knowledge17

WORK at LIGHTSPEED™

Business Continuity Planning with the Power of ServiceNow

TINA PRICE
AVP IT SECURITY & GOVERNANCE
York Risk Services Group

BART MURPHY
CHIEF TECHNOLOGY OFFICER
York Risk Services Group

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Speaker Introductions
- Objectives & Drivers
- Goals & Challenges
- Business Continuity Solution Overview & Demo
- Lessons Learned
- Top Takeaways

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Tina Price

TITLE: AVP IT Security & Governance

FUNCTION: IT

COMPANY: York Risk Services Group

EXPERIENCE: Over 15 years of IT and consulting experience, with the last 10 years focused on providing information security and governance related services to companies

EXPERTISE: Information Security and Governance Risk & Compliance (GRC)

ACHIEVEMENTS: Enhanced compliance, customer service and reduction of manual processes

CURRENT PROJECTS: SecOps and GRC implementations

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Bart Murphy

TITLE: Chief Technology Officer

FUNCTION: IT

COMPANY: York Risk Services Group

EXPERIENCE: Responsible for enterprise IT business systems, operations, support, and corporate security. Provides leadership and direction on enterprise platforms and scalable solution to support operational growth

EXPERTISE: IT Operations Management and Consulting

ACHIEVEMENTS: Computerworld's Premier 100 List

CURRENT PROJECTS: IT Operations Standardization using ServiceNow

© 2017 ServiceNow All Rights Reserved

My Company



NAME: York Risk Services Group

INDUSTRY: Insurance

MARKET FOCUS: York helps clients manage insurance claims, coordinate return-to-work policies, and ensure best outcomes for injured workers

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Claims Administration Services, Managed Care Services, Absence Management, Risk Control

COMPANY-WIDE INITIATIVES: Cost efficiency, Speed of development/deployment/quality, Responsiveness to customers/partners/other teams, Regulatory Compliance

© 2017 ServiceNow All Rights Reserved

York Risk Services Group

OUR VISION: To be the preeminent provider of specialized risk services in the markets we serve



ONE OF THE LARGEST MULTI-LINE TPAS, providing diversified insurance services for more than 50 years

Focus on driving down **TOTAL COST OF RISK**

Key to our success: tailored clients solutions with **CONSISTENT EXECUTION AND OUTCOMES**

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Claims Administration Services, Managed Care Services, Absence Management, Risk Control

COMPANY-WIDE INITIATIVES: Cost efficiency, Speed of development/deployment/quality, Responsiveness to customers/partners/other teams, Regulatory Compliance

© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- Our business continuity application ezBCP provides a way to QUICKLY and EFFICIENTLY generate and manage Business Continuity Plans.

ezBCP eliminates countless hours of manual work by harnessing the power of ServiceNow's platform.



What You Will Learn

- Understand the environment and challenges of managing business continuity for multiple locations
- Learn about the custom application created to overcome these challenges
- Gather key lessons related to custom application development and business continuity
- Discuss how the lessons may apply to your initiatives/projects

© 2017 ServiceNow All Rights Reserved

Project Drivers & Goals

EXECUTIVE MANDATE

- Develop Business Continuity Plans (BCP) for 98 office locations

CLIENT SATISFACTION

- Meet customer demands to demonstrate business continuity capabilities

COMPLIANCE

- Achieve Business Continuity regulatory compliance – SOX, SSAE16, NIST, ISO

AUTOMATION

- Create an automated and repeatable process

© 2017 ServiceNow All Rights Reserved

Goals

- Develop a custom application to facilitate:
  - Data Collection
  - Progress Tracking
  - Notifications
  - Business Continuity Plan Creation
- Find a solution all employees can access
- Creating a repeatable and sustainable process
- Provide each office with a meaningful and useful business continuity plan
- Process efficiency and end user satisfaction

© 2017 ServiceNow All Rights Reserved

Challenges

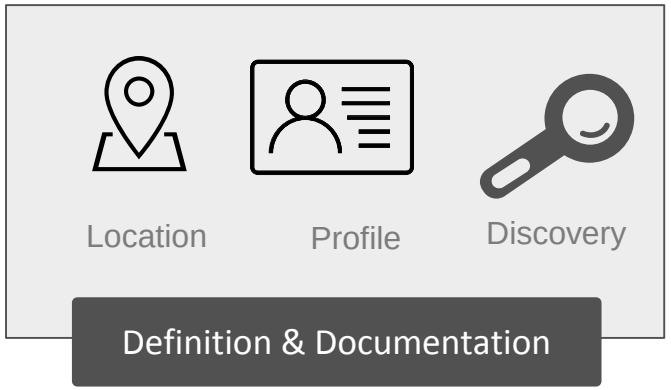
- New process; starting from scratch
- Business Continuity Plan Creation
  - 98 offices
  - US & International
- Gathering Business Impact & Continuity Data
- Visibility & Progress Tracking
- Communication with Stakeholders
- Annual Recertification Process

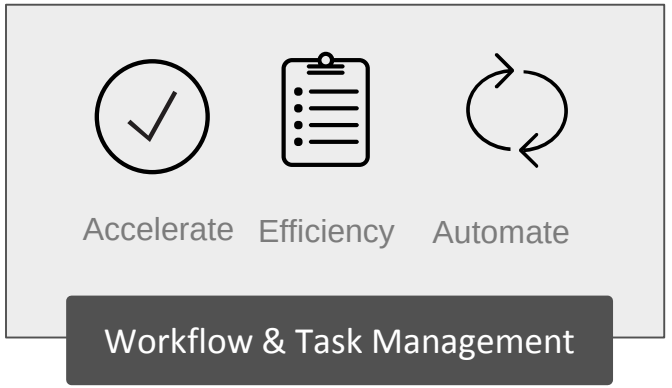
"ezBCP took what would have taken hours to do manually and delivered it in a fraction of the time. "

Tina Price, AVP IT Security & Governance

© 2017 ServiceNow All Rights Reserved

The Power of the Platform





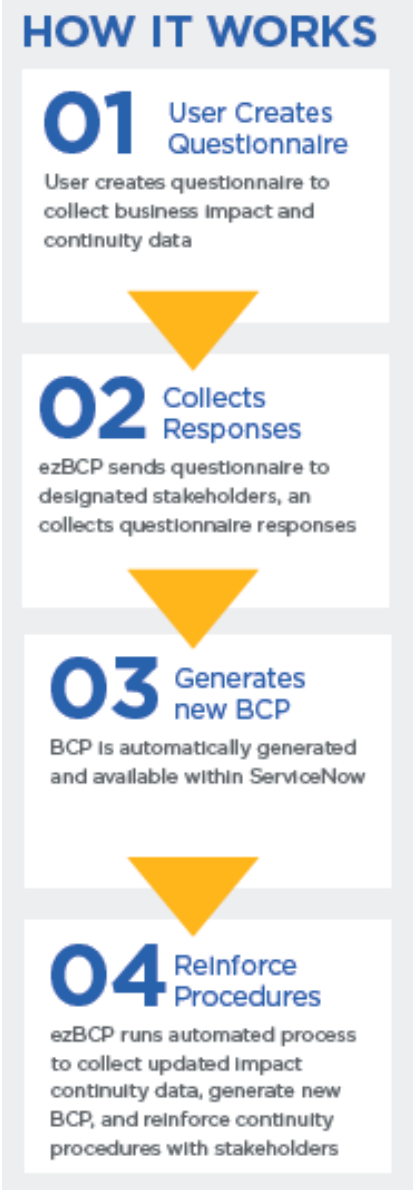




© 2017 ServiceNow All Rights Reserved

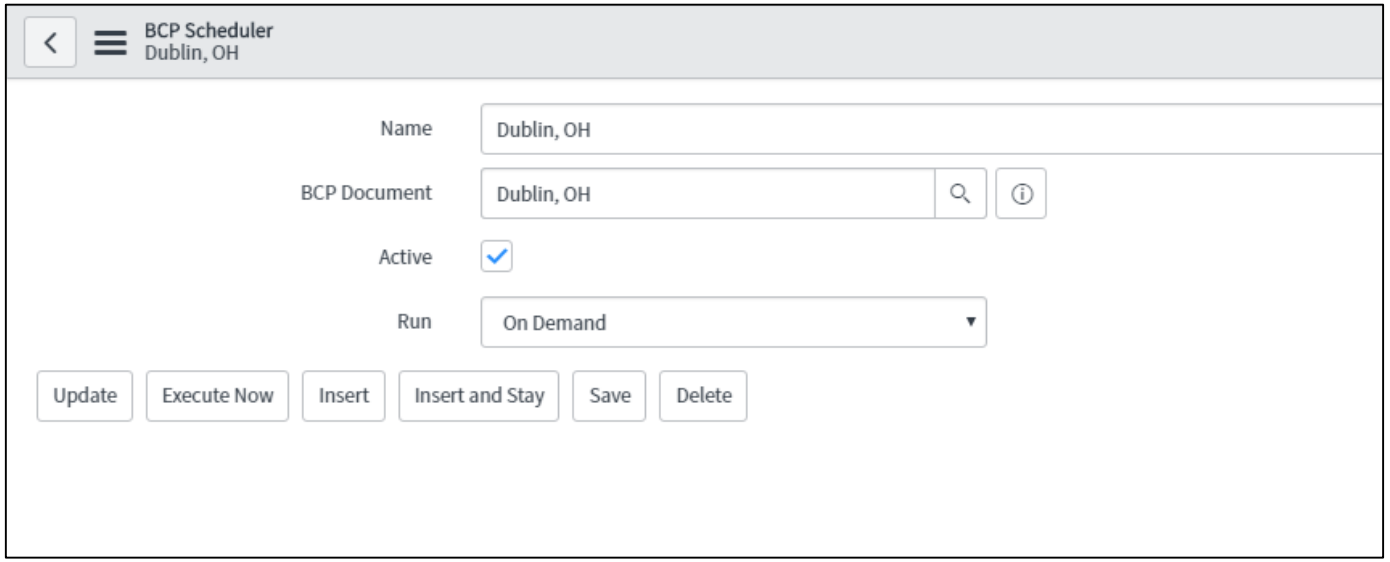
Solution at a Glance

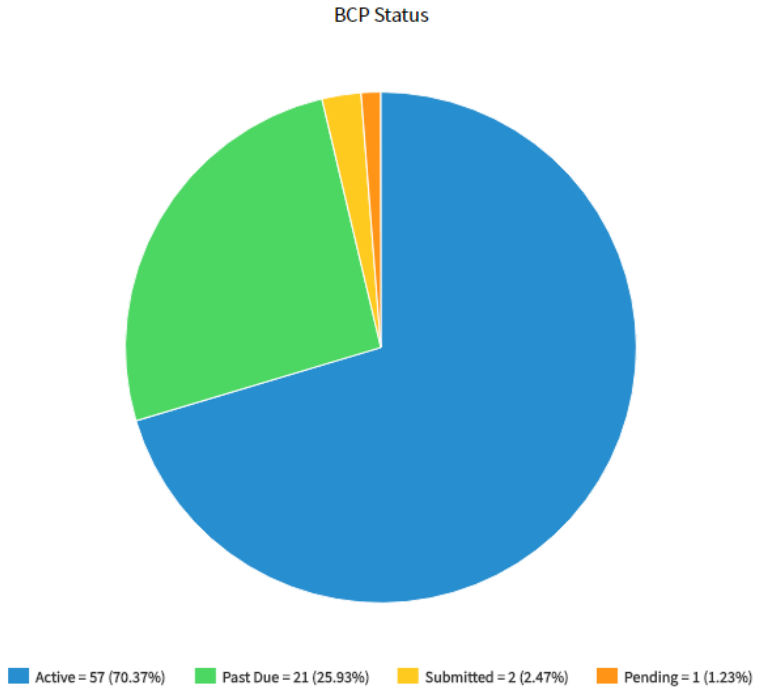
- Automatically create Business Continuity Plan from submitted questionnaire
- Utilized across multiple business units and locations
- Notifications according to defined service level agreements
- Dashboard and reporting for process tracking and metrics
- ServiceNow licensing required only for ezBCP admin – not for stakeholders/contributors
- Leverages Managed Documents for access control, revision control and security



© 2017 ServiceNow All Rights Reserved

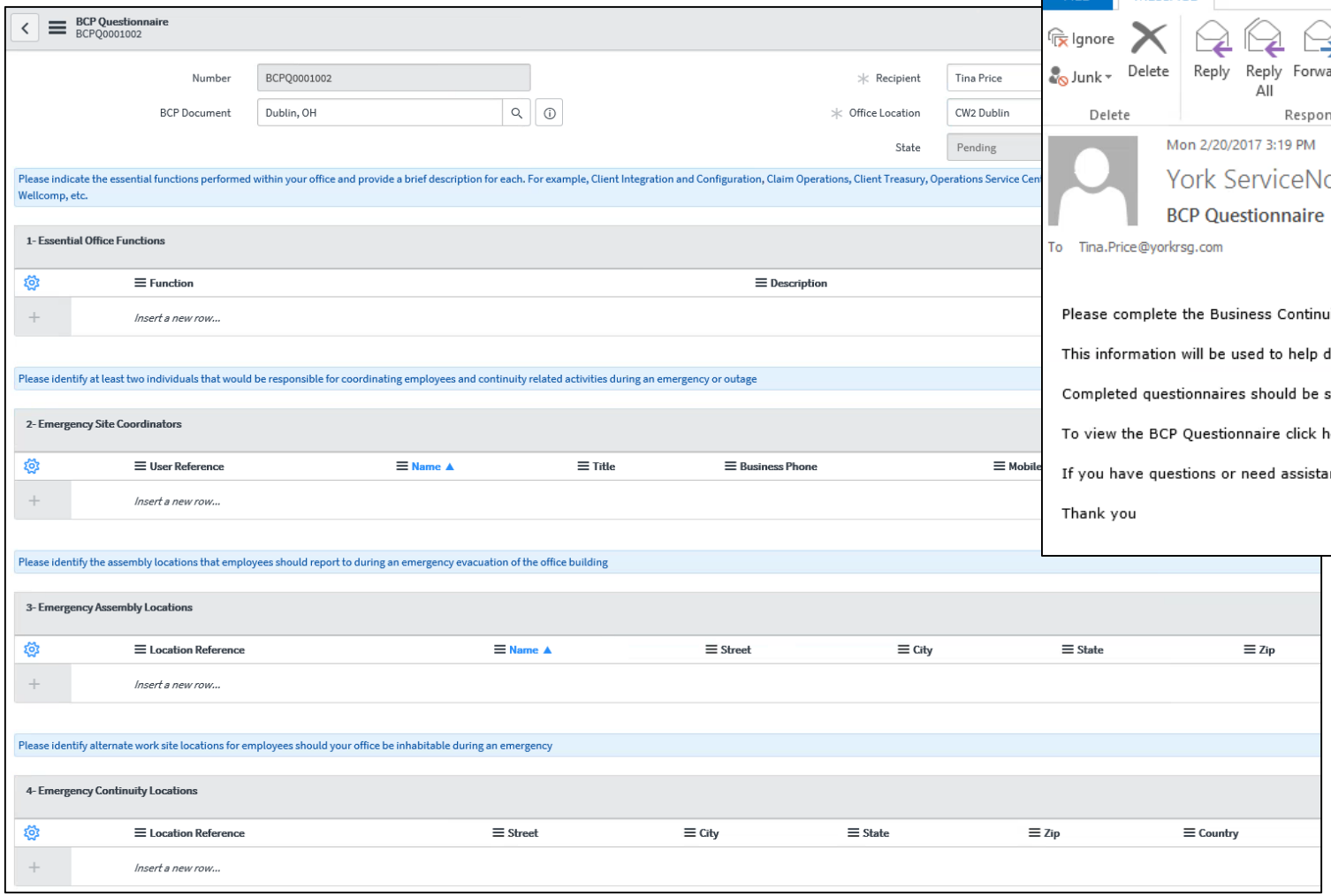
Solution – BCP Scheduler

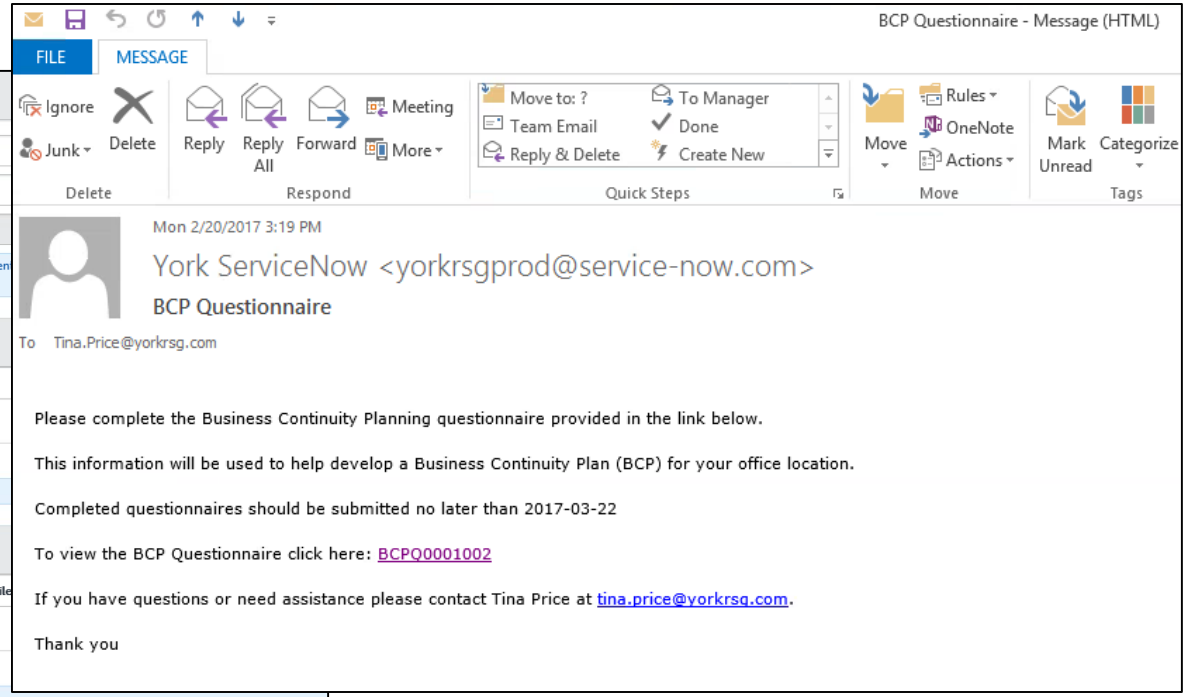




© 2017 ServiceNow All Rights Reserved

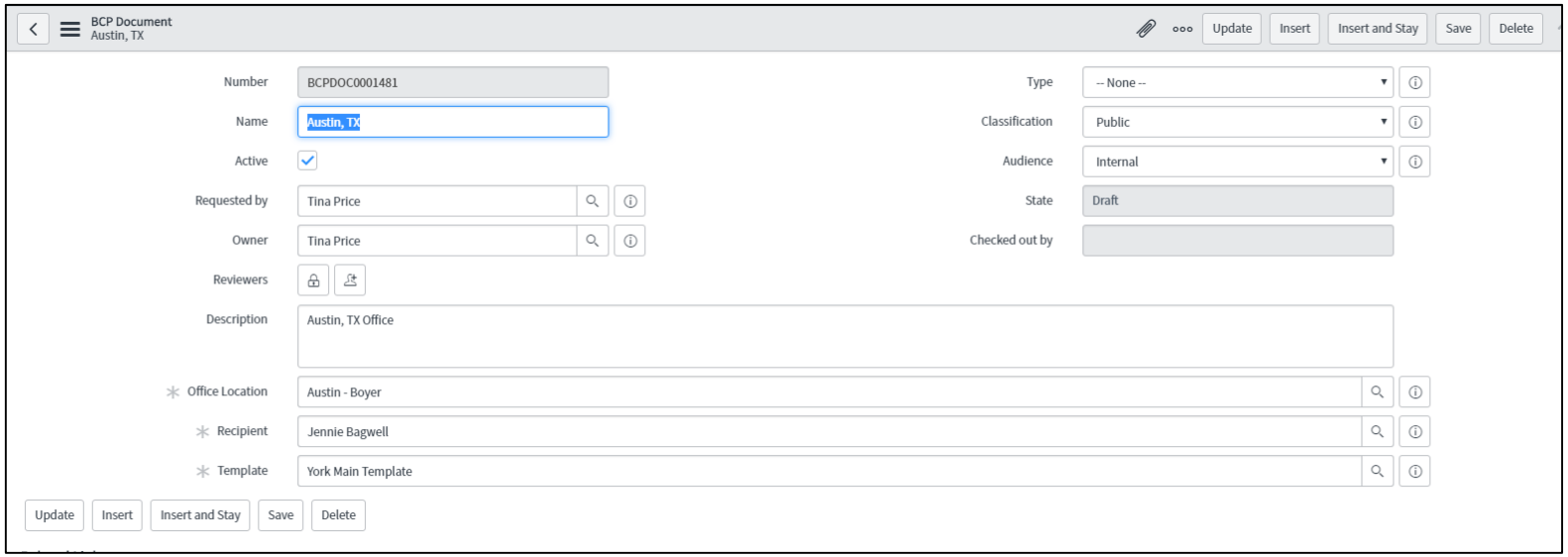
Solution – BCP Questionnaire

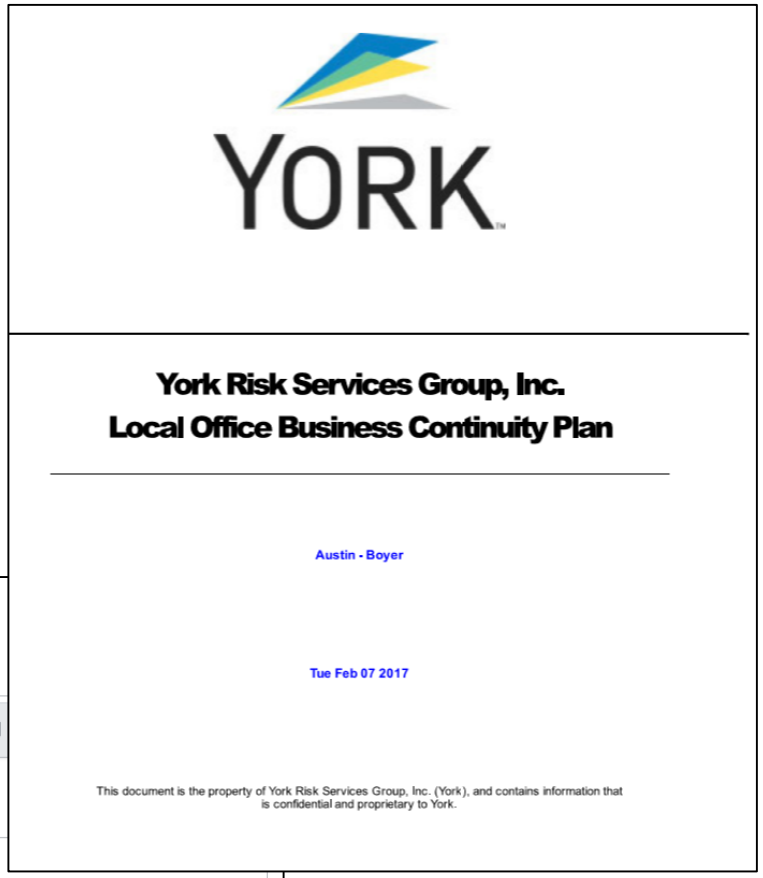


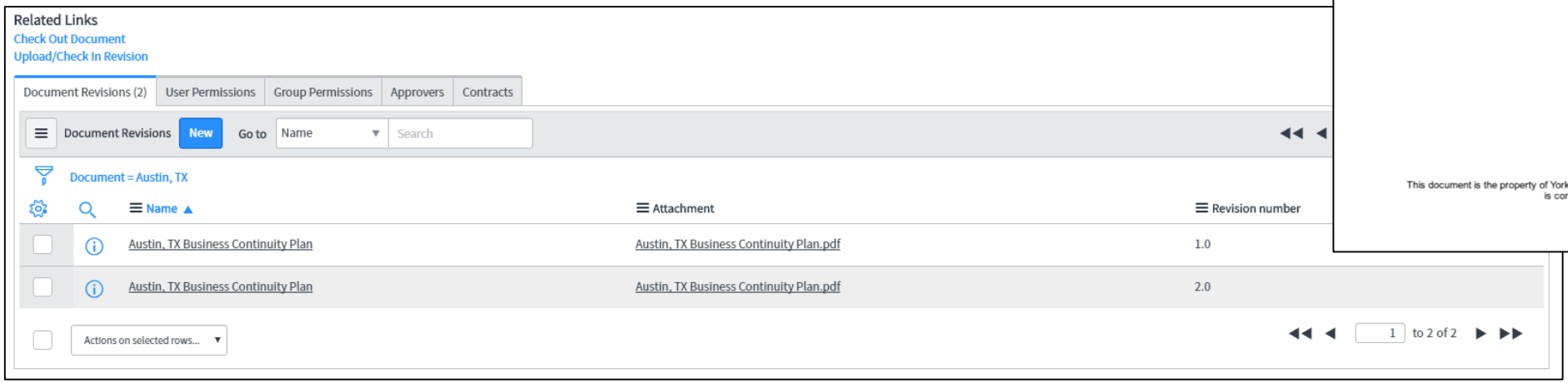


© 2017 ServiceNow All Rights Reserved

Solution – Document Storage & Versioning







© 2017 ServiceNow All Rights Reserved

Solution – Key Components

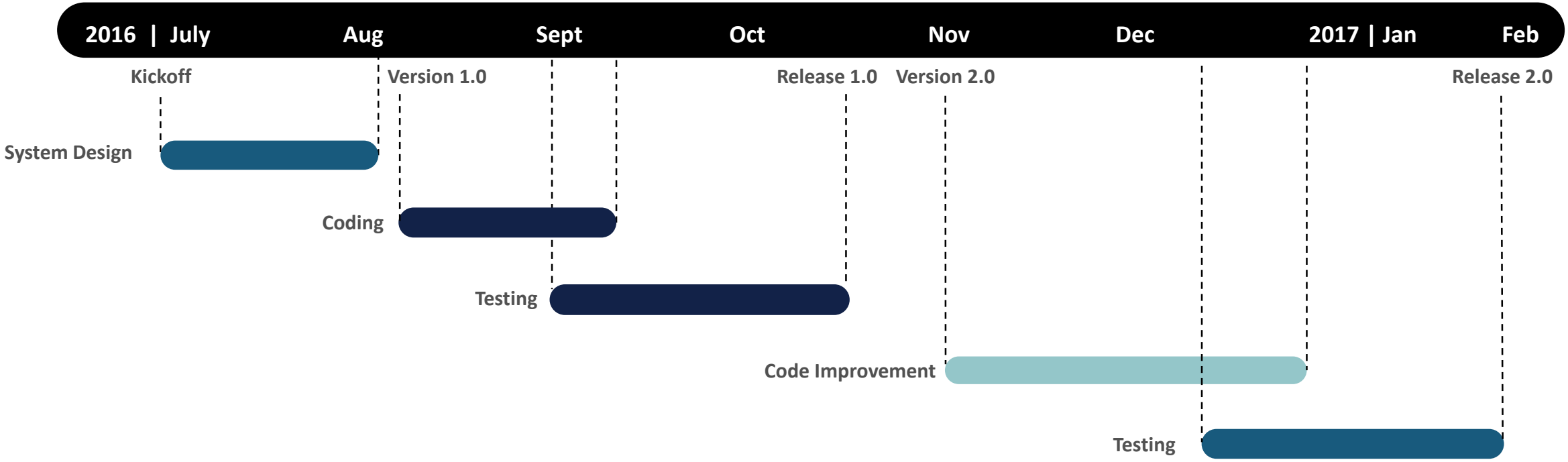
- 1 ServiceNow Admin with HTML experience
- 4 Common Tables
  - Users, Office, Customers, Vendor
- 3 Table Extensions
  - Managed Document (dmn_document)
  - Scheduled Script Execution (sysauto_script)
  - Macro (sys_ui_macro)
- 2 Custom Tables
  - BCP Questionnaire and BCP Template
- 1 Scheduled Job
- 1 Custom Script

© 2017 ServiceNow All Rights Reserved

Solution – Demo

© 2017 ServiceNow All Rights Reserved

Solution – Timeline



© 2017 ServiceNow All Rights Reserved

Value Outcomes

98

Office Locations

Automate Data Collection/ Enhanced Customer Satisfaction



Generate New Business Continuity Plan

10X

FASTER

Than creating Business Continuity Plans manually

© 2017 ServiceNow All Rights Reserved

What's Next

- Complete Business Continuity Plans for recent acquisitions
- Conduct the Annual BCP recertification process to review and approve BCPs
- Add ezBCP to ServiceNow app store
- Integrate with GRC for continuous controls monitoring
- Integrate with CMDB for asset information

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

KEEP IT SIMPLE

Fosters better adoption rate and project success

2

POWER OF THE PLATFORM

Leverage existing applications and data

3

AUTOMATE

Eliminate manual time consuming processes and communications

© 2017 ServiceNow All Rights Reserved

Thank You

TINA PRICE
AVP IT SECURITY & GOVERNANCE
York Risk Services Group

BART MURPHY
CHIEF TECHNOLOGY OFFICER
York Risk Services Group

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

<Tina Price>

<AVP IT Security & Governance>

<York Risk Services Group>

<Bart Murphy>

<Chief Technology Officer>

<York Risk Services Group>

© 2017 ServiceNow All Rights Reserved