

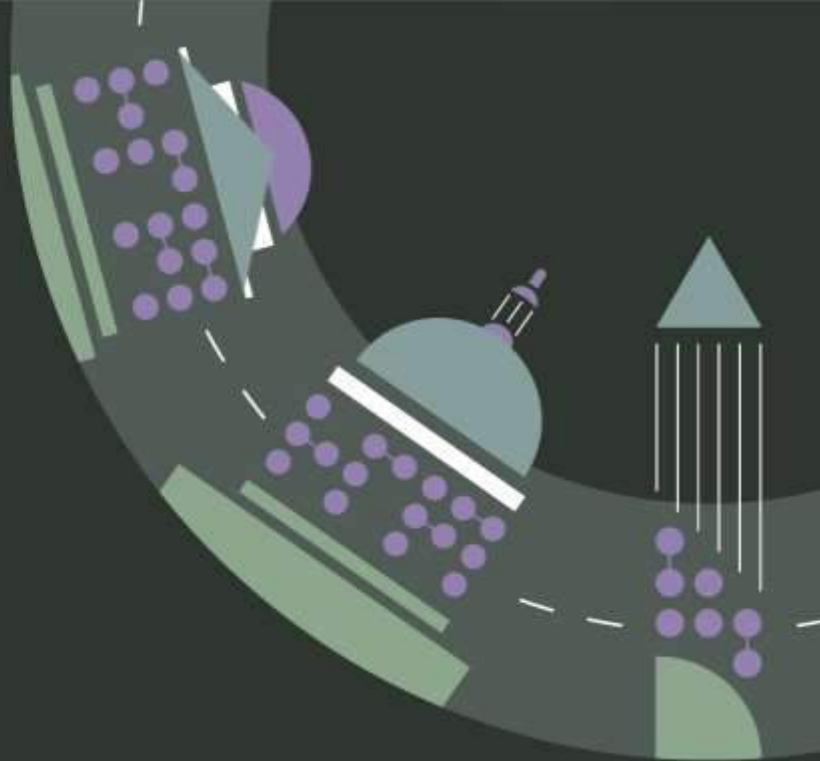
servicenow | MeriTalk

servicenow federal summit

March 4, 2019 • 8:00 a.m. – 5:00 p.m.
Marriott Marquis • Washington, D.C.

Digital Transformation

The Foundation for Consumer-Like Services



Morning Welcome



Brian Marvin

Vice President of Federal Sales
ServiceNow

Thank You to Our Sponsors:

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by Discover Technologies

 Microsoft  **NuAxis**
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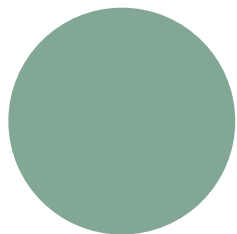
 **highmetric**
A COLUMN GROUP COMPANY **it coalition**

 **iTG**  **NETIMPACT**
STRATEGIES

 **PHARICODE**

 **ScienceLogic**

STAVE



Bob Osborn

Chief Technology Officer,
Federal



servicenow

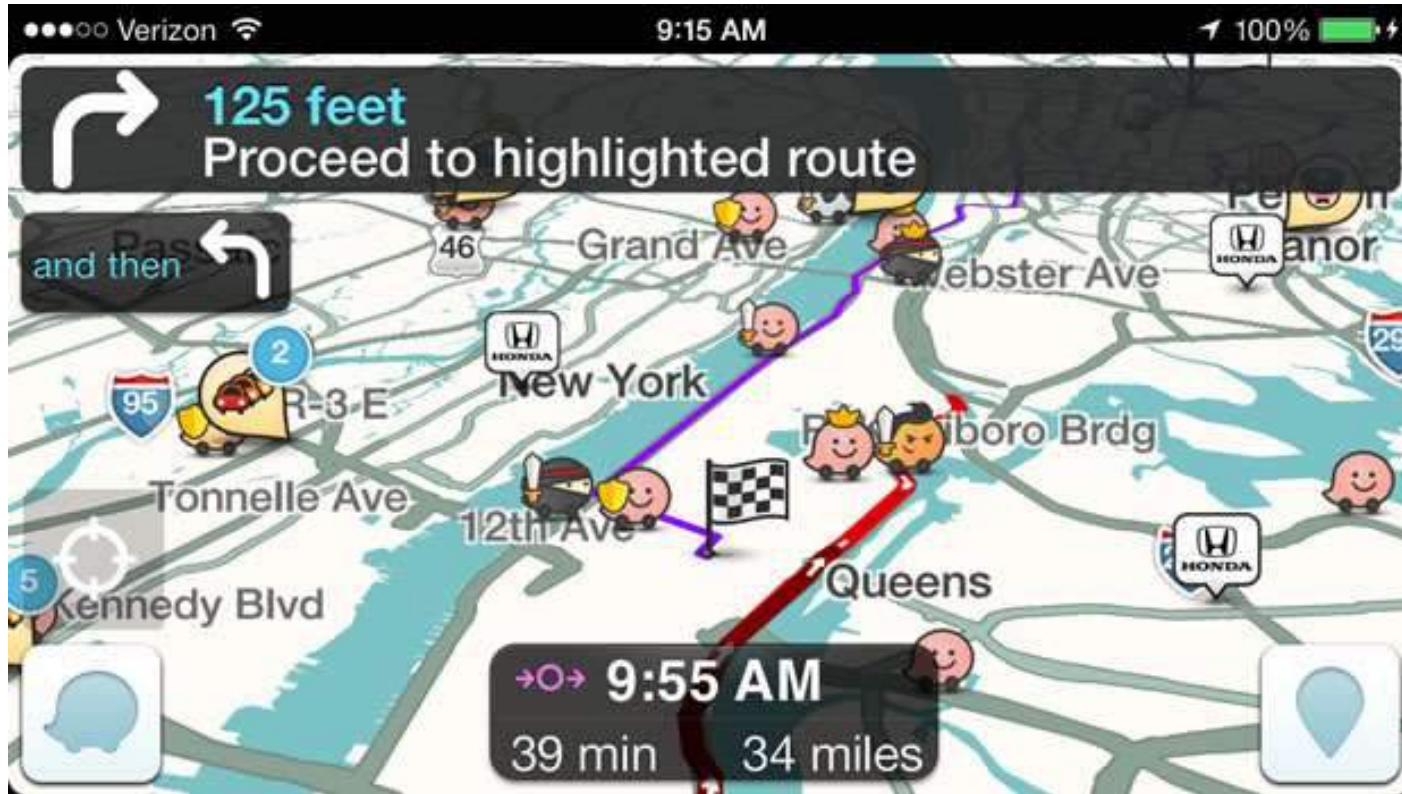
MeriTalk

Changing the Way Government Works



Digital Transformation

The foundation for consumer-like services



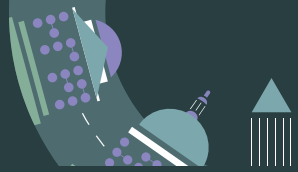
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Digital Transformation

The foundation for consumer-like services

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Digital Transformation

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MeriTalk



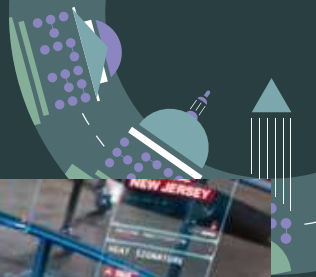
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The foundation for consumer-like services

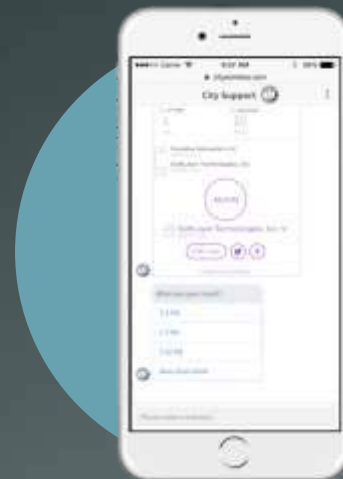
servicenow

MeriTalk





Artificial Intelligence; beyond automation







Digital Transformation

The foundation for consumer-like services



Digital Transformation

The foundation for consumer-like services





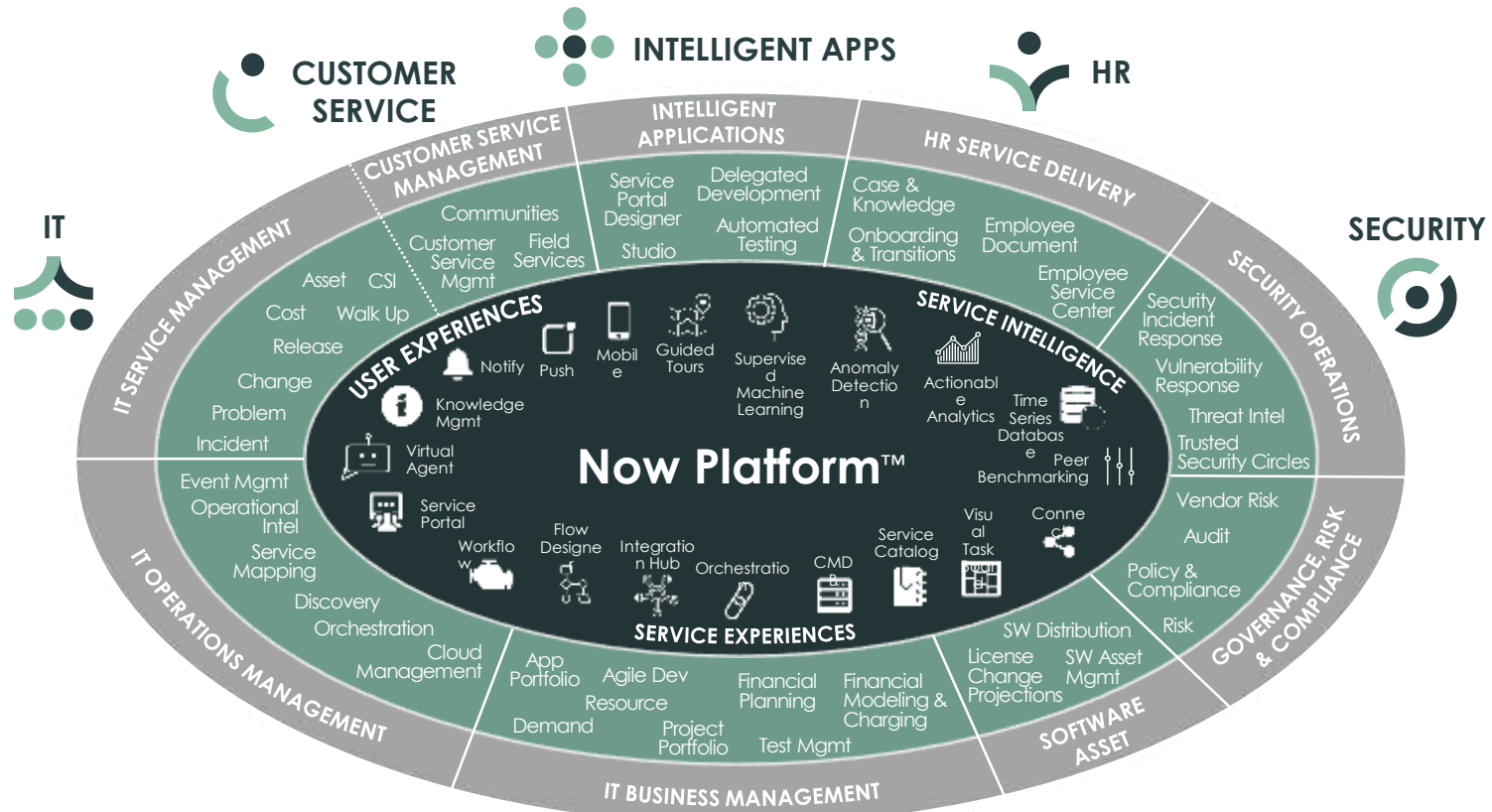
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MeriTalk

Digital Transformation

The foundation for consumer-like services



The strategic platform to build any workflow app fast



Now Platform[®]

The intelligent and intuitive platform for work.™

3 Workflow
Experiences



IT



Employee



Customer



Workflow Apps

Now Platform App Engine

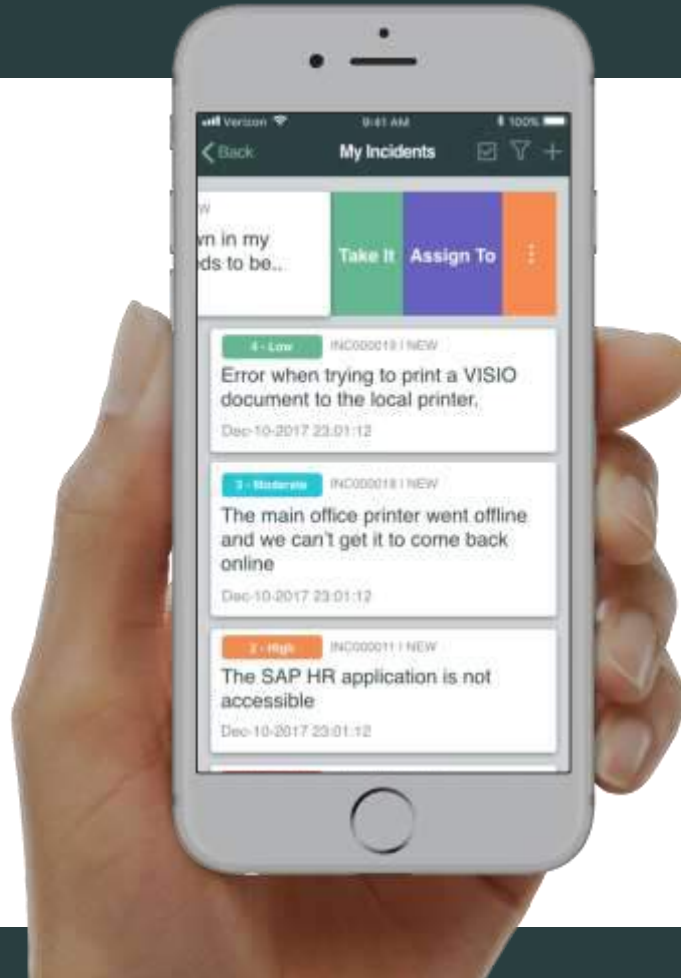
Build enterprise workflow apps fast



Partner Apps



“Practical AI”



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Digital Transformation

The foundation for consumer-like services

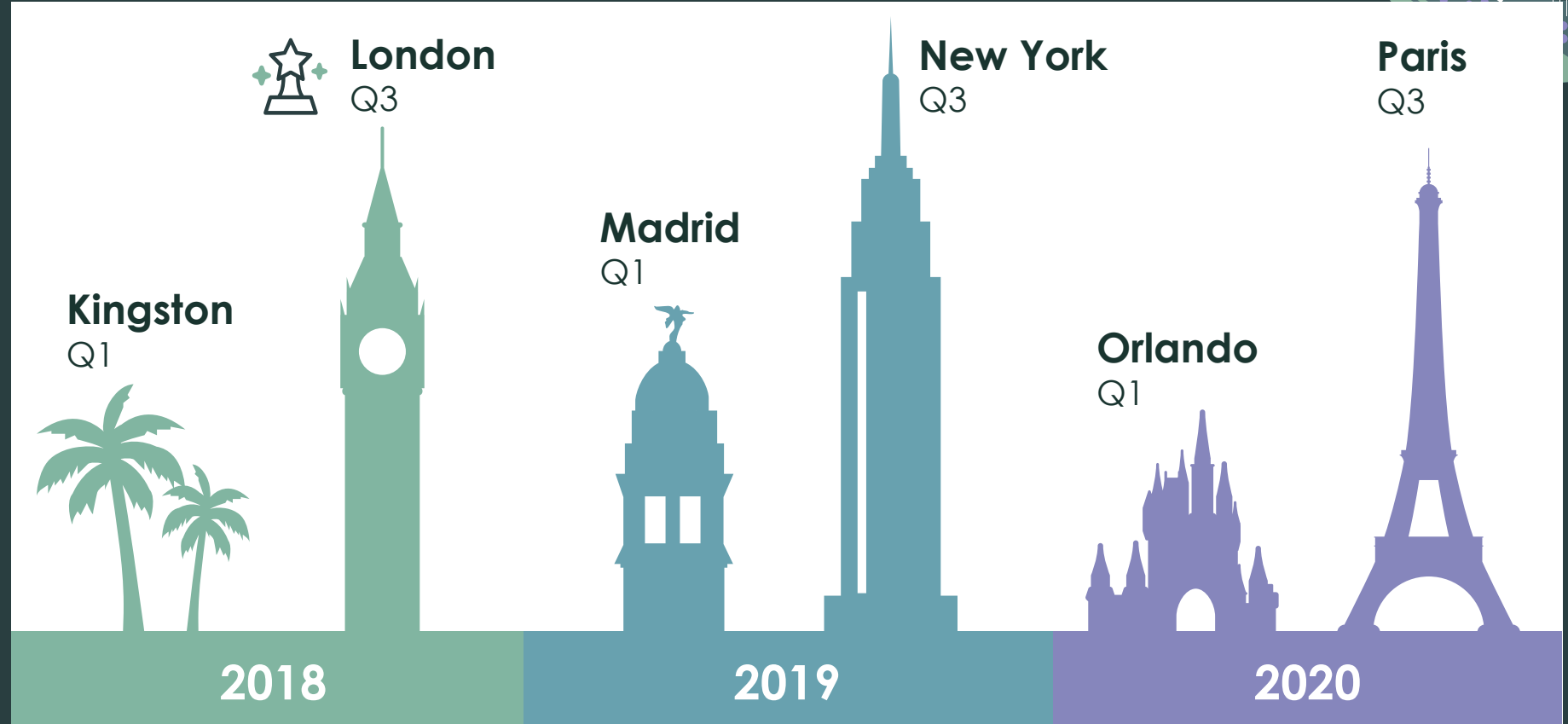
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MeriTalk



Digital Transformation

The foundation for consumer-like services



FedRAMP High • DOD IL4

"In Process"!



FedRAMP High • DOD IL4 ***“In Process”!***

Scheduled availability is September 2019



Works for you™



Works for you™

Save the date

May 5–9, 2019 • Las Vegas, NV

Government Keynote



Suzette Kent

Federal Chief Information Officer
Office of Management and
Budget

TECH Talks



Aaron Kinworthy
Senior Director, Federal
ServiceNow



Jim Watson
Director, Federal
ServiceNow



Brian Fogg
CTO, Federal Civilian
General Dynamics Information
Technology



David Shive
CIO
General Services
Administration

The Extensible Platform Journey

1

- Most started with traditional ITSM/ITBM use case
- Implement automation & orchestration (A&O)

3

- Integrate InContact to scale platform for intelligent call handling and routing
- GDIT has streamlined client application provisioning by leveraging ServiceNow inheritance model to turn days into hours

2

- Increase A&O beyond process to include infrastructure devices configuration & status
- SN Discovery & Service Mapping, GDIT Atlas to improve insights and capturing As-Is

4

- Beyond Intelligent Processes, How we are Leveraging the Growing Ecosystem: Partnered with IronArch Technology to develop an innovative tool for cloud ordering and calculating service cost
- Moving to processes leveraging AI/ML/DL

Driving towards an Autonomic/Self-healing Future



Business Service Map

- Begin with the mission to be delivered
- Understand the linkages in your infrastructure
- On-prem & Cloud



Event Management

- Collect events at scale
- Tie in Risk Management
- Embrace IaC best practices for CI and CD pipelining



Performance Analytics

- Monitor for trends (don't have "users as your sensors")
- Move to real-time insights, automatic tracking of "normal"
- Click-through, drill down & around



Closing the Response Loop

- Enable automated response and remediation for select use cases
- Monitor accuracy and confidence
- Assess impact

Predicting an issue, assess the situation, make a decision, implement an automated response

Further Enhancing User Experience with Virtual Agents

ANALYZE

Use predictive analytics to monitor interactions

Key Features	Benefits
Visualize trends based on automated interactions	Understand health of service
View common questions and answers	Improve content coverage and quality
View service health trends	Take proactive action to reduce user impact
View routing trends by assignment group	Optimize triage processes by visualizing how work is allocated

PREDICT

Automatically prioritize, route, and assign incidents and/or requests

Key Features	Benefits
Intelligent routing	Fewer hops, lower MTTR
Route around level one triage	Reduce cost per ticket
Predict the value of any field in any form in any app	Reduce human error and resource dependencies
Analyze routing and assignment patterns	Make better decisions about resources, costs, and triage processes

ADVISE

Provide information across multiple systems of record

Key Features	Benefits
Pin answers to questions	Shift support burden to self-service faster
Show fulfillers the right answer with intuitive cards	Reduce MTTR
Deliver answers across data sources	Provide the best answers without process changes or tool consolidation
Visualize answer trends	Eliminate content gaps and improve content quality

ANSWERS

Adopt virtual agent technology that converses conversationally and naturally

Key Features	Benefits
Interactively submit tickets	Quicker and easier for employees, accurate routing for agents
Find what you need faster in self-service portals	Improve self-service adoption
Order goods and services	Improve self-service usability
Ask questions and get better answers	Reduce call volume and improve customer satisfaction



GENERAL DYNAMICS Information Technology

TECH Talks



Aaron Kinworthy
Senior Director, Federal
ServiceNow



Jim Watson
Director, Federal
ServiceNow



Brian Fogg
CTO, Federal Civilian
General Dynamics Information
Technology



David Shive
CIO
General Services
Administration

Roadmap: Adapting New Technologies for Tomorrow's Government



Francis Rose
(Moderator)
Host
Government
Matters



David Bennett
Director of
Operations and
CIO
Defense
Intelligence
Systems Agency



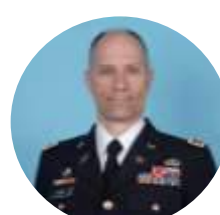
La'Naia Jones
Deputy CIO of
the Intelligence
Community
Office of the
Director of
National
Intelligence



Mitchell Kenfield
Principal,
ServiceNow
Practice Leader
KPMG



Bob Osborn
Federal CTO
ServiceNow



Col. Stoney Tent
Chief of
Operations for
the Joint Artificial
Intelligence
Center
Department of
Defense



**Charles
Worthington**
CTO
Department of
Veterans Affairs

Activating the Digital HR Organization



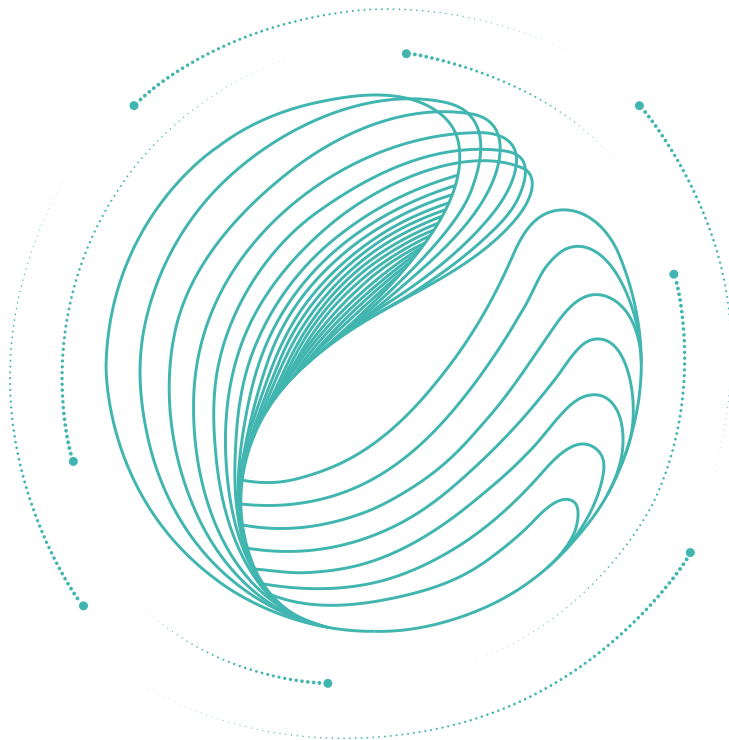
Kate Reilly

HRT Transformation Leader
Deloitte



Lindsey Willis

Division Chief, Systems Management Division
Office of Human Capital and Talent
Management (HCTM)
U.S. Agency for International Development



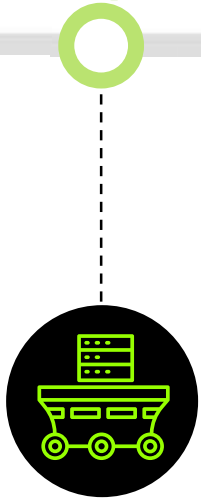
USAID and Future of Digital HR

Lindsey Willis and Kate Reilly, 2019

The world is changing and the future is arriving now

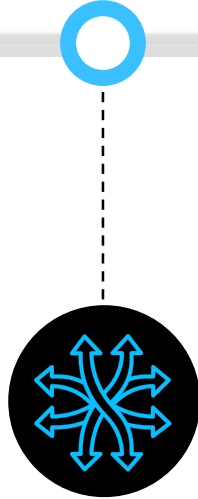
Disruptive forces sharply drive how we live and how we work, creating an imperative for new solutions.

The Future of **Enterprise**



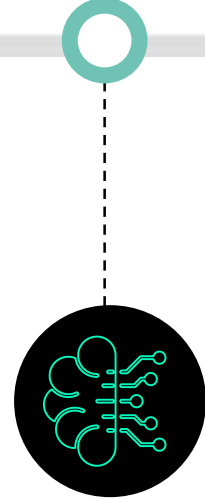
9x

The Future of **Workforce**



50%

The Future of **How Work Gets Done**



61%

The future of HR requires agencies to make shifts

MIND-SET

Digital Traits & Behaviors



Transformation to
Doing Digital Things



**SUSTAINED PERFORMANCE
BEING DIGITAL**

FOCUS

HR Customer Centricity



Center-Driven
Solutions
HR Program & Process
Design



**HUMAN-CENTERED SOLUTIONS
VALUE CREATION INITIATIVES**

LENS

*High-Impact HR
Operating Model*



Work Redistribution
Compliance & Control



**EXPONENTIAL HR
PROFESSIONAL
TRUST & EMPOWERMENT**

ENABLERS

Advanced Technology



Integrated Systems
Usability



**UNIFIED ENGAGEMENT
PLATFORM
PRODUCTIVITY**



**USAID
Transforms
Countries,
Economies, and
Communities...**

**Now it's
transforming
itself.**



**“HR IS A
BLACK HOLE”**


LaunchPad: Engaging and Enhancing Workforce Experience

LaunchPad Homepage

Quick Links


- Agency Notices
- EIMS
- Employee Personal Page (EPP)
- eOPF
- GRB
- HR Connect
- HR Transformation
- Human Resources Operational Policy (ADS)
- Service Central
- Staff Care Center
- Telework Support Center
- Thrift Savings Plan
- USAID Forms Directory
- USAID University
- WebTA
- Workspaces (Huddle)

My HR Data




Review your personal HR data in one place.

Moments That Matter



Find and complete common HR actions as important life or work events occur.

My HCM Requests




View the status and take action on HR cases that you have open.

My Resources




Access the Knowledge Base for centralized information on HR topics.

ePerformance




Complete employee performance and development tasks.

Assignments




Access information regarding assignments.

My Work



Access Service Central to complete tasks assigned to you.

My Requests: Accountability through Transparency

 **LaunchPad** YOUR HR ONE STOP SHOP

[LaunchPad Home](#) [My HR Data](#) [Moments That Matter](#) [My HCTM Requests](#) [My Resources](#) [Provide Feedback](#) [Ahmed Elkheshin](#)

My Requests

All

General

Life Moments


Work Moments

My Tasks

All

Overdue

MY HCTM REQUESTS




[NEW HCTM REQUEST](#) [TOUR THIS PAGE](#)

All Requests

Open/Closed

Open



Work Schedule Change (Supervisor Initiated) - Ahmed Elkheshin

Case # HRC0002155

Work in Progress

Updated 3mo ago

Cancel case

CONTRACT

Short Description:

Work Schedule Change (Supervisor Initiated) case for Ahmed Elkheshin

Description:

The following fields have been provided: Employees: Rachel Fellenstein Select one: : Part Time Would you like to revise their current work hours or request they work Full-Time?: Revise their current work hours Monday: 30 Tuesday: 10 Wednesday: 20 Thursday: 40 Friday: 12 Please provide justification here:: Test Select a start date:: 11/01/2018

Attachments

Drop files here

History

[Send](#)

HCTM Contact Center

3mo ago

yes

HCC

AE

Ahmed Elkheshin

No Tasks Found

The background features a series of concentric, hand-drawn style circles and arcs made of small teal dots. Several larger, solid teal circles are placed at various points along these arcs, creating a sense of movement or data points. The overall aesthetic is clean and modern, with a focus on geometric patterns.

**“MY DATA
IS WRONG”**

My HR Data:
Data in one place,
in layman's terms

MY HR DATA

Is your data incorrect? Help us fix it by submitting a HCM Request!

Search

NEW HCM REQUEST

TOUR THIS PAGE

My Employee Profile

This information should be updated via self-service in HR Connect and/or EPP. If you need assistance with updating this information, please refer to the Knowledge Base.

Employee Number:

Home Address:

1300 PENNSYLVANIA AVE NW
APT 1
ADJUTANT GENERAL
WASHINGTON, DC 20004

ERG Code: WYLA

Education:

Documentation provided at time of hire: high school graduate or certificate of equivalency.

For more information about your employee profile, please click here.

My Job Information

Service Type: Personal Services Contractor

Position: RROG-SPECLST

Position Backstop:

Work Schedule:

USARP Start Date: 02/27/2017

Supervisory Status: Supervisor or Manager

Org Unit:

Bargaining Unit Eligibility: None, Ineligible for inclusion in a Bargaining Unit

Appointment Type: Excepted-Temporary/SES-Time Limited-Nondraft

Pay Plan: AD-Administratively Determined

Grade: GS

Org. Series: 0301

My Supervisor:

For more information about your job information, please click here.

My Retirement

My Compensation

ADJUSTED PAY

\$45,862

Base Pay Locality Pay

For more information about your compensation, please click here.

My Leave

The leave balances here reflect your actual amounts as of the last pay period. You can view your projected leave balances, on WebDA.

TOTAL LEAVE: 144.5 Hours

Expiring Leave: 2 Hours

TOTAL LEAVE BREAKDOWN

Annual Leave	Career Leave	SICK LEAVE
8.5	0	11.5

For more information about your leave, please click here.

My Veteran Status

Veterans' Preference: N/A

Uniformed Services Status Code: N/A

For more information about your veteran status, please click here.

My Calendar

UPCOMING DATES

IMPORTANT DATES

04/26/2017
SOD Leave Date

For more information about your calendar, please click here.

My Benefits Elections

FEHB - Medical ☒ Enrolled

Plan Election: BLUE CROSS AND BLUE SHIELD

FEDVIP - Dental ☐ Not Enrolled

FEDVIP - Vision ☐ Not Enrolled

FEGLI - Life Insurance ☒ Enrolled

For more information about your benefits, please click here.

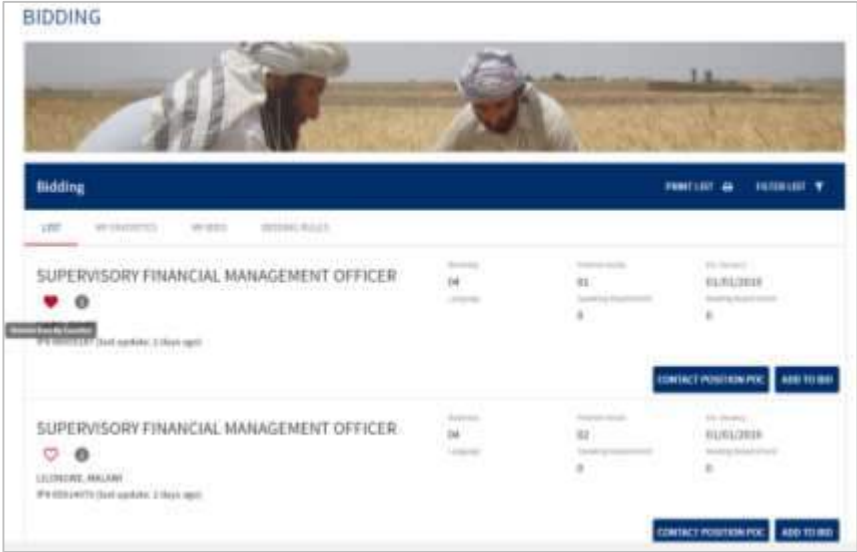
USAID and Future of Digital HR
2019

42

The background features a series of concentric, hand-drawn style circles and arcs in a teal color. Scattered throughout these shapes are numerous small teal dots, some of which are grouped into larger, more distinct clusters. The overall effect is a dynamic, orbital, or perhaps signal-like pattern.

**“WHERE IS MY
CABLE...I LEAVE
TOMORROW”**

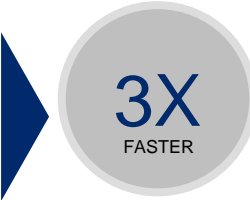
The Assignments and Bidding Solution: Changing the Way Work is Getting Done



Getting to Post (G2P) Metrics

Metric	Before	After
Time to process cables	3 months	< 1 month 21.9 days

- Qualitative Benefits
- Standardization of Cable Language
- Automated Workflow
- Automated Tracking of SLA Compliance



Cable processing



Assignment Questionnaire

Get Started

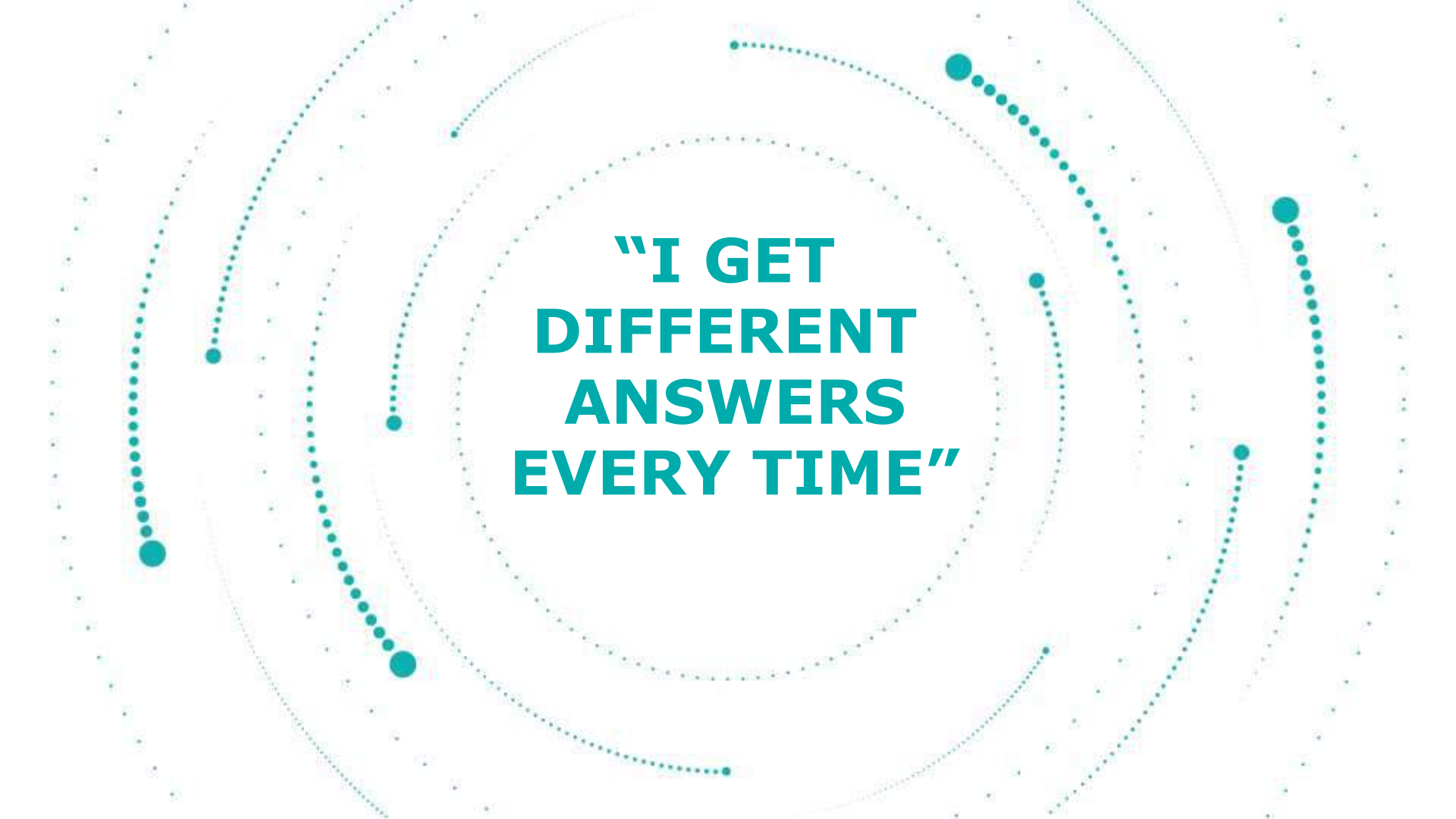
100%

Enter an email address where you can be reached while you are on leave:

Enter a phone number where you can be reached while you are on leave:

BACK NEXT

VALIDATE & SUBMIT

The background features a series of concentric, hand-drawn style circles in a light teal color. Overlaid on these are several curved paths of dots. Some paths consist of small, faint dots, while others are more prominent, featuring larger, solid teal dots at various points along their arcs. The overall effect is a dynamic, orbital pattern.

**“I GET
DIFFERENT
ANSWERS
EVERY TIME”**

Knowledge Base: Information at your fingertips

MY RESOURCES

[NEW HCM REQUEST](#)

[TOUR THIS PAGE](#)

Knowledge Base Libraries

[Human Resources General Knowledge](#)

- Quick Links**
- [Agency Notices](#)
 - [EIMS](#)
 - [Employee Personal Page \(EPP\)](#)
 - [eOPF](#)
 - [GRB](#)
 - [HR Connect](#)
 - [HR Transformation](#)
 - [Human Resources Operational Policy \(ADS\)](#)
 - [Service Central](#)
 - [Staff Care Center](#)

Top Rated Articles

[HR Connect: Resetting your password](#)
★★★★★

[PAR Tracker Report: Bi-Weekly](#)
★★★★★

[Foreign Service - Telework](#)
★★★★★

Most Viewed Articles

[Qualifying Life Event \(QLE\)](#)
👁️ 14 Views

[HR Connect: Resetting your password](#)
👁️ 3 Views

[Employee Award Nomination and Assistance](#)
👁️ 2 Views

[HR Connect: Hiring a Contractor \(CWR\) by Establishing a Position](#)
👁️ 2 Views

[Temporary Continuation of Coverage \(TCC\) for FEHB](#)
👁️ 2 Views


The background features a series of concentric, hand-drawn style circles and arcs in a teal color. Scattered throughout these lines are numerous small teal dots, some of which are grouped into larger, more distinct clusters. The overall effect is a dynamic, orbital, or network-like pattern.

**“WHO DO I
TALK TO TO GET
SOMETHING
DONE?”**


Moments That Matter: Empowering Users

Life Moments


Dependent Change




Birth/Adoption




Loss of Family Member



Thinking About Retirement




Marital Status Change




Work Moments


Awards and Recognition




Employment Verification




Professional Development




Emergency Contact



Compensation and Pay



Leave and Work Schedule



Marital Status Change

Obtain documentation of your Qualifying Life Event

VIEW DETAILS

Request time off

VIEW DETAILS

Initiate a Name Change

VIEW DETAILS

Update your tax withholding allowances

VIEW DETAILS

Update your address

VIEW DETAILS

Update your direct deposit information

VIEW DETAILS

Update FEHB Request

Submit within 60 days of a Qualifying Life Event

VIEW DETAILS

Update your emergency contact information

VIEW DETAILS

Update dependents for additional benefits with Benefeds (FEDVIP Dental, Vision, or Long Term Care)

VIEW DETAILS

Update dependents for additional benefits with FSA Feds

VIEW DETAILS

Update FS Residency and Dependent Information Request

VIEW DETAILS

Update FEGLI Request

VIEW DETAILS

PAR Automation: Disrupting Technology Reinventing the Workplace

Moments that Matter Questionnaire for Users

MOMENTS THAT MATTER

Search

NEW HCM REQUEST

Home > Questionnaire

Please select the name(s) you would like to change

Last Name

First Name

Middle Name

CONTINUE

Automatically Populated SF-52 for HR

serviceNOW

Service Management

HR Form Editor

PROCESSED: FTO_ESS view

Comments and Work Notes

Data Control

Approval Data

Full/Partial Instructions

Restrictions

Electronic SF52 Submission

PART A- Requesting Officer

Officer code requested

Request effective date

PART B- For Preparation of SF52

Select Service Request

Date of Birth

Actual effective date

Form Action

End Work code

Third legal authority code

Third legal authority code

Second Action

Second WSA code

Second legal authority code

Fourth legal authority code

Nature of Action 1

Nature of Action 2

Legal Authority 1

Legal Authority 2

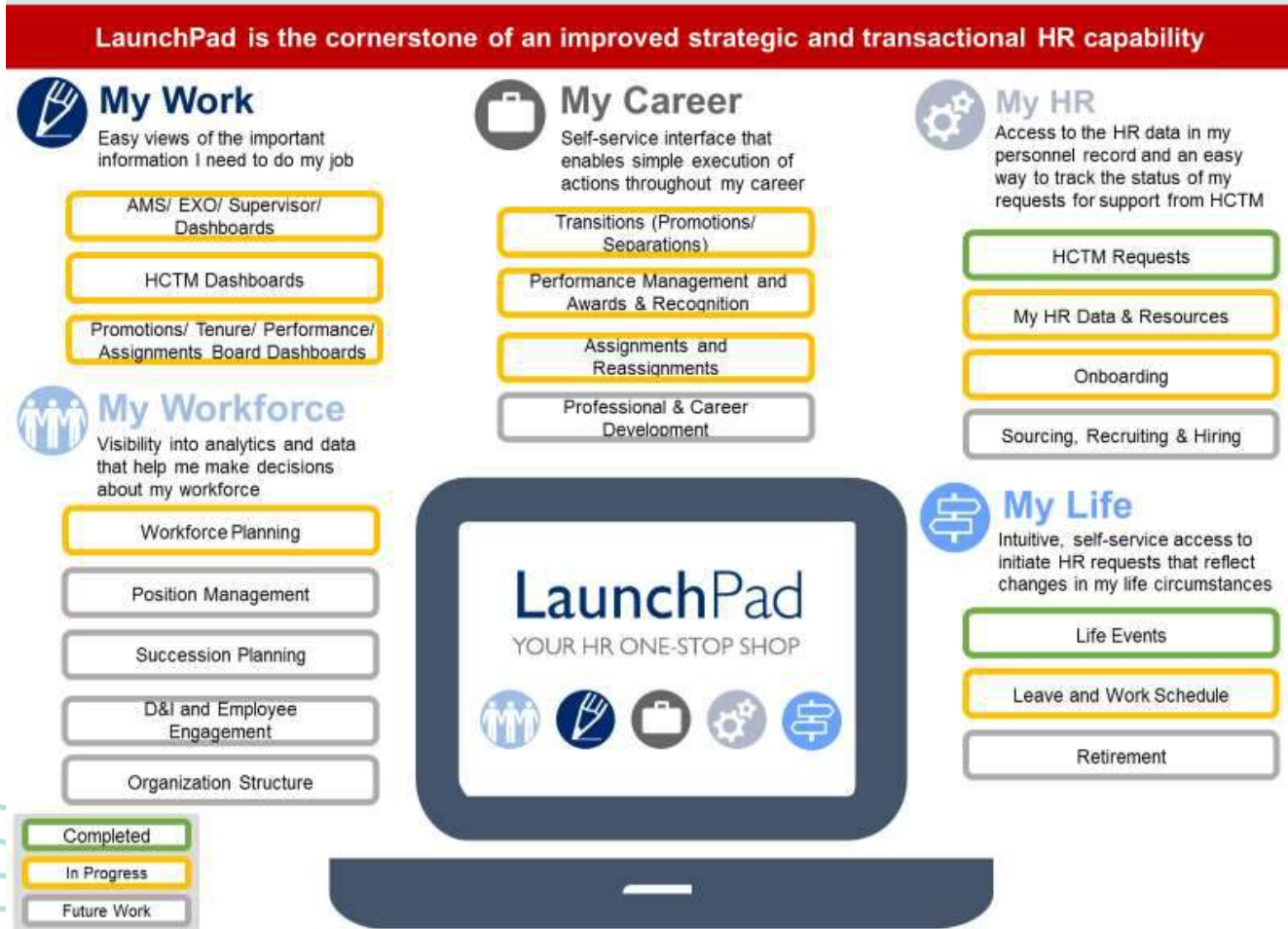
Legal Authority 3

Legal Authority 4



What's Next?

Where is USAID's journey taking them?



Artificial Intelligence and Robotics: AI-Powered Chatbot

servicenow

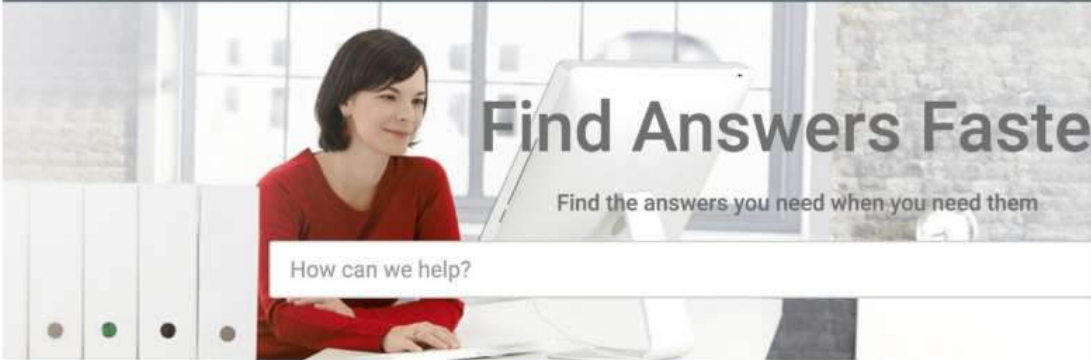
Customer Support

What We Sell

Support

Community

Who We Are



Find Answers Fast

Find the answers you need when you need them

How can we help?

Knowledge

Browse and search for articles, rate or submit feedback.

Ask the Community

Engage with and get answers from your peers and experts.

Most Viewed Articles

Router blinking after heating

Configuring the Broadband Router

Replacing a fan Fuse on a router

Removing the Circuit Breaker

Recent Discussion Topics

Wireless devices intermittently disconnect from the wireless network

Troubleshooting Ice Maker Issues

Troubleshooting Conference Bridges: RTMT and Tracing

now Now Support

StateNew

Priority4 - Low

Short Descriptionrouter making loud noise

Here are some additional actions you can take:

Update the product and asset

Please select a product model:

ACME Corporation Analytics Suite 2016

KNOWLYTICS

KNS-ULTRA2200

KX Series - KX5000

Network Monitoring & Security

Cancel

Please pick an option.

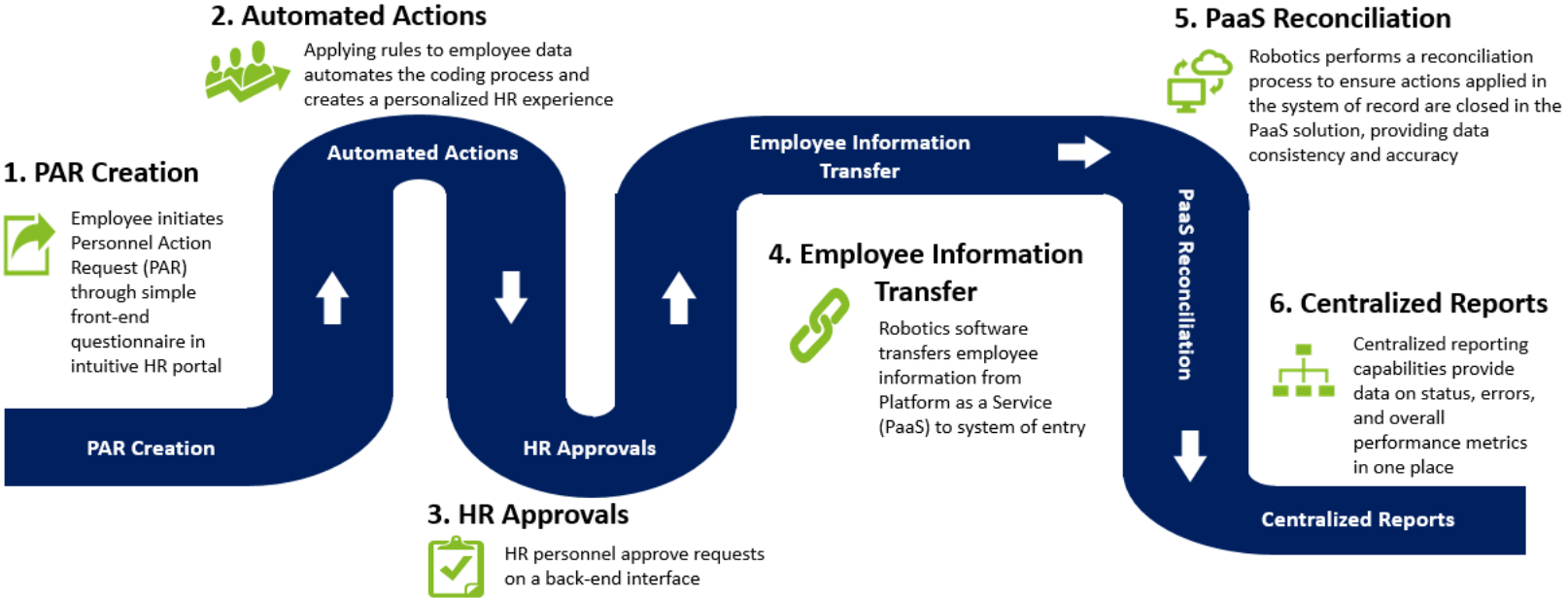
Device stops charging when running router

Common Router IP and Settings

Personnel Action Request Automation

A reinvented process using PaaS to provide flexibility to agencies with varied PAR transactions needs

Challenges: Personnel Actions today are highly manual and there is limited transparency with the customer. There are few controls in the process to minimize errors and errors made on personnel actions cause a ripple effect in benefits and payroll, resulting in labor intensive corrections. Such practices drive up cost, increase risk, and result in an inconsistent end-to-end customer experience.



Benefits: PAR automation minimizes human error, increases processing speeds, allows HR personnel to focus on more complex cases, and ultimately creates a more efficient and customer-focused HR ecosystem. In addition to saving time and resources, agencies can reduce transactions costs by roughly 95%.

Deloitte.

U.S. Agency for International
Development

Personnel Action Request (PAR)
Update





Thank you.

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