knowledge17

WORK at LIGHTSPEED™

Building a Better Move Process with Facilities Service Management

BRYAN HARRIS
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Veterans United Home Loans

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Session Agenda

- Speaker and company introduction
- Rapid company growth requires a solid move process
- Challenges and Goals
- Developing a single move process
- Integrating with current processes
- Results and Benefits
- Q&A

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Speaker Introduction



NAME: Bryan Harris

TITLE: Senior Application Administrator

FUNCTION: ServiceNow Administration

COMPANY: Veterans United Home Loans

EXPERIENCE: ServiceNow Administrator for 4 years

EXPERTISE: Implementation, Automation, Integration

ACHIEVEMENTS: Knowledge15 Hackathon finalist, Knowledge16 Hackathon winner – Platform Vanguard category, ServiceNow Certified Application Developer

CURRENT PROJECTS: Facilities Management implementation, Service Portal implementation, UX overhaul

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My Company



NAME: Veterans United Home Loans

INDUSTRY: Financial Services

MARKET FOCUS: Veterans United Home Loans is the nation's largest dedicated provider of VA Loans

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: VA Home Loans, VA Loan Refinancing, Credit Building

COMPANY VALUES: Be Passionate and Have Fun, Deliver Results with Integrity, Enhance Lives Every Day

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Session Overview



Objectives

- Discuss using Facilities Service Management to manage and visualize employee moves



What You Will Learn

- Use a single move process to track employee moves and increase visibility
- Integrate move workflow with current HR processes
- Get the right people involved based on move location to streamline the process

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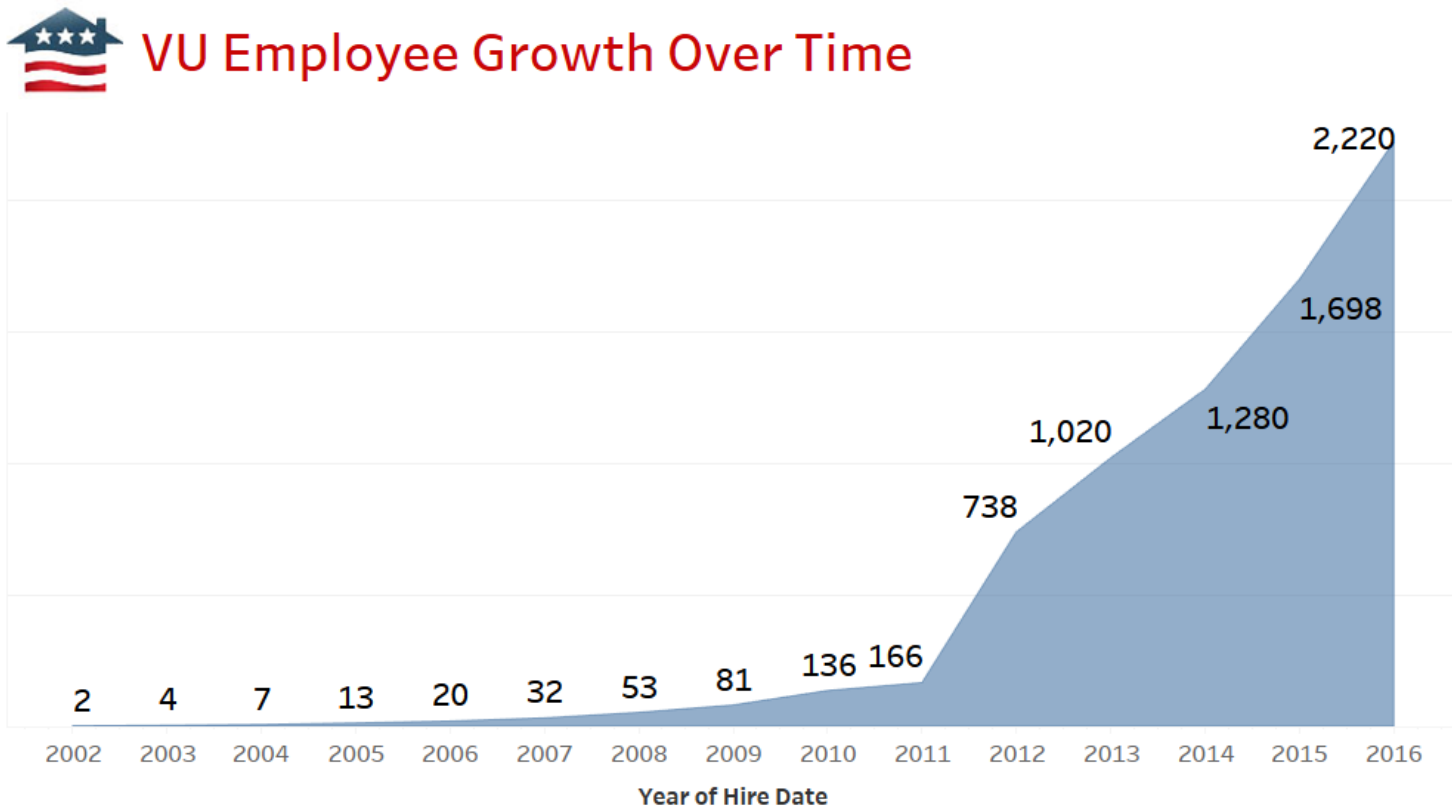
Rapid Company Growth Requires a Solid Move Process

Company Growth

- From 32 to 2,500+ employees in 10 years
- New buildings/suites added regularly
- Informal, “small company” processes

Current Environment

- 2,500+ employees
- 18 buildings to map
- 2,062 HR requests in 2016



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Challenges and Goals

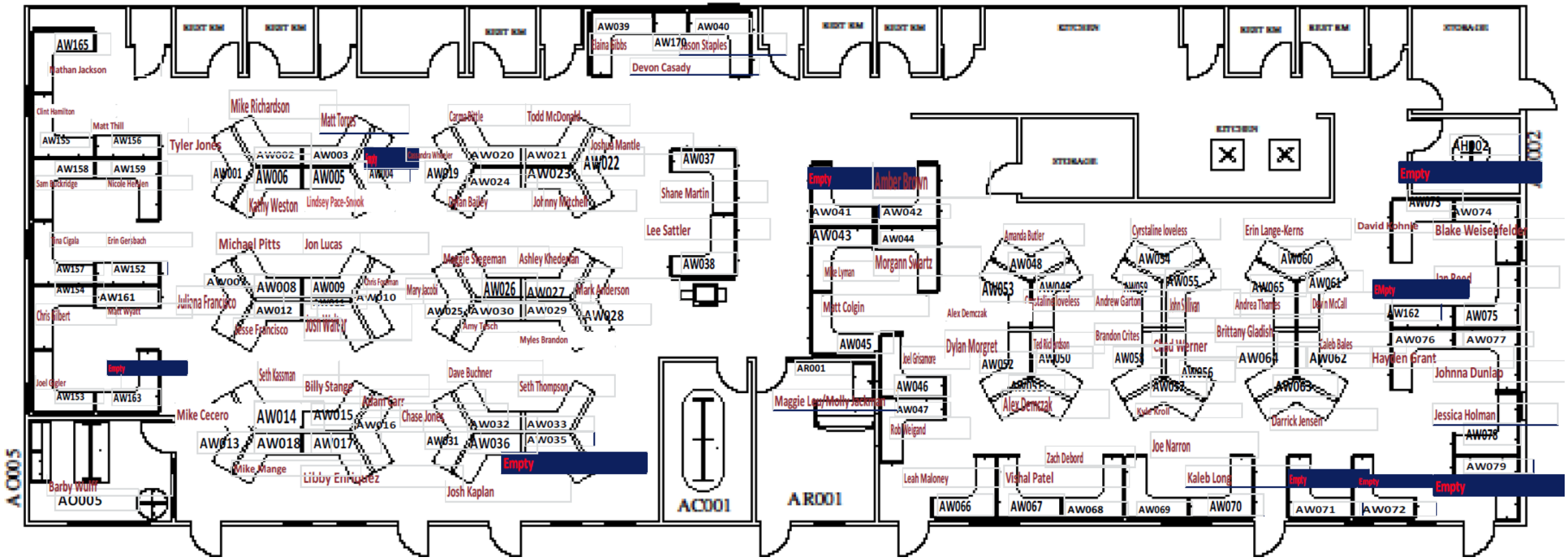
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Challenges

- Average of 170 HR requests per month in 2016 that may include a move
- Additional moves requested via email or completely undocumented
- About 10 hours of effort per week to manually update floorplans
- Floorplans can be out of date before they're published
- Difficult for IT and Office staff to find employees when issues are reported

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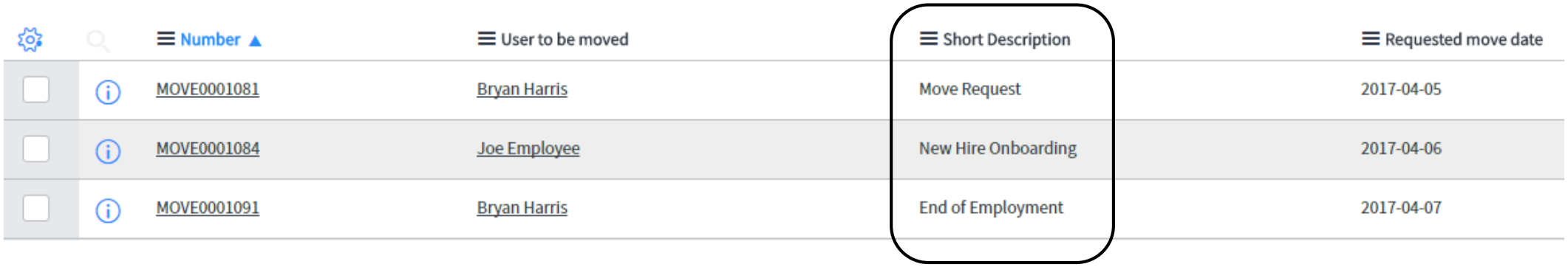
Challenges



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Goals

- Document and track all moves
- Associate Move Requests and tasks with current HR processes

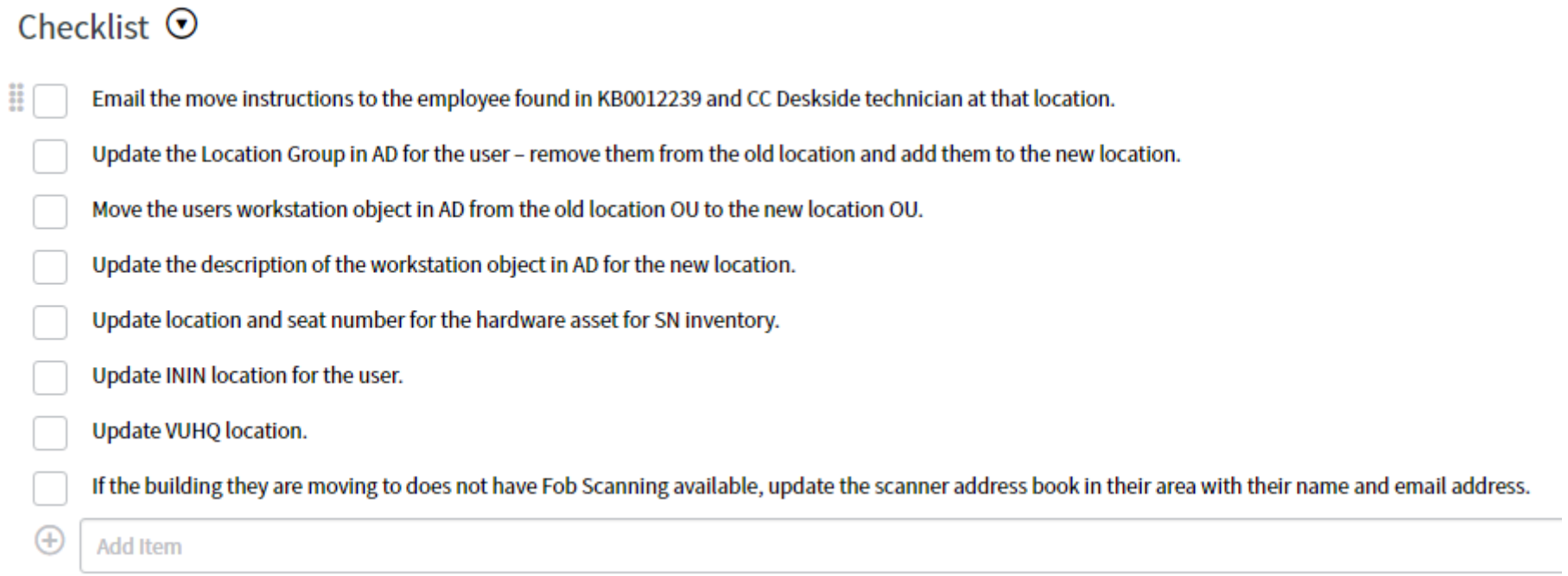


Number ▲	User to be moved	Short Description	Requested move date
MOVE0001081	Bryan Harris	Move Request	2017-04-05
MOVE0001084	Joe Employee	New Hire Onboarding	2017-04-06
MOVE0001091	Bryan Harris	End of Employment	2017-04-07

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Goals

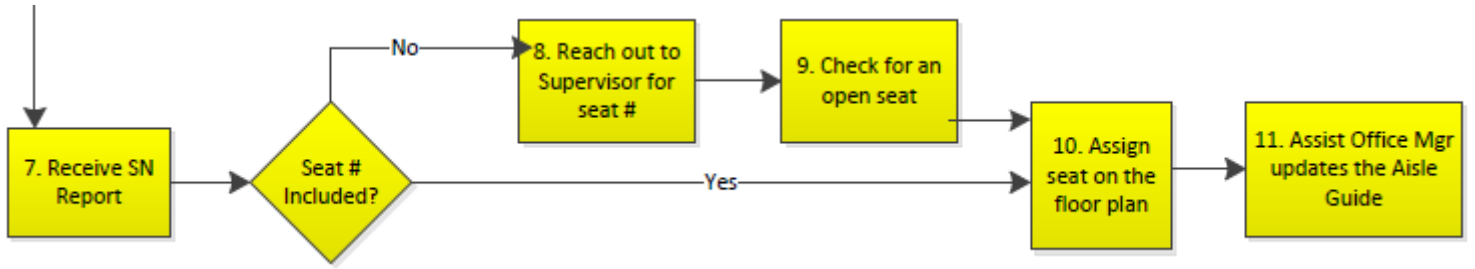
- Provide consistent user experience for moves



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Goals

- Reduce time/effort to maintain floorplans
- Provide end users with floorplans that are always up to date



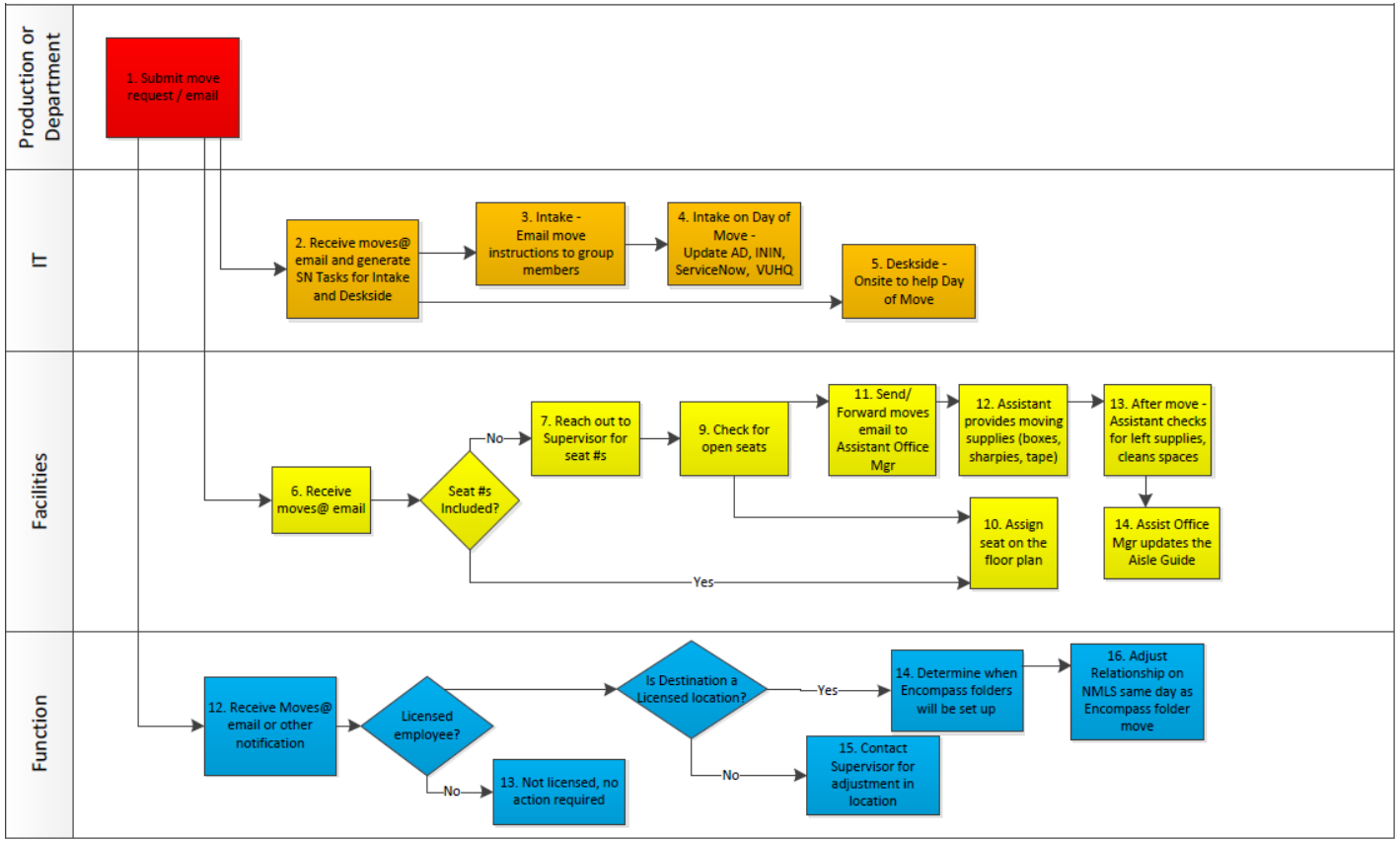
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Developing a Single Move Process

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Identifying Move Scenarios

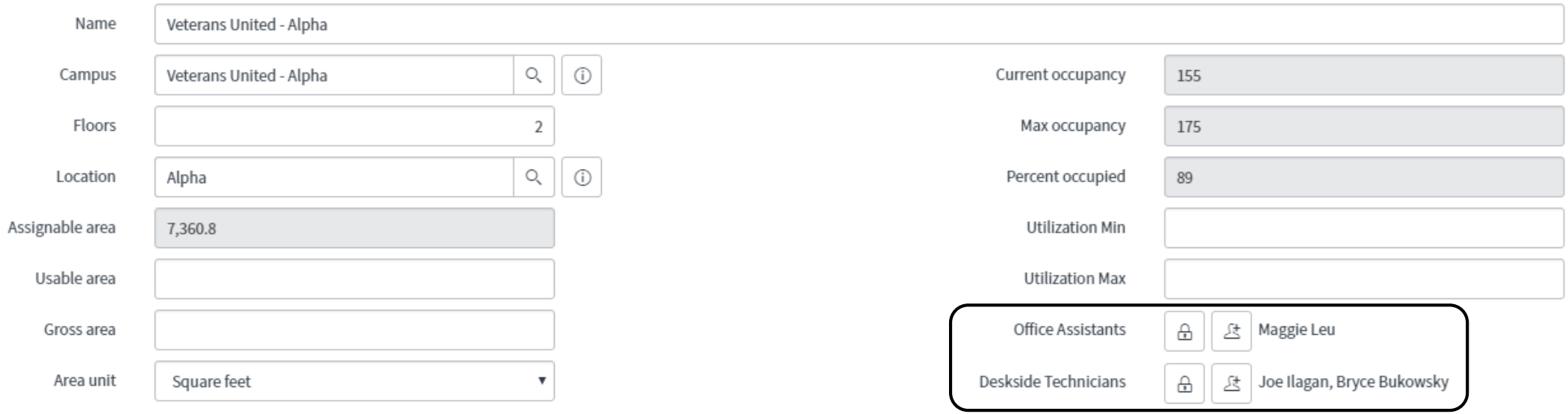
- Work with stakeholders (IT, HR, Licensing, Facilities, Production) to determine move scenarios



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Identifying Resources at Each Building

- Create fields to manage Deskside Technicians and Office Assistants for each building
- Move notifications are sent to these resources



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Identifying Resources at Each Building

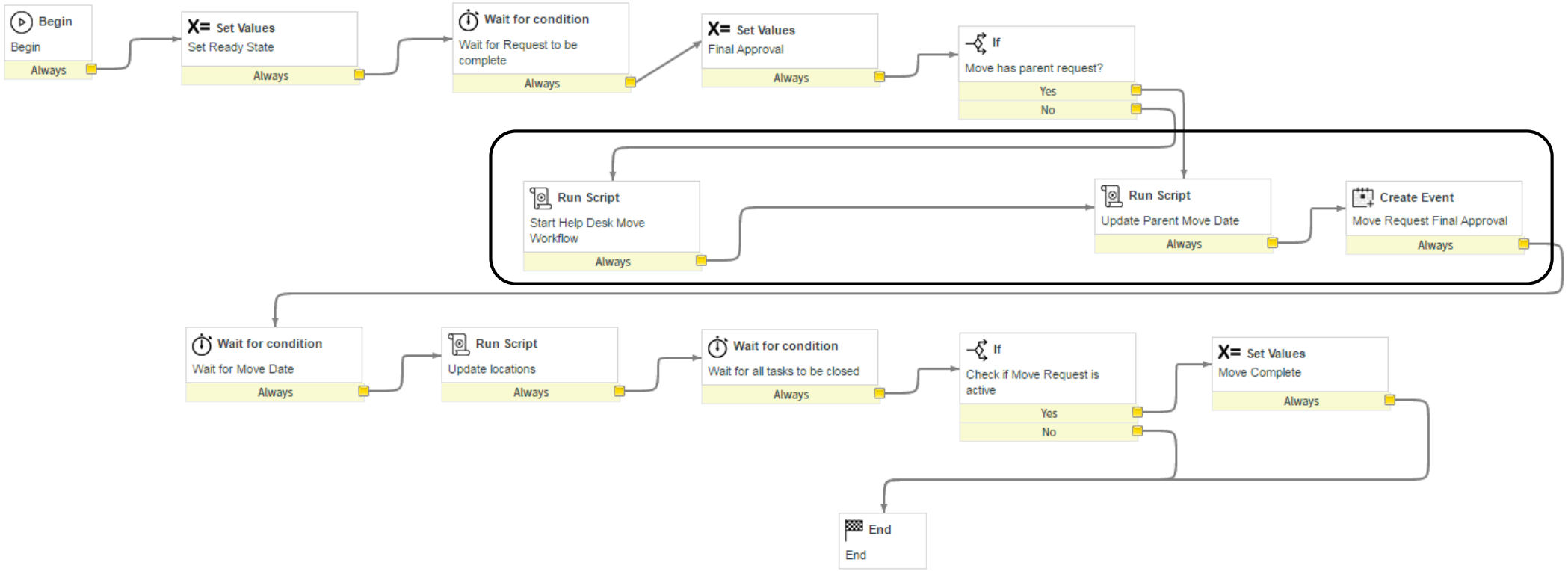
- Create a list view to easily identify Office Assistants and Deskside Technicians

Location	Office Assistants	Deskside Technicians
Search	Search	Search
Alpha	Maggie Leu	Joe Ilagan, Bryce Bukowsky
Bravo	Maggie Leu	Joe Ilagan, Bryce Bukowsky
Charlie	Maggie Leu	Joe Ilagan, Bryce Bukowsky
Delta	Maggie Leu	Joe Ilagan, Bryce Bukowsky
Echo	Rhiannon ONeil	Alex Crews, Eric Guill, Bryan Mosher
Foxtrot	Rhiannon ONeil	Alex Crews, Eric Guill, Bryan Mosher

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Developing a Single Move Process

- Update Single User Move Workflow



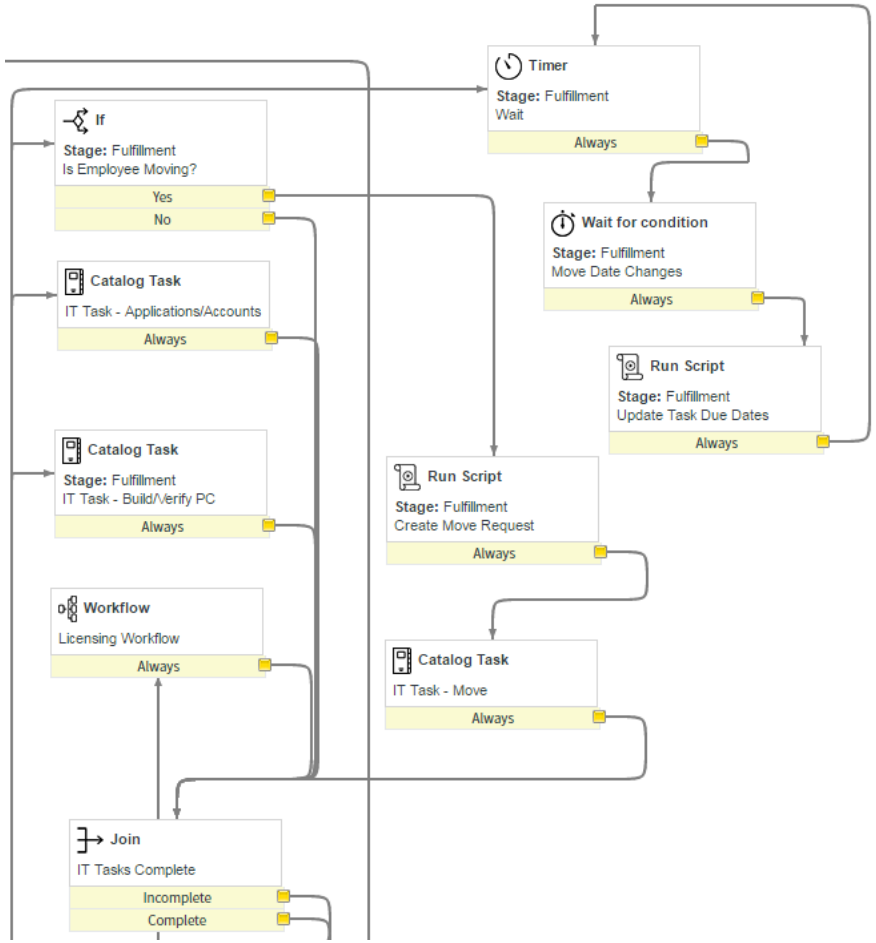
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Integrating With Current Processes

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Creating a Move Request From an Employee Transfer

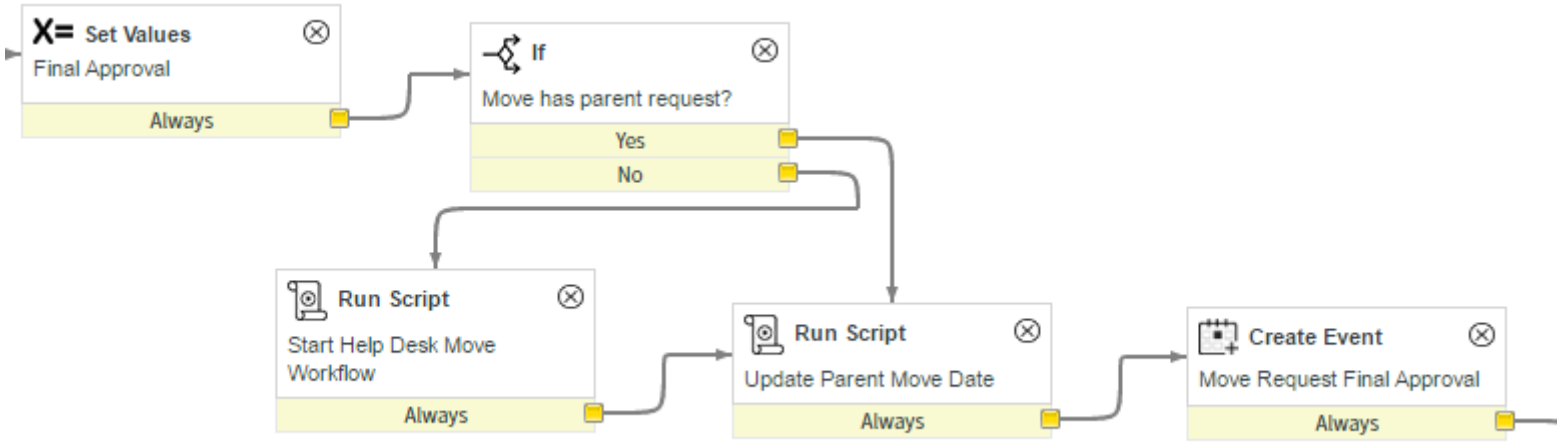
- Employee Transfer request creates a move request if the employee changes teams
- Transfer workflow waits for finalized move date and location; tasks are updated automatically



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Updating HR Requests with Move Information

- Move workflow sends finalized move date and location to parent request

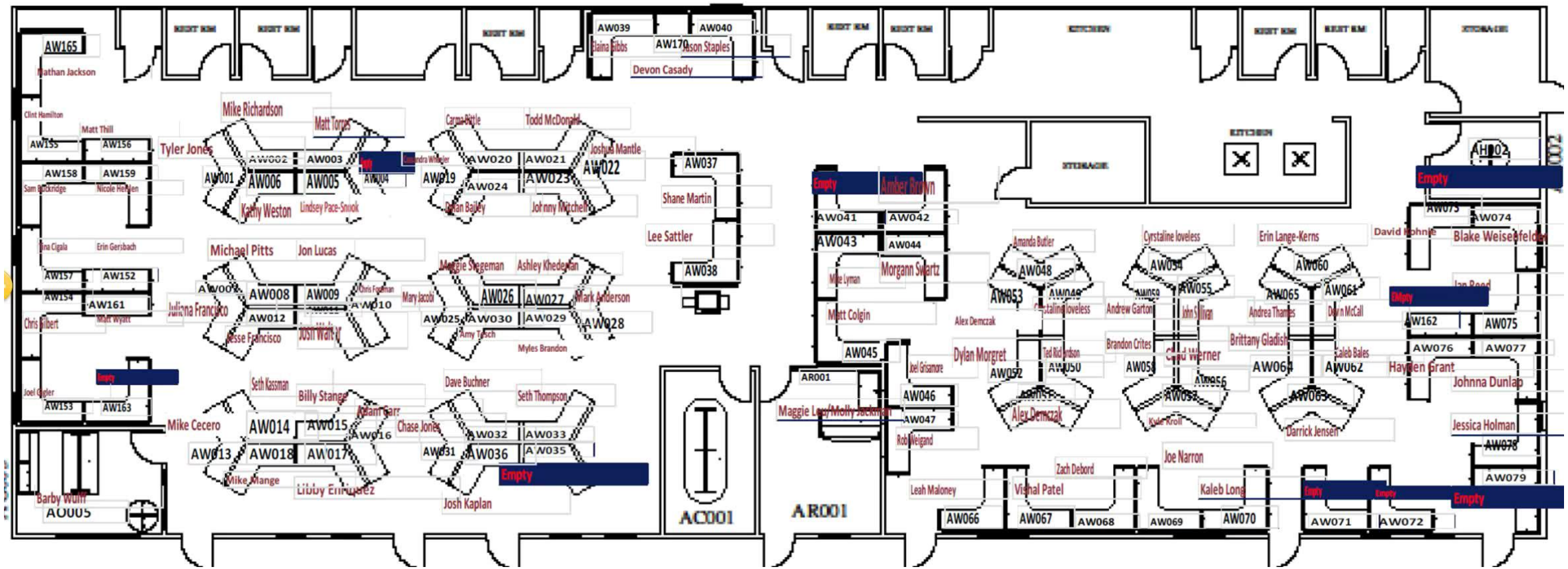


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Results and Benefits

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Floorplan Comparison – Old vs New



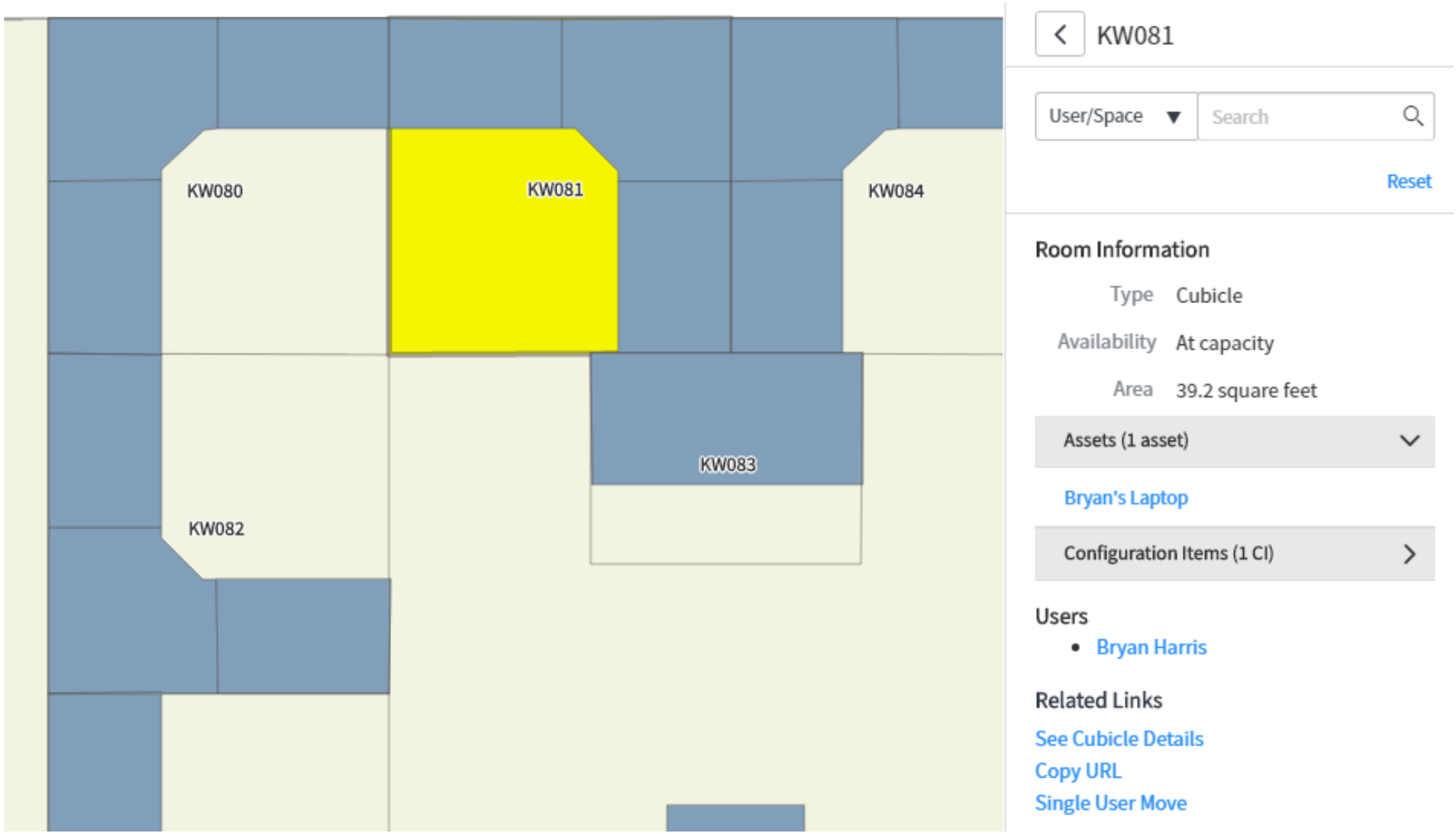
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New Floorplan with Occupancy Information



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Floorplans are Interactive with Detailed Space Information



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Locating Objects on a Map



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Value Outcomes

Goal	Before	After
Document and track all moves	Moves come in from a variety of sources; some undocumented	Moves are documented and tracked in a standard Move Request
Associate Move Requests and tasks with current HR processes	No standard move request	Move Requests are related to HR Requests when applicable

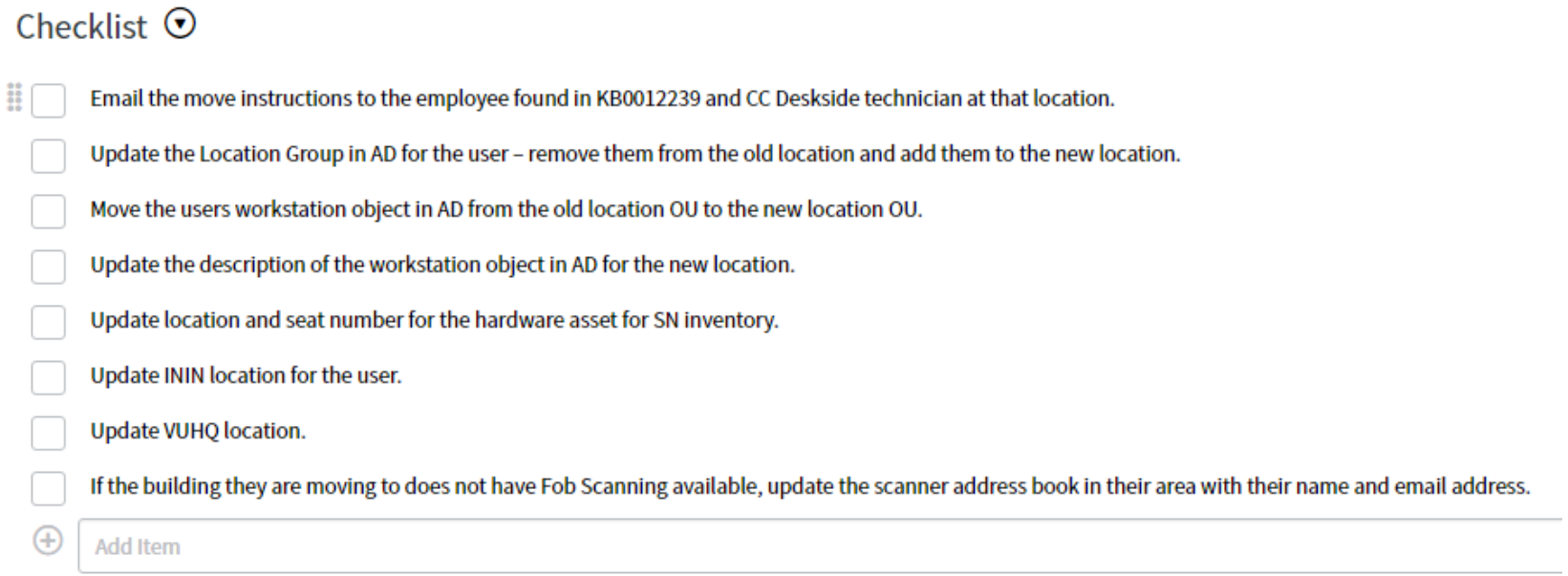


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Value Outcomes

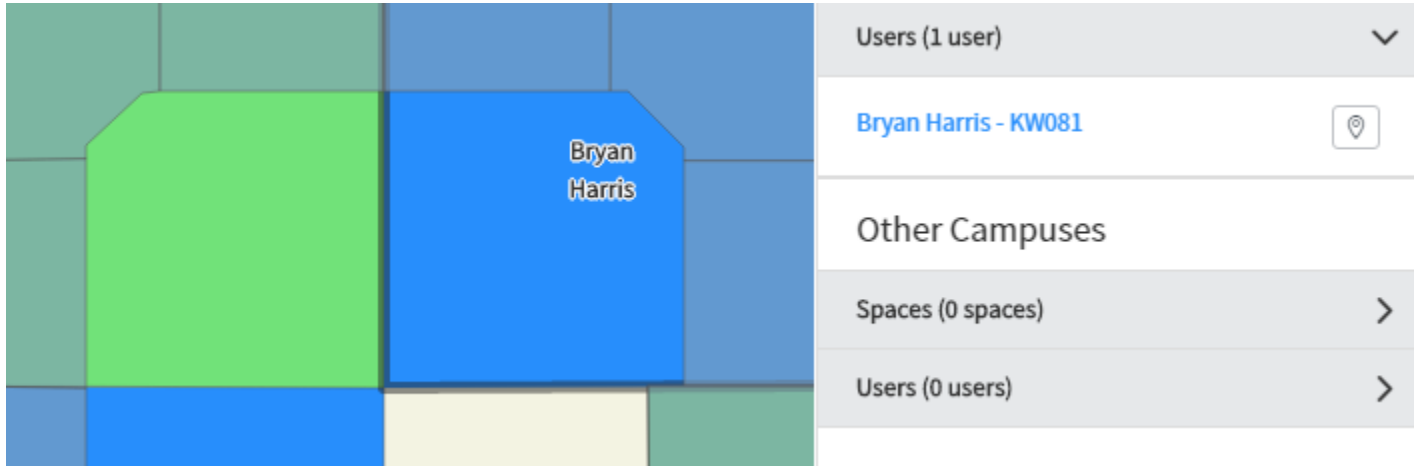
Goal	Before	After
Provide consistent user experience for moves	Different workflows had different tasks and notifications; undocumented moves had no IT oversight	IT tasks and checklists are the same for all move scenarios; user notifications are consistent



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Value Outcomes

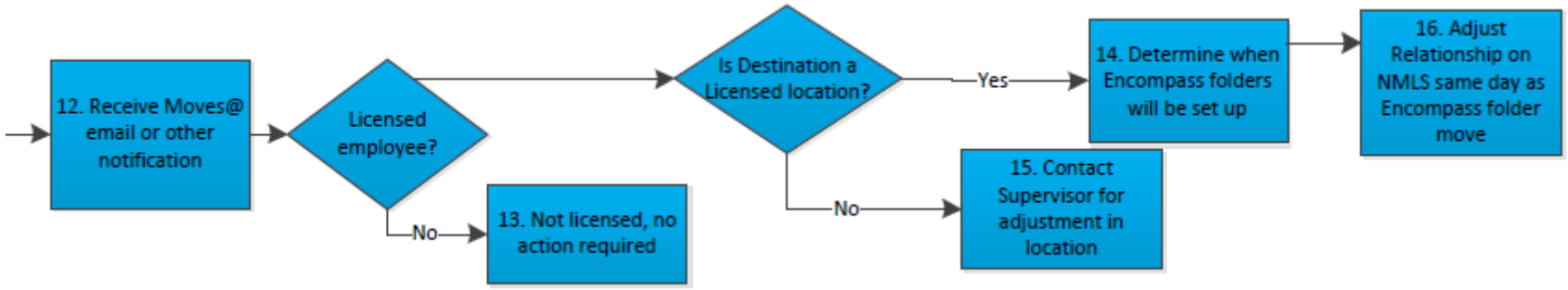
Goal	Before	After
Reduce time/effort to maintain floorplans and provide end users with maps that are always up to date	~10 hours of effort to update floorplans; maps are updated weekly at best	Floorplans are updated automatically as Move Requests are completed
Users and Assets searchable on map	Employee names are on a PDF map	Users and Assets are searchable; one click to pinpoint user/asset on map from a form



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Our Next Steps

- Bring Employee and Location Licensing data into ServiceNow for additional automation



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Top Takeaways

1

Facilities Service Management makes it easy to manage move requests and visualize employee location

2

Move requests can easily be created and modified within a pre-existing workflow

3

Getting the right people involved based on move location will streamline the process

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Thank You

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Q & A

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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Bryan Harris

Senior Application Administrator

Veterans United Home Loans

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