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Service Focused Government:
Mission Simplified

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

MeriTalk



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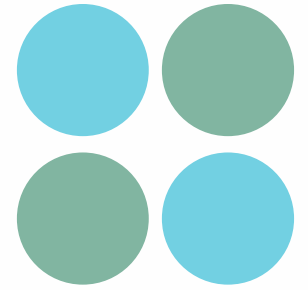
Transforming Facilities Management
NOAA—Customer success story

Corey Losinski
Solution Consultant,
Nuvolo

MeriTalk

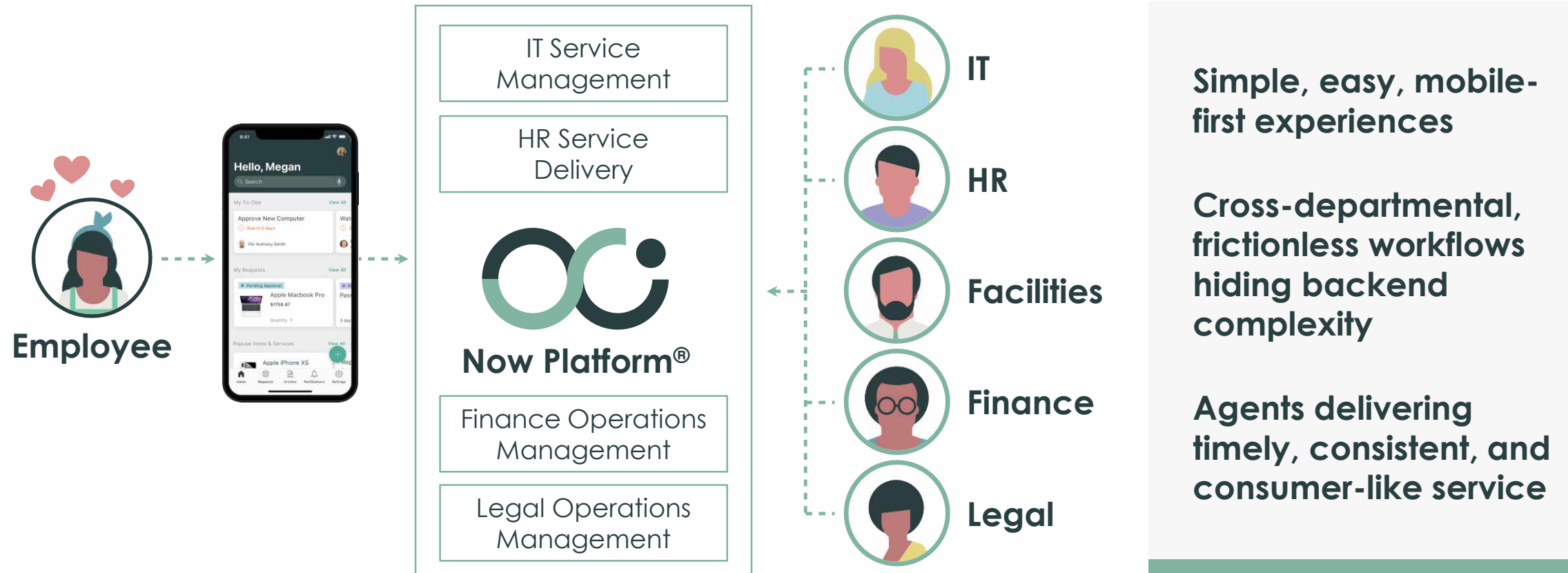


Behind every
great experience
is a great workflow



ServiceNow Digital Workflows transform the employee experience

To an employee-focused approach to service delivery that unlocks productivity



NOAA → Agency overview

Brent MacAloney

NOAA's ServiceNow Program Manager

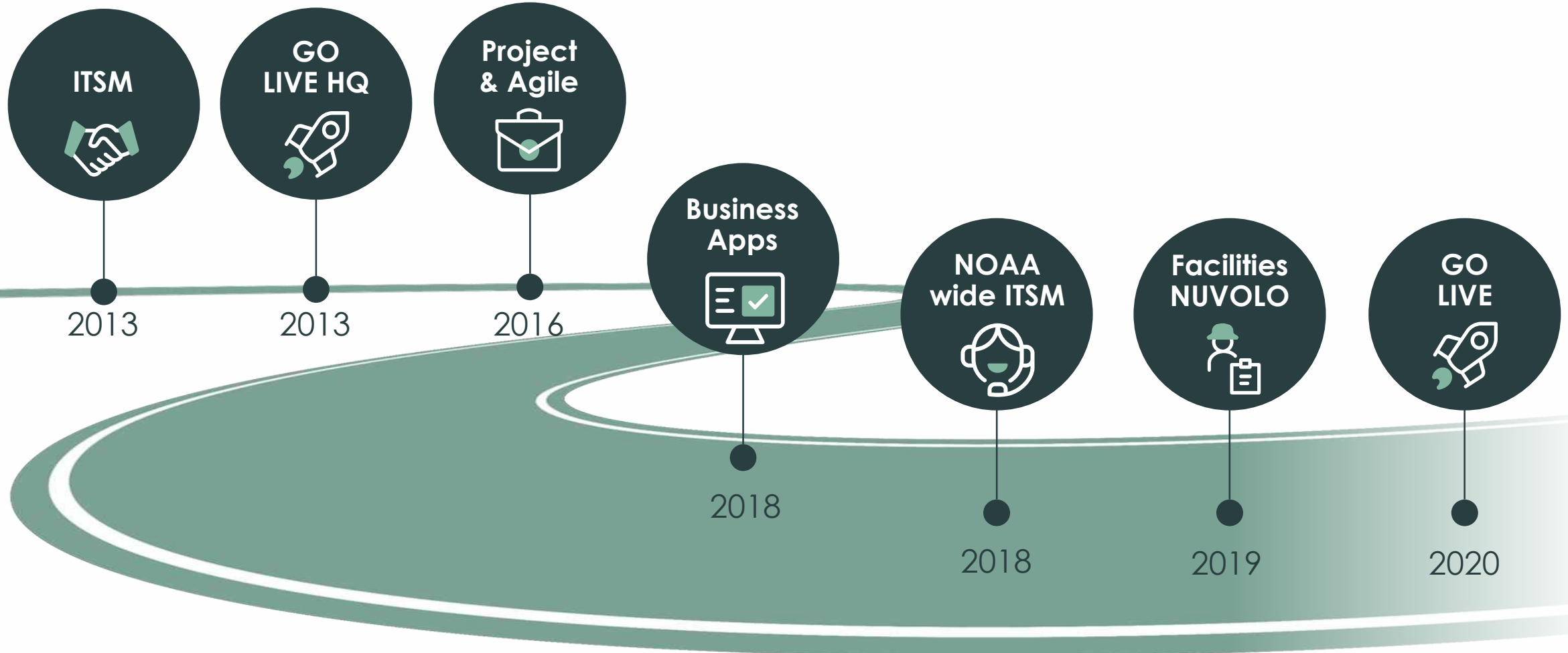
- The **National Oceanic and Atmospheric Administration (NOAA)** is an American scientific agency within the United States Department of Commerce that focuses on the conditions of the oceans, major waterways, and the atmosphere.
- NOAA warns of dangerous weather, charts seas, guides the use and protection of ocean and coastal resources, and conducts research to provide understanding and improve stewardship of the environment.



NOAA's five main activities

1. **Monitoring and observing** Earth systems with instruments and data collection networks
2. **Understanding and describing** Earth systems through research and analysis of that data
3. **Assessing and predicting** the changes of these systems over time
4. **Engaging, advising, and informing** the public and partner organizations with important information
5. **Managing resources** for the betterment of society, economy, and environment

NOAA's journey on the ServiceNow Platform



NOAA's Facilities Management challenges



Previously **NOAA** used spreadsheets and manual processes to manage their data center facilities maintenance and operations

- Issues with reporting and data summarization
- Maintenance work orders buried in the shuffle of paperwork and e-mails
- No detailed sole source of inventory data for assets at each site
- Difficulty in tracking Vendor Maintenance Contracts and Warranties

Planned Transformation of Facilities Management



Picked **Nuvolo** as enterprise facilities management solution in 2019

- Starting deployment at three data center locations
- Focus on Access Control, Electrical, Fire Suppression and Heating / Cooling / Air Handlers in first phase
- Updating asset inventory and automated PM scheduling for up to 1,000 assets at data centers
- Near term vision to expand to 8 data center locations with long term potential to expand to over 350 facilities across NOAA

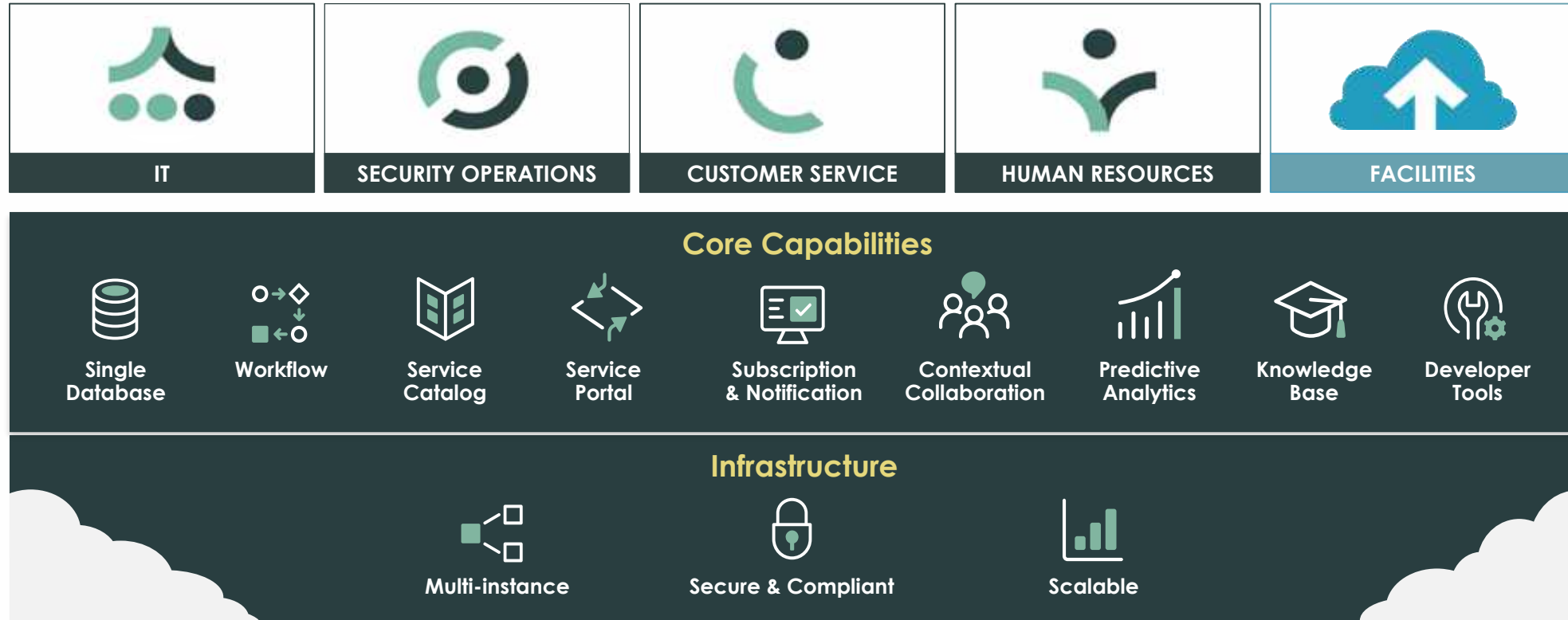
Expected Benefits from Nuvolo Deployment



New Digital Transformation journey to modernize facilities management

- Full visibility into asset inventory and performance metrics at all site locations globally
- Improved vendor oversight and accountability for performance SLA's on contracts
- Automated routing and workflow processing for both Preventative Maintenance and Corrective Maintenance work orders
- Simplified service request process for all employees through easy-to-use online portal

Nuvolo → Native on ServiceNow

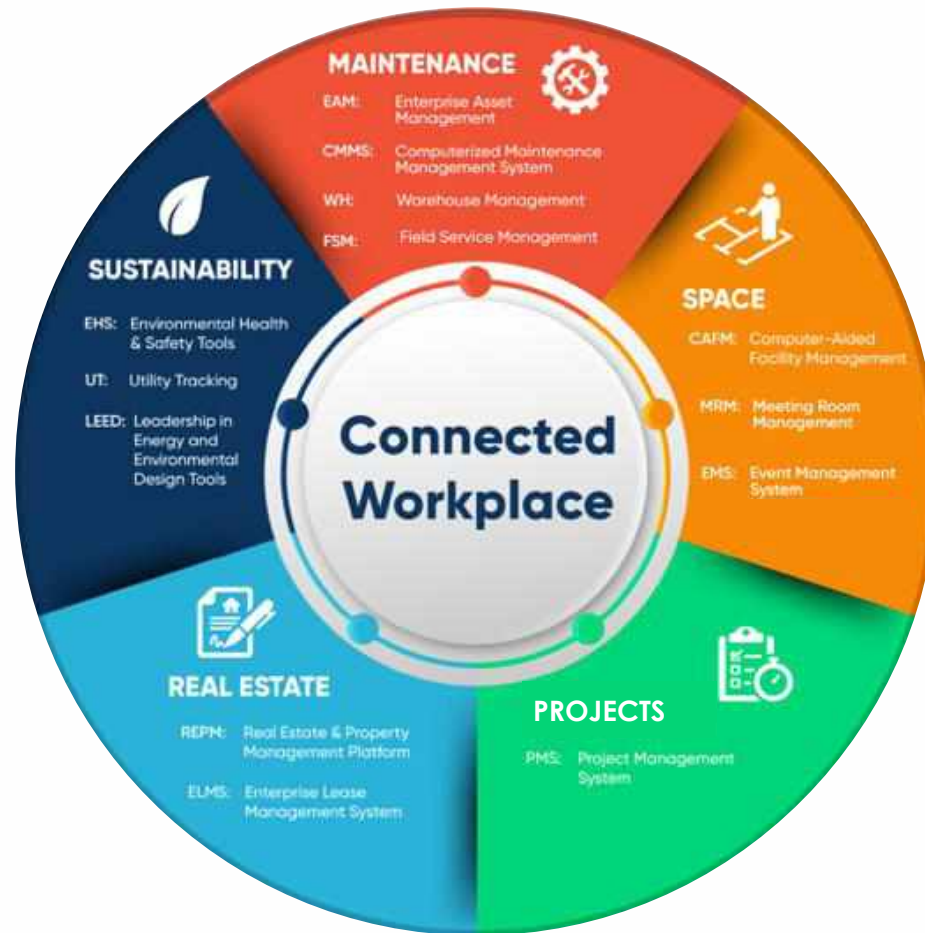


Single system of engagement across the enterprise

Nuvolo—Connected Workplace

Collaborate across the facilities organization

Coordinate activities to streamline operations



Tracking and Reporting for all facilities projects

Improve the employee experience for all locations

Product demonstration



Employee



Technician

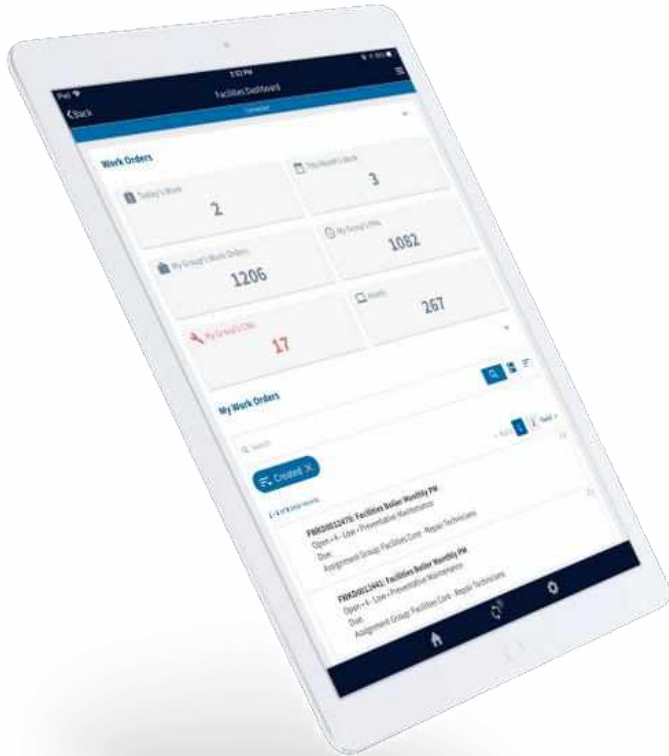


Supervisor



Leadership

Leveraging Nuvolo to deliver a Connected Workplace



Field Services



Space and Move



Real Estate



Capital Projects



Sustainability



Warehouse Inventory

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**Making the world of work,
work better for government.**



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Questions?

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Thank you

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