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Accelerate Digital Transformation



Digital Transformation

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Agenda

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





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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

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Digital transformation

Close the gap between strategy and delivery

othecodetuthlyk thetriomstanging their business

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

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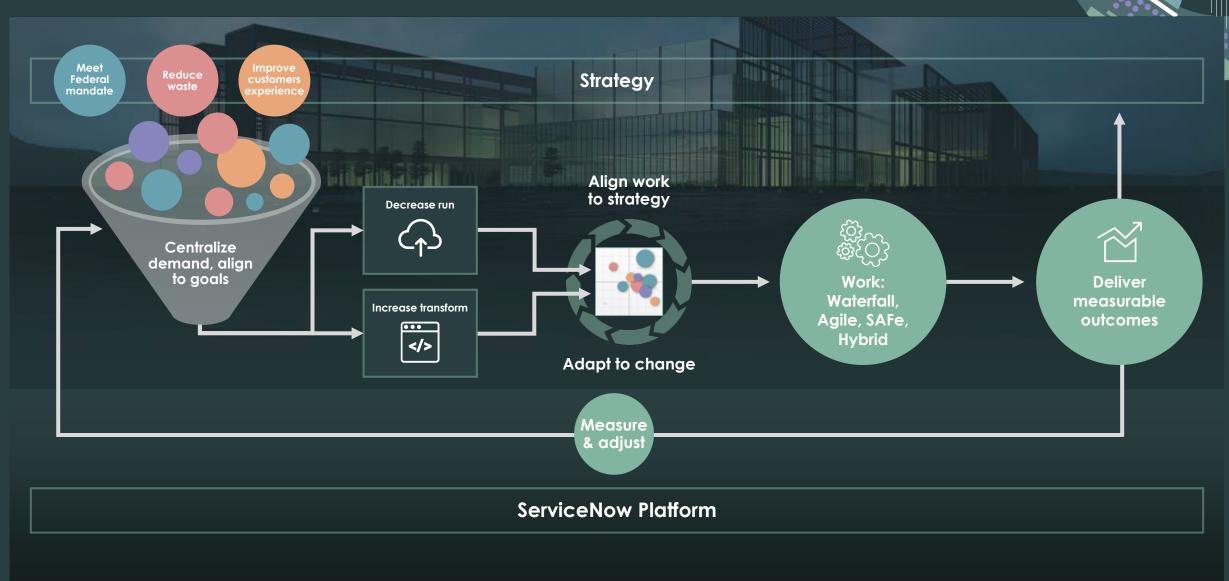


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ITBM Product Suite

Strategy and goals

Financial Modeling





Application Portfolio



Demand Management



Resource Management



Financial Planning



Project Portfolio



Agile Development



Test Management



IT Financial Management

Application Portfolio Management

Project and Portfolio Management Agile Delivery

Real-time visibility into Resource and Financial Management

Common Platform, Data Model, Workflow and Service Framework

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Madrid

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ITBM roadmap

New PPM Dashboards for Portfolio, Program and London Project Manager New Rate Model supporting Investment Portal date range and conditional Kingston Grid Ul Resource, Cost processing and Benefit Plans **New Financial Baseline** Portfolio Inter-Project Resource Allocation compare Jakarta Dependencies Workbench Enhanced—Move Project BU/Strategy/Goals **Enhanced Multi-Currency** Start Date Portfolio Scoring and Ranking Resource Plan Extend Enhanced Project Scheduling Enhanced—Interproject Istanbul **Project Preferences** Project Admin Role Project Financials Baselines dependencies Benefits Plans Project Manager Demand Baselines Enhanced—Support for Portfolio Planning/ MS Project import for Inter-Project Dependency Geneva/Helsinki Landing Page **Essential SAFe** Forecasting Sub-Project **Gantt Printing** Project Resource Allocations **Enhanced Resource WB** Ideation Portfolio SAFe Unified Agile Planning Console Demand Workbench Automated Time Sheets **Prescriptive Cost Modeling** Project Workbench **Worker Portal** Multiple assignees Project Status Reporting **Project Financials** Operational Work Demand Requestor Project Change Request Planning Console Resource Data Model Domain Separation Resource Workbench Portfolio Workbench Calendar UI Program Management **Project Dependencies** Aaile Phases 2016 January 2017 **July 2017** January 2018 September 2018 Q1 2019

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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

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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

















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

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The problem

Change review meeting



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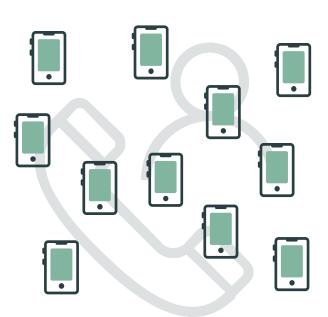
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The problem

Change review meeting

Project approval





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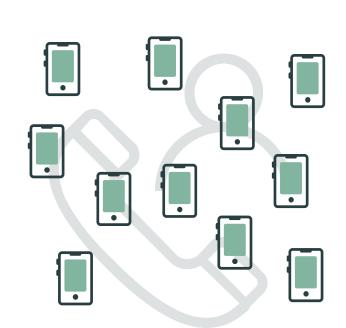
The problem

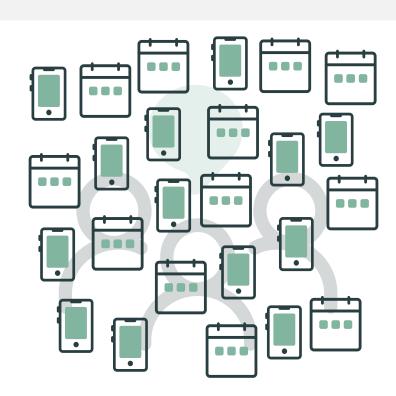
Change review meeting

Project approval

Project review meeting









IT Governance?



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Change is hard, especially in Government



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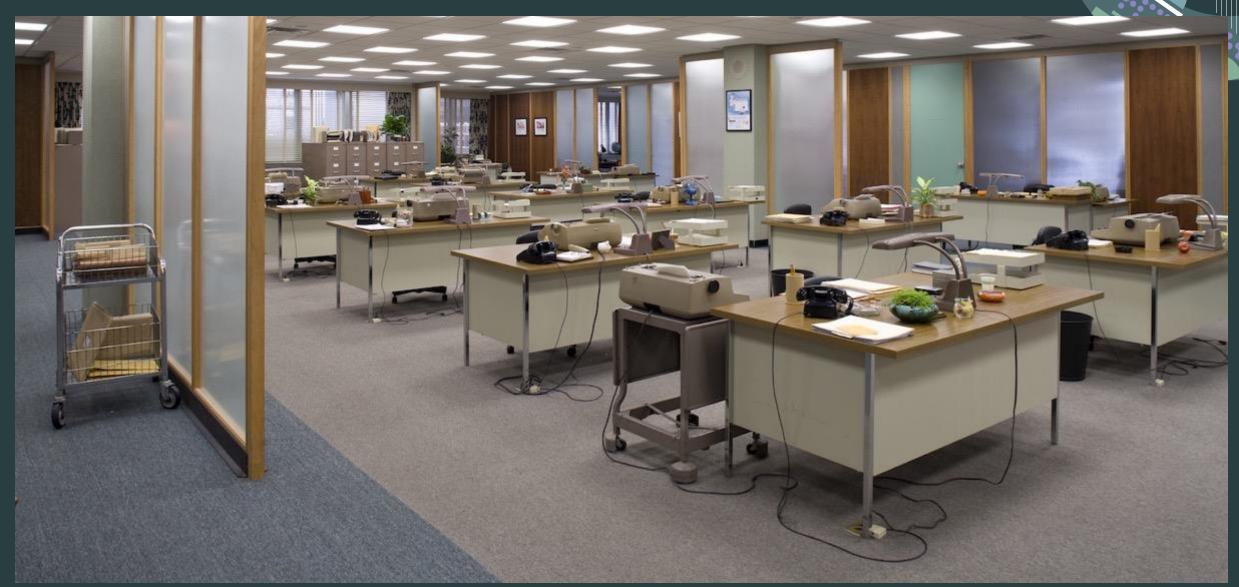
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	IE MESSAGE
For TRD	Δ Ν
	Time 1:30P.N
WHILE YOU	U WERE OUT
Mr. Kennard	
of	
Phone	
TELEPHONED	PLEASE CALL
CALLED TO SEE YOU	WILL CALL AGAIN
WANTS TO SEE YOU	RETURNED YOUR CALL
URGENT	
Message Would like tomorrow at 10 AM re: preproposal t (about 1-1 1/2 hr	
	Anne
	Operator

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Back to IT Governance...





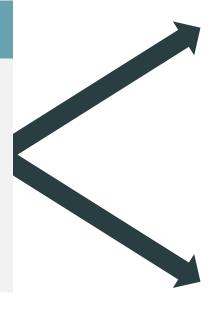
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The solution

Change Request

- Justification
- Requirements
- Risks
- Assessments
- Approvals
- Tasks



Demand

- Justification
- Requirements
- Assessments
- Decisions
- Approvals

Project

- Tasks (with Link to CR)
- Baselines
- Risks
- Issues



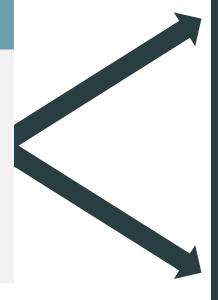
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The solution

Change Request

- Justification
- Requirements
- Risks
- Assessments
- Approvals
- Tasks



Resource plans

Demand

- Justification
- Requirements
- Assessments
- Decisions
- Approvals

Project

- Tasks (with Link to CR)
- Baselines
- Risks
- Issues

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The solution

Change review meeting

Project approval meeting

Project review meeting











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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





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The problem





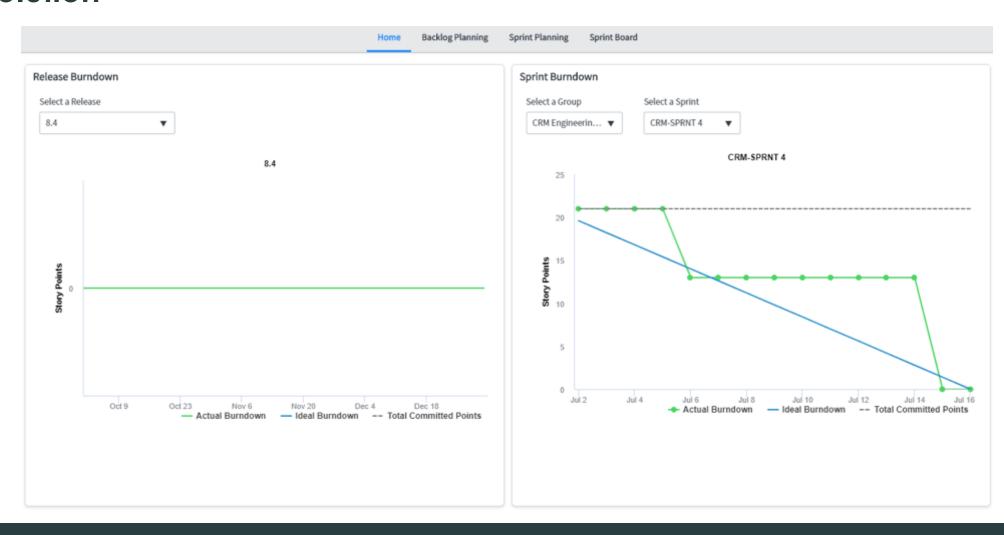




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The solution



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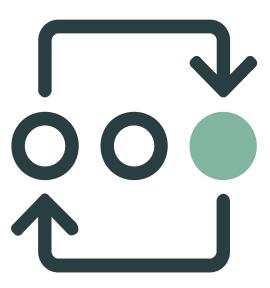


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Enhancements and Defects

- 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



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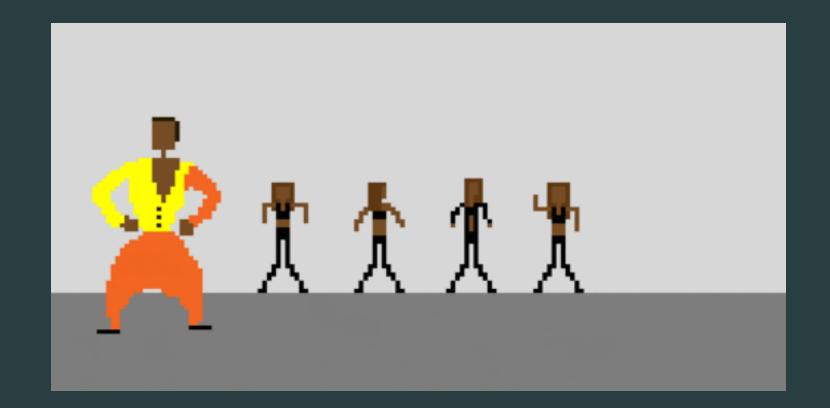
To summarize...

- 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?





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Special Bonus

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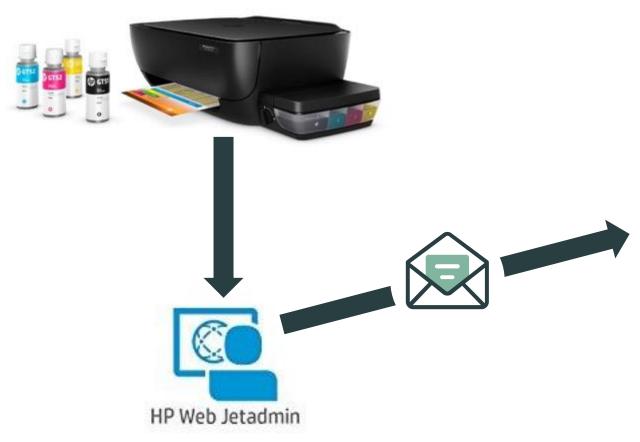
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Bonus: Printer Consumables







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Thank you

Come visit us at Booth 11



