knowledge16

Experience the Service Revolution



Notes to Now!

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Agenda

The tale of the tape: Notes vs. Now

Building the business case

Ease the process of migration

Conversion steps

Desjardins Case Study

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Notes vs. Now



Tale of the Tape

IBM 'Lotus' Notes		Service 'Can Do' Now
RAD	**Platform**	aPaaS
User + Server	Priced	Fulfiller
~140k	**# of Devs**	35K
Unstructured	Data Model	Structured
Difficult	**Reusability**	Designed
2 years	Upgrades	2 per year
Email & Chat	**Native Social**	Chat & Presence
Devs	Liked By	Devs & Users

Visual Workflow End User Customization



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Building The Business Case

Best Practices

- Don’t dwell on the problem
- Short and sweet
- Be different
- Make it stand out
  - Pictures, Graphs, graphics, quotes, videos
- Quantitative and qualitative
- Anticipate questions



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Building The Business Case

Components



- Proposed path
- Do Nothing

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Building The Business Case

Cost / Benefits For Notes Replacement

- Less operational costs / more innovation
- Application Consolidation
- More nimble
- License costs
- Happier end users / customers
- Application support



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Business Case

- Risks associated with shadow IT
- Replace 52 non mission critical systems (in house Java, Notes, Excel, MS Access, FileMaker…)
- Address IT's lack of agility
- Goal of 20% efficiency gain
- Reduce time to market
- Provide Developers more autonomy, and standardized applications to the business
- Significant number of redundant and unused applications in 2500+ Notes apps.
- Goal to eliminate 3500 legacy applications



Desjardins

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Ease The Process Of Migration

Build 

- Pros
  - Retain expertise in house
  - Migration leads to new development
  - Developers already familiar with applications
- Cons
  - Can be slower
  - May be developer resistance

Many Applications

Buy 

- Pros
  - Faster time to value
  - Initial projects will be higher quality
  - Fresh unbiased perspectives
- Cons
  - Can be expensive
  - Ongoing support
  - No lasting expertise retained

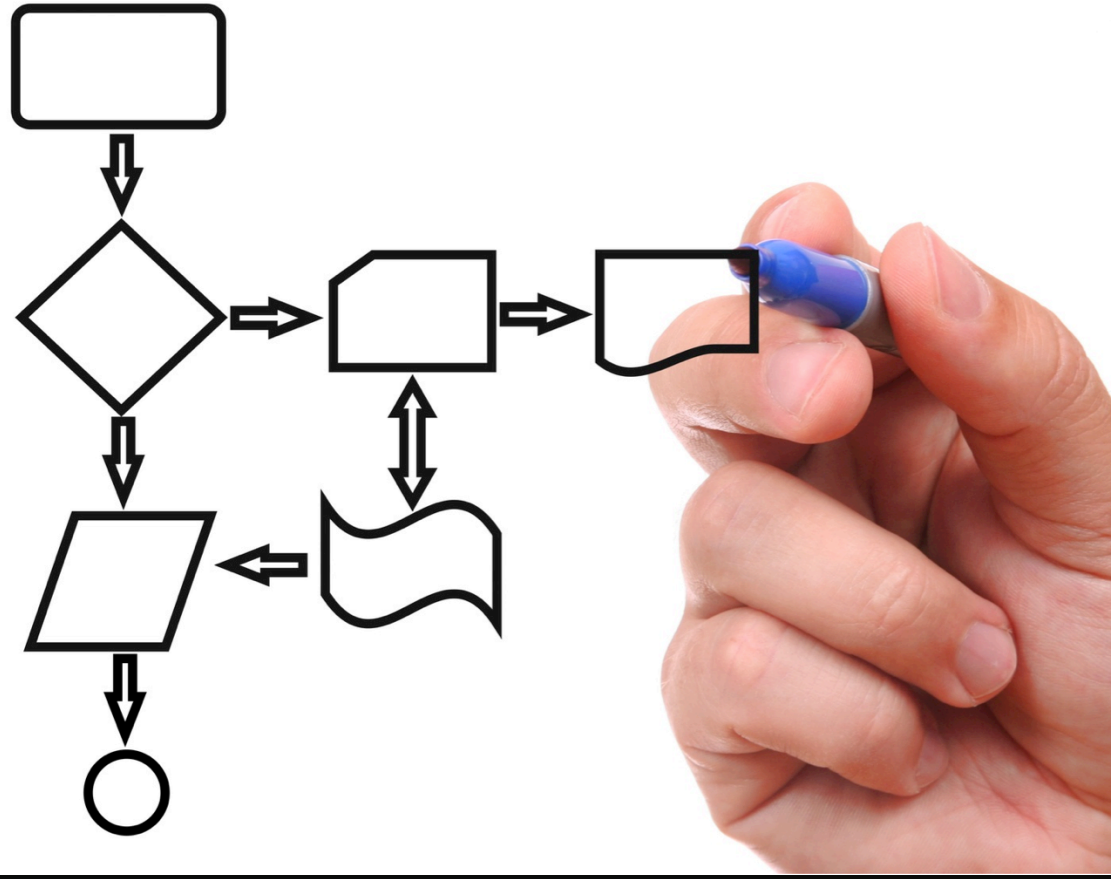
Few Applications

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Ease The Process For Migration

Build Your Servicenow Center Of Excellence

- Examine your existing pool of talent
- Identify thought leaders/early adopters
- Thought leaders learn, experiment and document
- Train the team

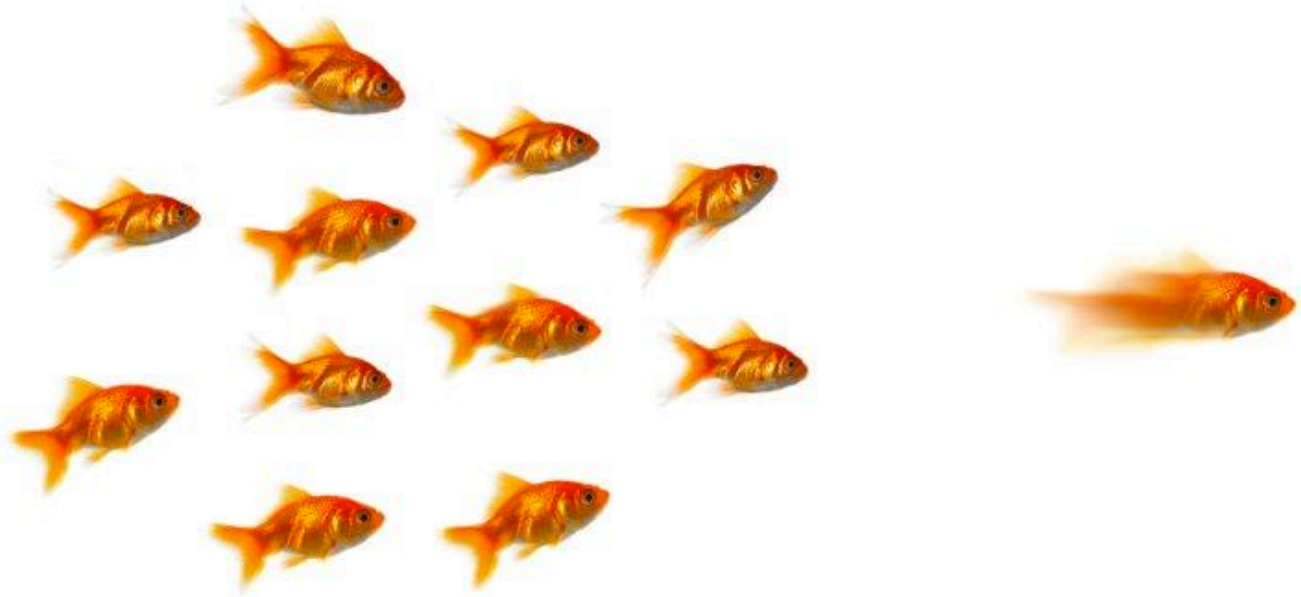


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Ease The Process For Migration

Build Your Servicenow Center Of Excellence

- Qualities of a good thought leader
  - Tech skills
    - Familiarity with HTTP protocol and web stacks
    - XPath, Regex, JQuery, Angular all helpful
  - Soft skills
    - Good communication skills
    - Leadership abilities
  - Dev Background
    - JavaScript essential
    - Java helpful
    - Understanding of SQL and query construction



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Ease The Process For Migration

Getting Personnel In Place

- Time to onboard
  - Roughly 2 weeks (80 hours)
- Where to find Outside resources?
  - Store contributors
  - Share contributors
  - Consultants
    - From ServiceNow Partners
    - Independents



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Ease The Process For Migration

How

- Train
  - Developer Portal (developer.servicenow.com)
  - Sys Admin, Scripting, Application Development
- Build prototype transition project
- Optimize with insights
- Thought leaders disseminate



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Conversion Steps (Into The Future)

- Inventory existing application(s)
- Create quick MVP prototypes in ServiceNow
- Get feedback early and often
- May expose unanticipated technical debt



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Results

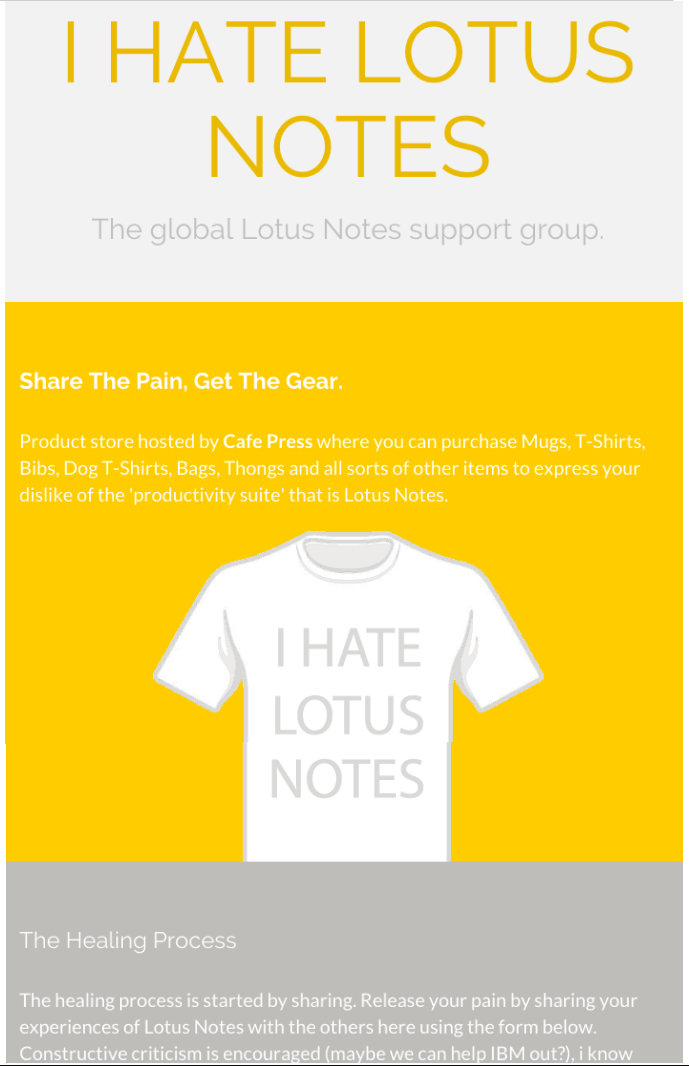


- 30 legacy applications migrated
- 25% faster app development then on Notes
- 10 days to onboard on a new developer
- Open architecture and easy integration
- Better and consistent look and feel
- Configuration flexibility
- Updates on demand
- Stable
- Supported and well documented
- KB of best practices

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Top Takeaways

1. Let the healing begin
2. Build the business case
3. Free the budget and your users



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Thank You

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