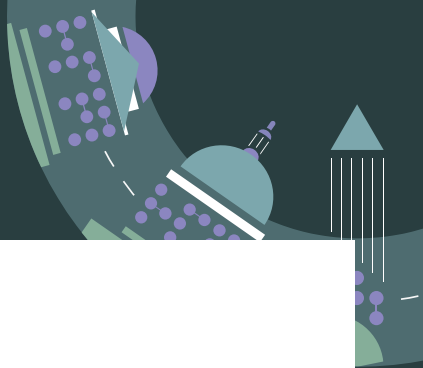
**Mark focus:** Solution-driven IT infrastructure support contractor for the federal government that delivers value and expertise



### Primary solutions:

- IT Service Management and consolidation
- Agile development for government
- Cloud readiness and migration support
- Health IT





Berlin	Calgary		Dublin		Geneva	Istanbul	Kingston
2012	2013	2014	2015	2016	2017	2018	



## The problem

### Change review meeting

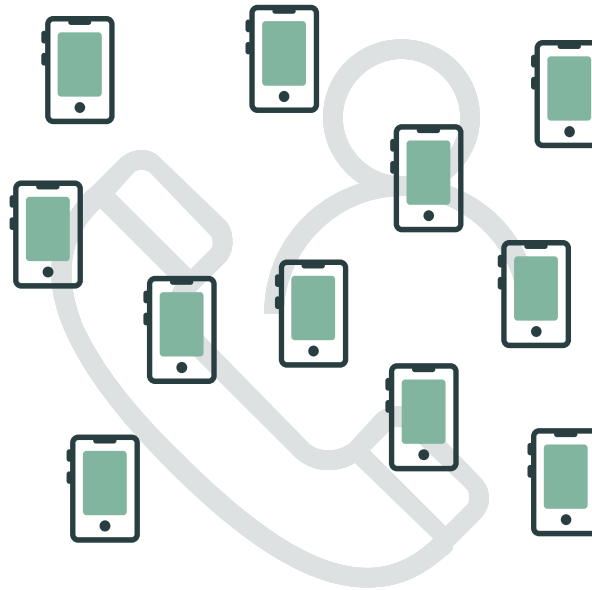


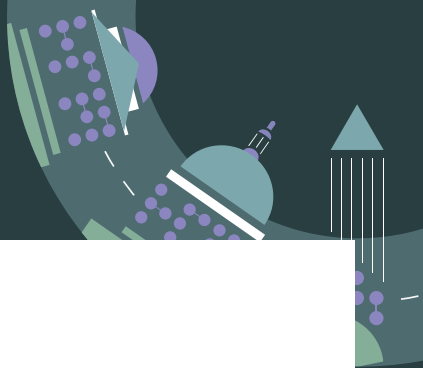
## The problem

Change review meeting



Project approval



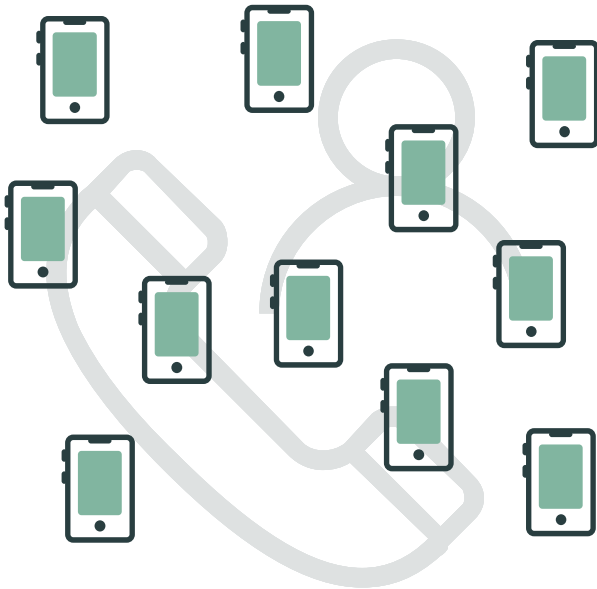


The problem

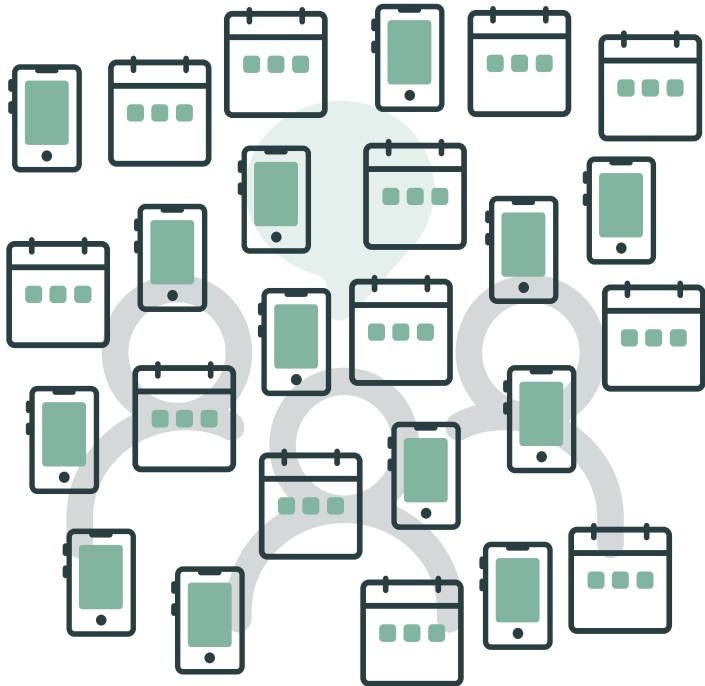
Change review meeting



Project approval



Project review meeting



# IT Governance?







## Change is **hard**, especially in Government







**TELEPHONE MESSAGE**

For TRD

Date 6/22 19   Time 1:30 A.M.  
P.M.

**WHILE YOU WERE OUT**

Mr. Kennard

of \_\_\_\_\_

Phone \_\_\_\_\_

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		RETURNED YOUR CALL	
URGENT			

Message would like you to attend meeting  
tomorrow at 10 AM in Conf. Rm. B  
re: preproposal to National Lead  
(about 1-1 1/2 hrs)

\_\_\_\_\_

Anne  
\_\_\_\_\_  
Operator



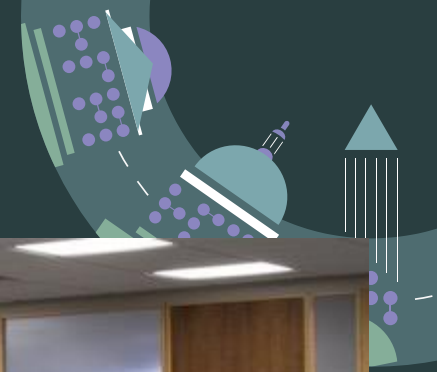
# servicenow federal summit

## Digital Transformation

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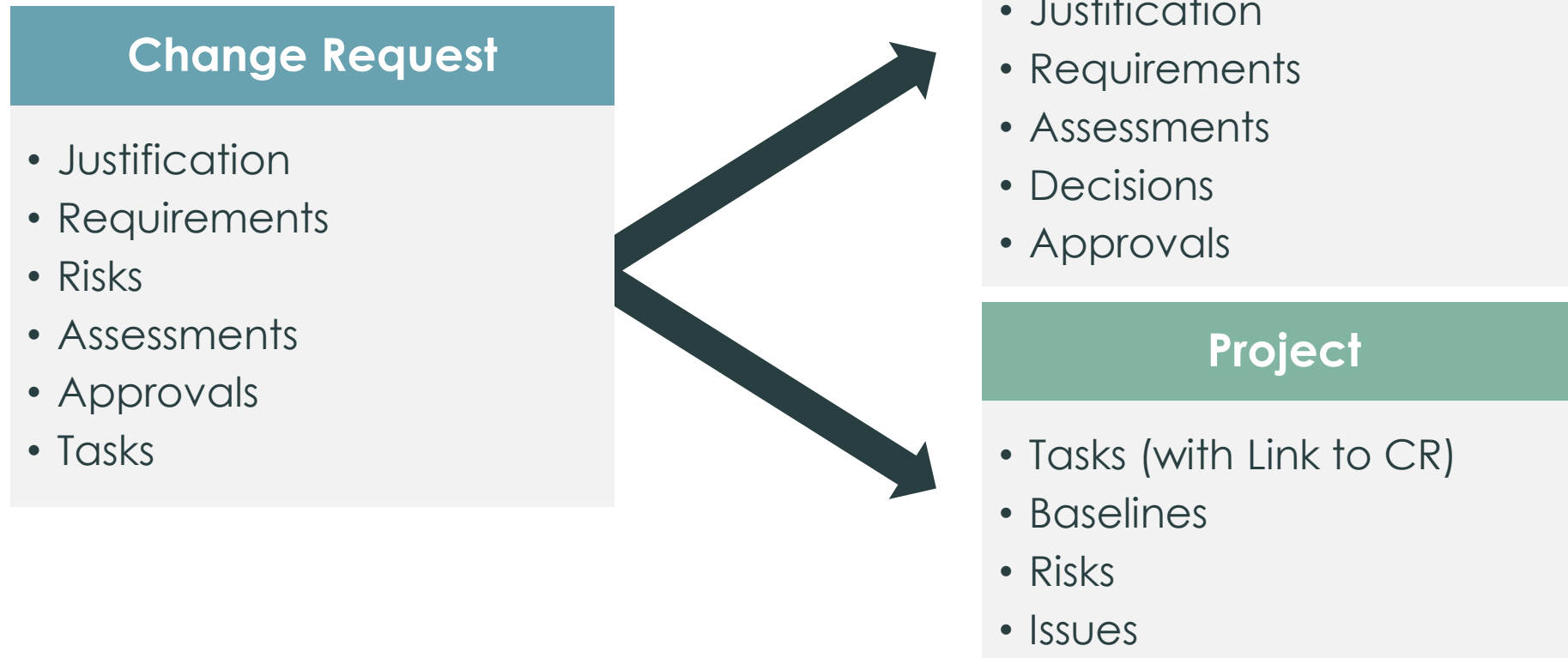


# Back to IT Governance...





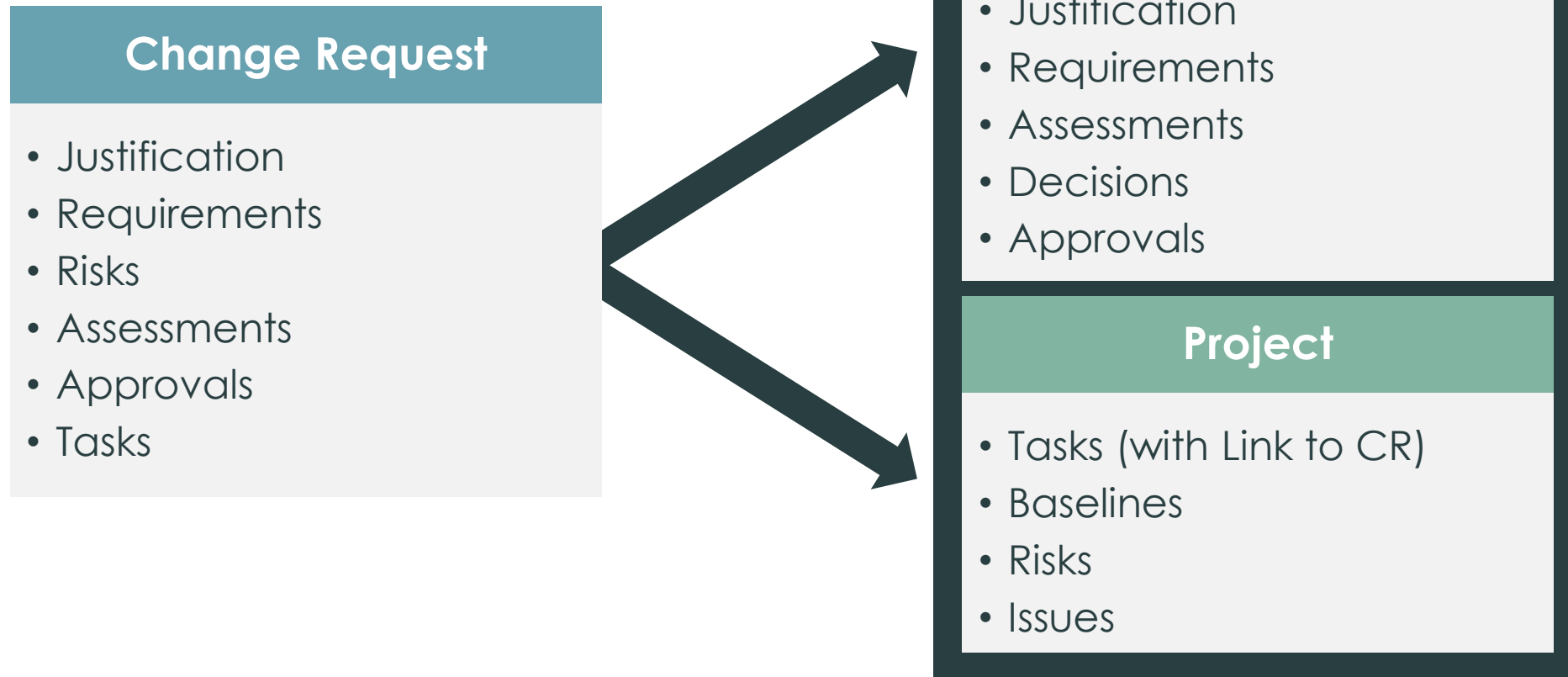
## The solution

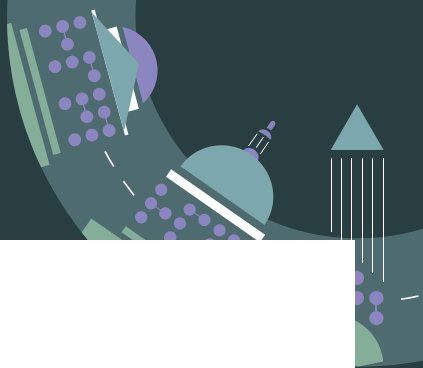






## The solution



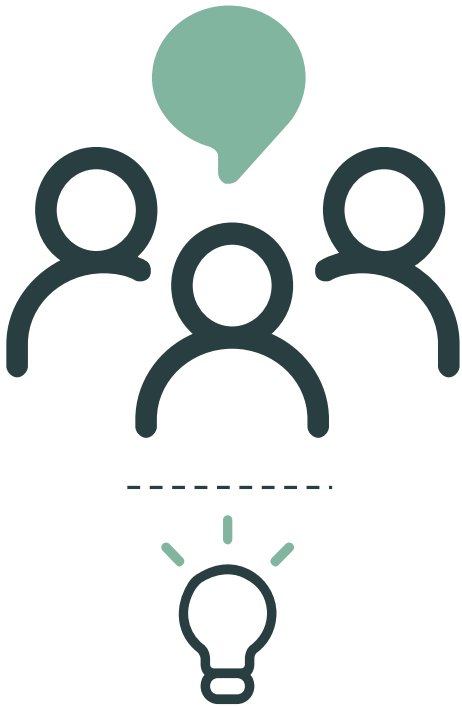


The solution

Change review meeting

Project approval meeting

Project review meeting



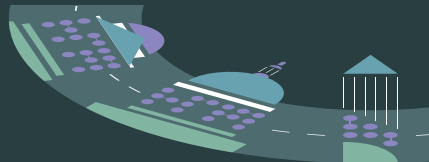
## To summarize...

- True IT Governance
- Better, informed project approval decisions
- More accurate portfolio schedule
- More accurate project delivery estimates
- Less time chasing information
- Improved partnership



# Demo time!

Demand & Project in London



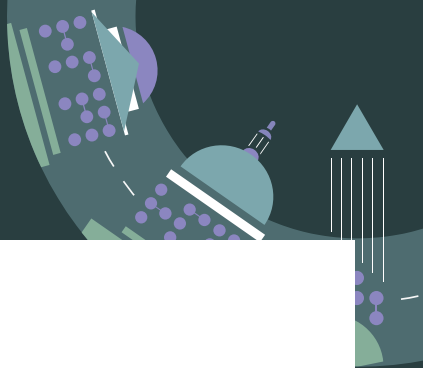
# Agile Capability in London & use case



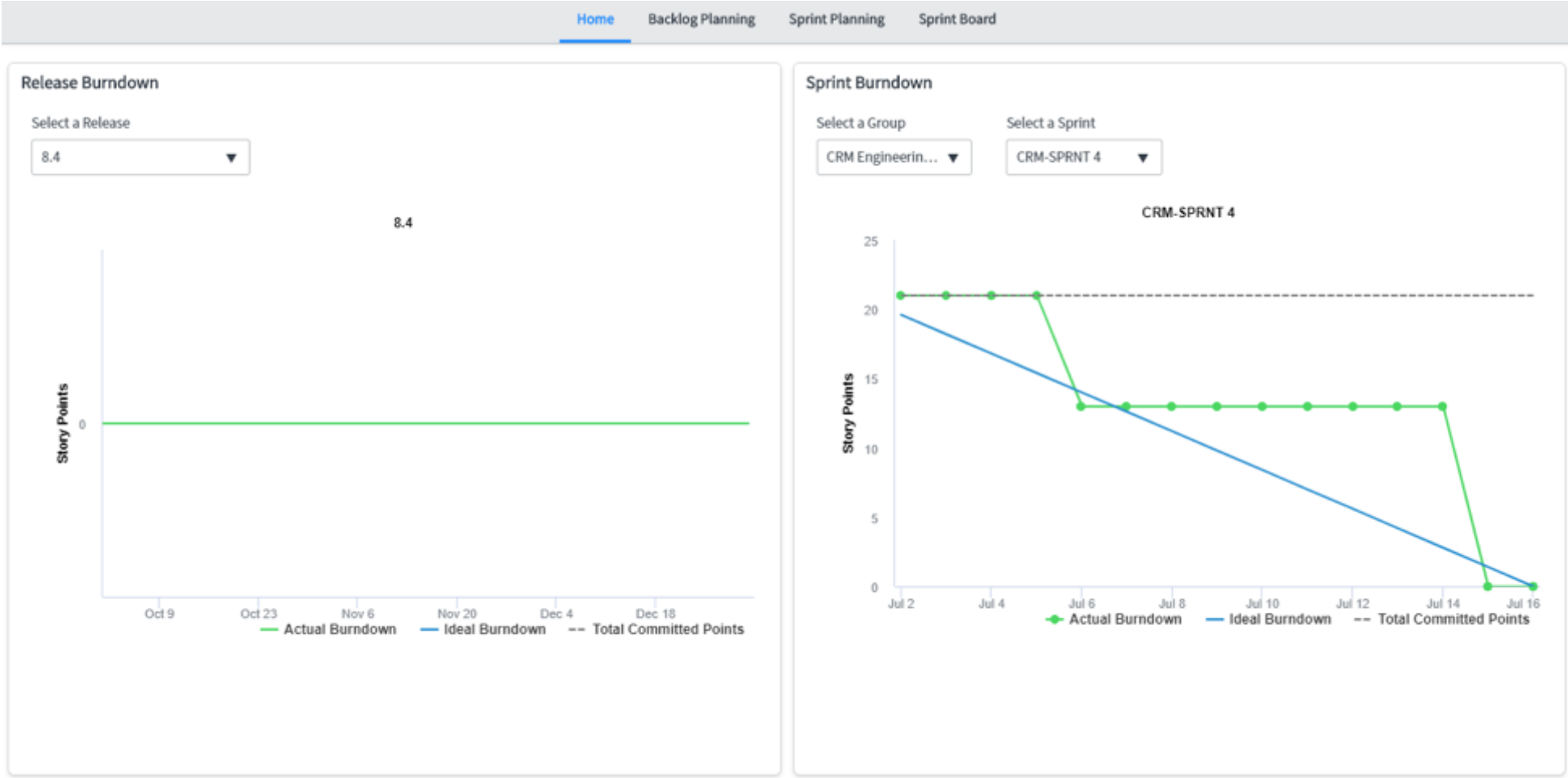
## The problem



Powerpoint



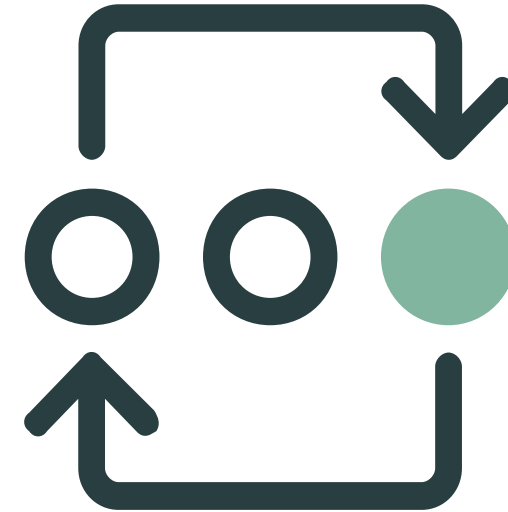
The solution





## Enhancements and Defects

- Often overlooked
- Create a record-producer to feed either Enhancements or Defects
- Better CX, as this is what users care about
- Enhancements for current releases
- Use Defects for development releases



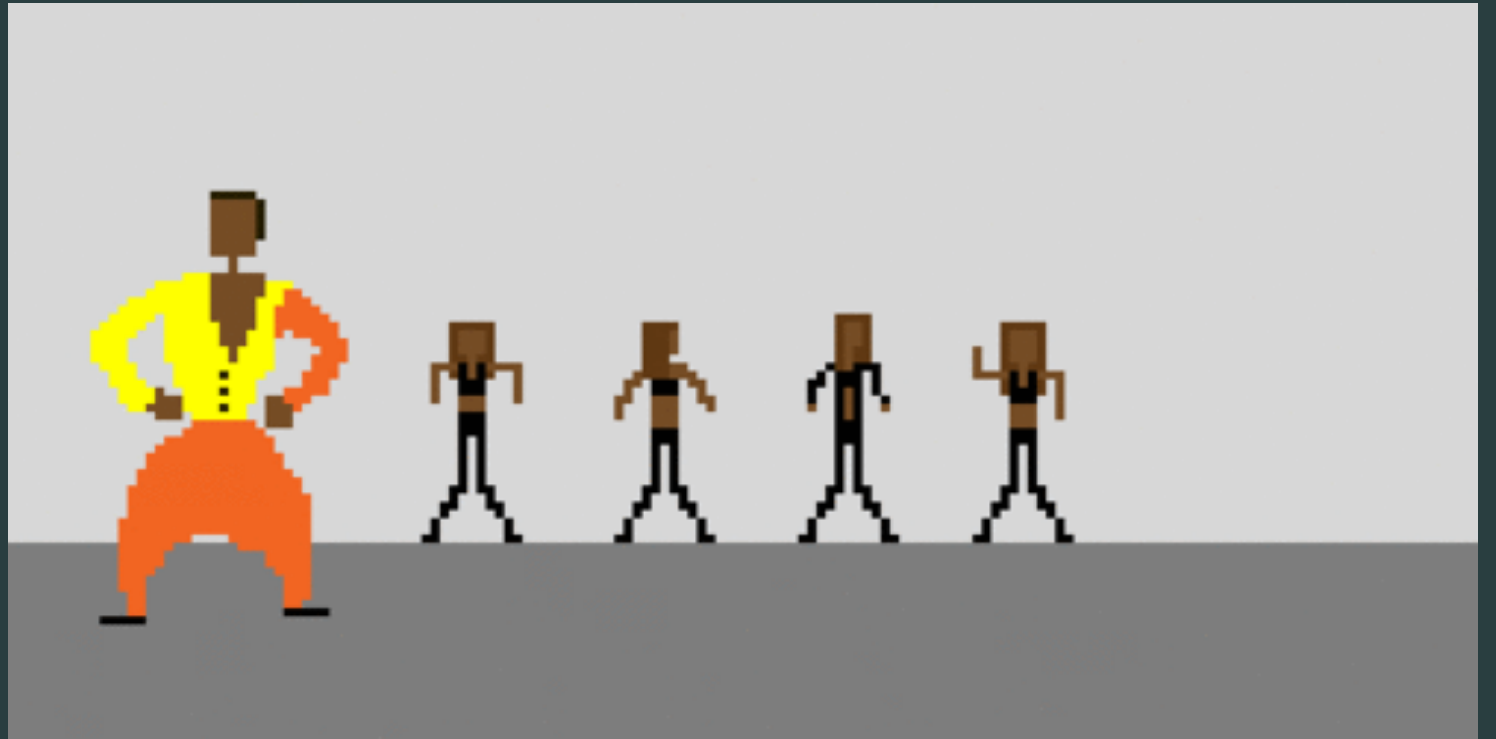
## To summarize...

- All development activities tracked in one system
- Less time chasing information
- Faster and more responsive development cycle
- Improved visibility into development and schedule
- Again, improved partnership

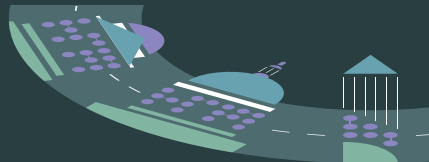


# Demo time!

Agile in London



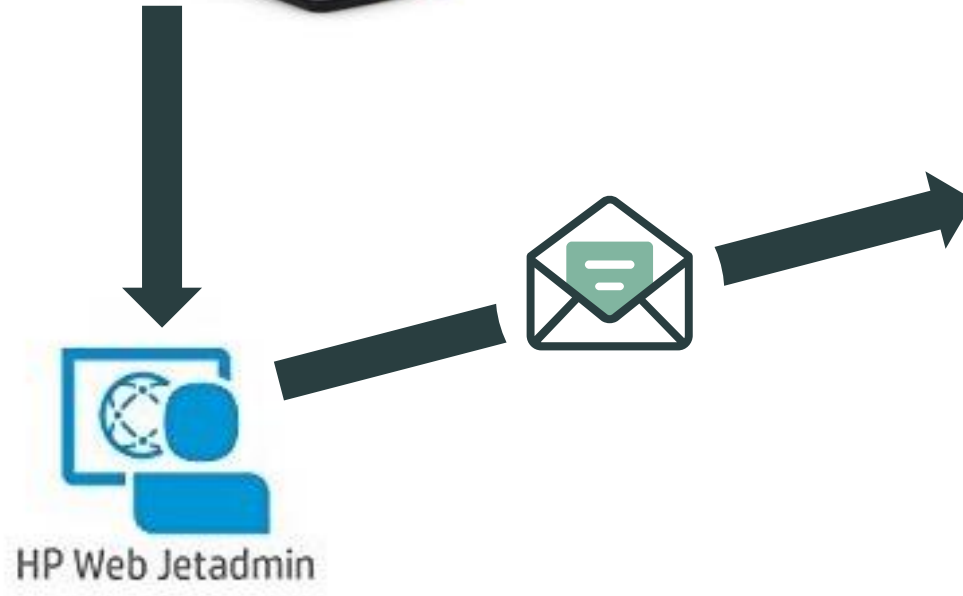
# Questions?

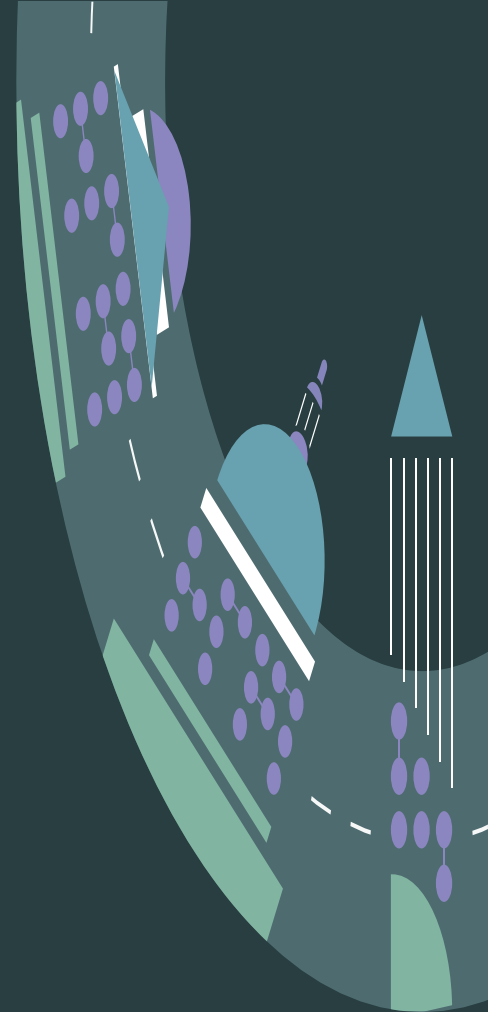
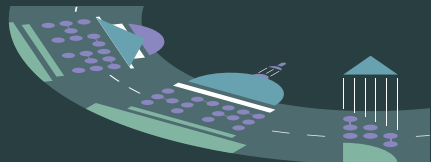




## Special Bonus

## Bonus: Printer Consumables





# Thank you

Come visit us at Booth 11

