knowledge17

WORK at LIGHTSPEED™

Demystifying a Complex Multi-Tiered Process

TOM KIGHT
DEVELOPER
Toyota Motor North America

TOM BISH
INCIDENT AND PROBLEM MANAGEMENT PROCESS OWNER
Toyota Motor North America

© 2017 ServiceNow All Rights Reserved

servicenow

Speaker Introduction



NAME: Tom Kight

TITLE: ServiceNow Developer

FUNCTION: Development

COMPANY: Toyota Motor North America

EXPERIENCE: Tom is a developer at Toyota Motor North America designing solutions within the core ITIL framework, asset management, and integrations

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Tom Bish

TITLE: Incident & Problem Management Process Owner

FUNCTION: ITIL Process Owner

COMPANY: Toyota Motor North America

EXPERIENCE: In his 15 years as an IT professional, Tom has extensive experience in many ITIL processes, both as a process owner and an operation team lead responsible for execution. For the past three years, Tom has been leveraging Service-Now to implement and improve efficiency of the Service Catalog, Asset Management, and Incident Management processes at Toyota Motor North America

© 2017 ServiceNow All Rights Reserved

Agenda

- Background, Goals, and Challenges
- Break down the process
- How we implemented the process
- Takeaways

© 2017 ServiceNow All Rights Reserved

Background

- Moving thousands of people to Plano
- Manage assets along the way





© 2017 ServiceNow All Rights Reserved

Background

10,000
User Transitions

30,000
Assets

80,000
Tasks

© 2017 ServiceNow All Rights Reserved

Goal and Challenge

Goal

- A smooth and pleasant transition for each team member
- Every asset tracked and accounted for



Challenges

- Each user's needs are potentially unique
- Transitions occurring all across the country
- Transitions occurring over the course of a year
- Handle large number of transitions simultaneously
- Managing gaps and exceptions

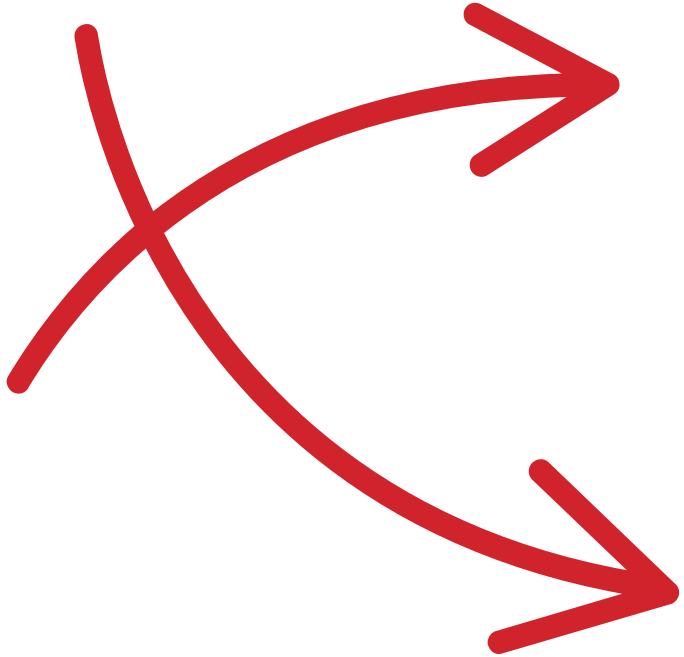


© 2017 ServiceNow All Rights Reserved

Breaking Down the Process

Types of transitions

- Move
- Shift Gears
- New Hire



© 2017 ServiceNow All Rights Reserved

Breaking Down the Process

New Location Preparation → User Pre-move → User Move → User Post-move → Old Location Shutdown



© 2017 ServiceNow All Rights Reserved

Breaking Down the Process



- Power
- Network
- Monitor
- Mouse/Keyboard



© 2017 ServiceNow All Rights Reserved

Breaking Down the Process

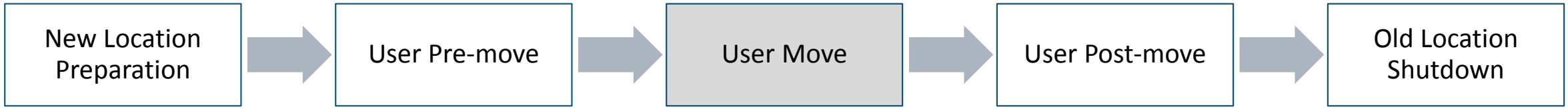


- Assign transition coordinator
- Validate asset assignment
- Assess hardware/software
- Refresh hardware/software

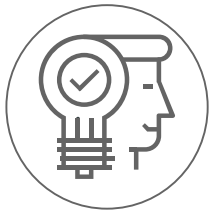


© 2017 ServiceNow All Rights Reserved

Breaking Down the Process



- Desk readiness check
- Welcome packet
- Greet new arrival
- Leave visitation card
- Open incidents for issues

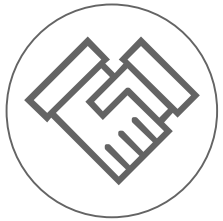


© 2017 ServiceNow All Rights Reserved

Breaking Down the Process



- Closure processes
- Final checks



© 2017 ServiceNow All Rights Reserved

Breaking Down the Process



- Power
- Network
- Hardware
- Confidential documents process



© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Why ServiceNow?

- ServiceNow is Toyota's ITSM tool
- Core data in place
- Existing processes in place
- ServiceNow tools were a natural fit



© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work



© 2017 ServiceNow All Rights Reserved

Facilitating the Process

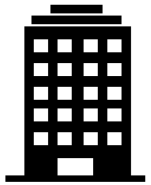
Prepare the Data

Leverage existing processes

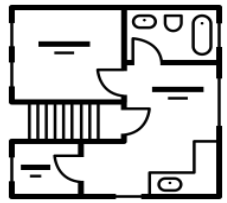
Visualize the work

Locations

Level 6	Parent	Parent	Location Type	Conference Room	Individual Workstation	Count
▼ Plano HQ	Total			42	1,290	1,332
	E1	01		3		3
	E1	02		12	343	355
	E1	03		12	301	313
	E1	04		10	294	304
	E1	05		5	352	357
Count				42	1,290	1,332



Building



Floor



Desk

© 2017 ServiceNow All Rights Reserved

Facilitating the Process

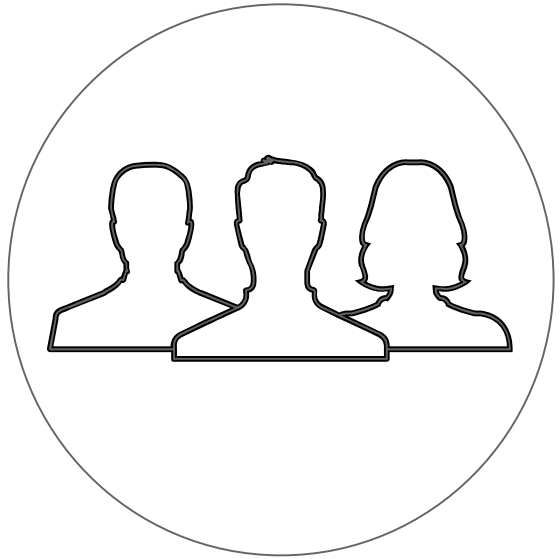
Prepare the Data

Leverage existing processes

Visualize the work

User Information

- Multiple systems (Workday/WorkerDB)
- Normalization
- Extended
  - Transition Type (Move, Shifting Gears, New Hire)
  - Source Location
  - Destination Location
  - Dates



© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work

Transition event

- Workflow
- Leverage processes

User	Coordinator	Source Location	Source Last Day	Destination Location	Destination Start Date
Bruce Willis	Meryl Streep	Torrance	2017-05-08 09:17:07 AM	C1-0B-26	2017-05-12 08:00:00 AM
Julia Roberts	Will Smith	Erlanger	2017-06-09 09:23:03 AM	W4-4D-19	2017-06-19 08:00:00 AM

© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work

Service Catalog

- Request
- RITMs
- Tasks



© 2017 ServiceNow All Rights Reserved

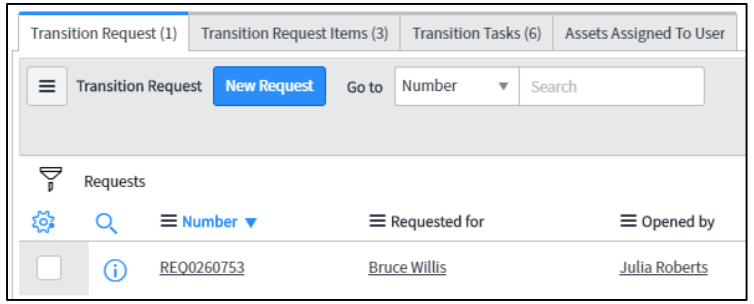
Facilitating the Process

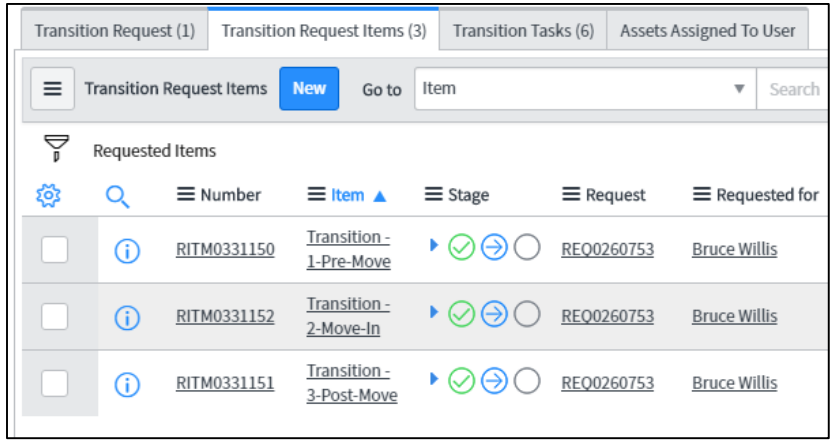
Prepare the Data

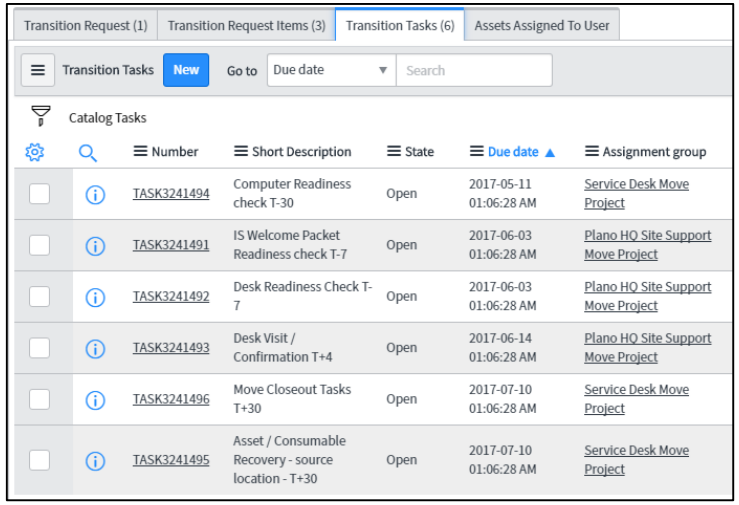
Leverage existing processes

Visualize the work

Service Catalog







© 2017 ServiceNow All Rights Reserved

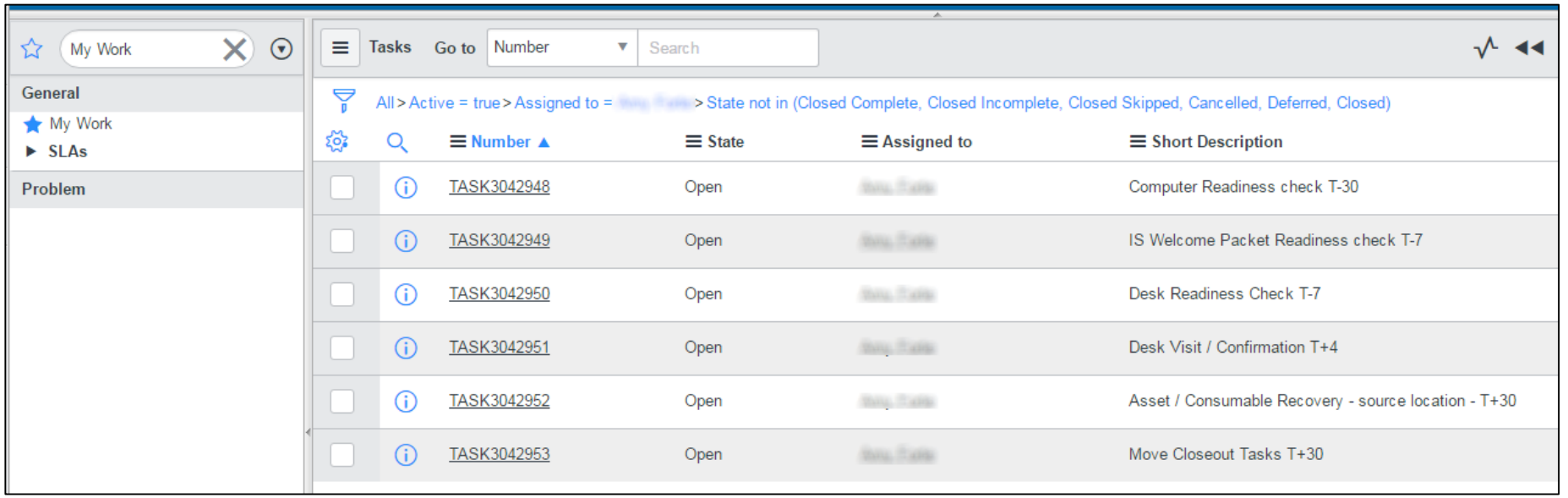
Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work

Tasks



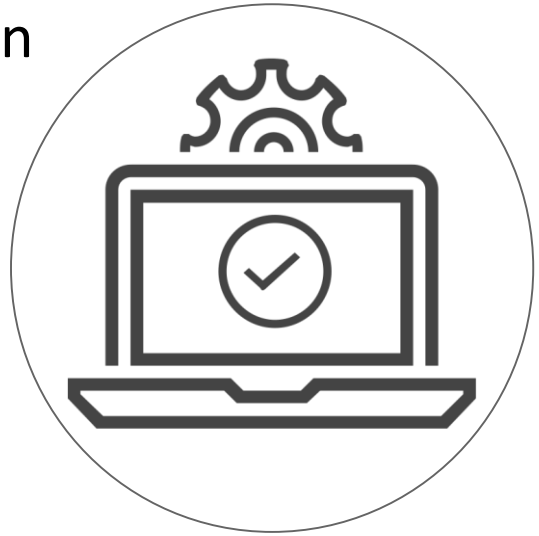
© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data | Leverage existing processes | Visualize the work

Asset Management

- Remove from Production
- Deploy
- Move
- Quarantine
- Retirement



© 2017 ServiceNow All Rights Reserved

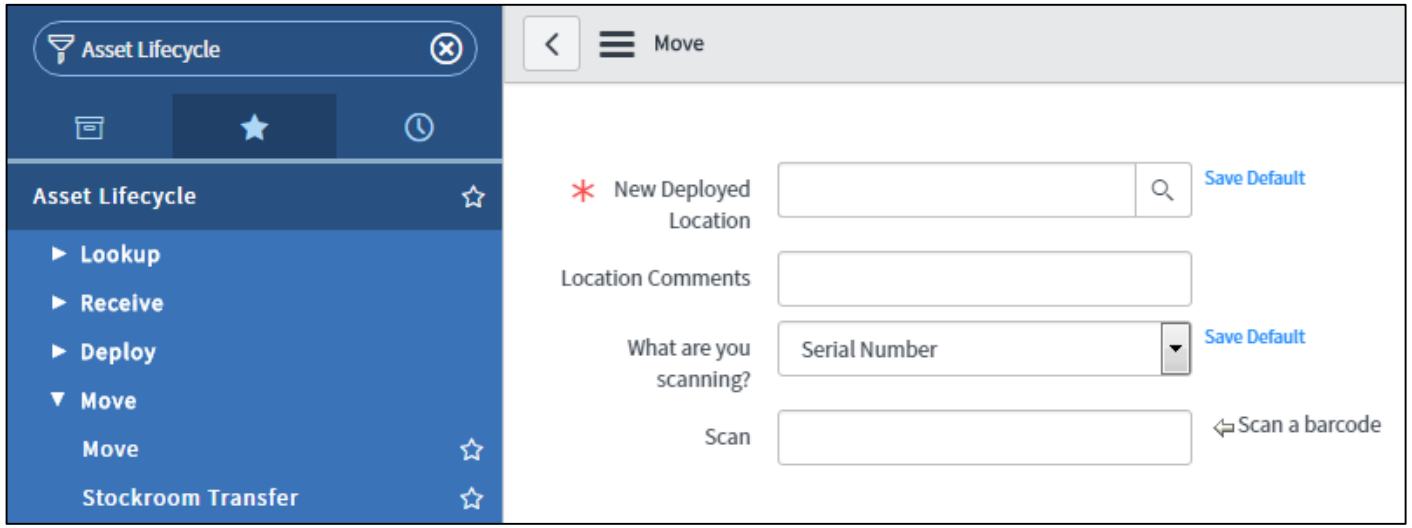
Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work

Asset Management



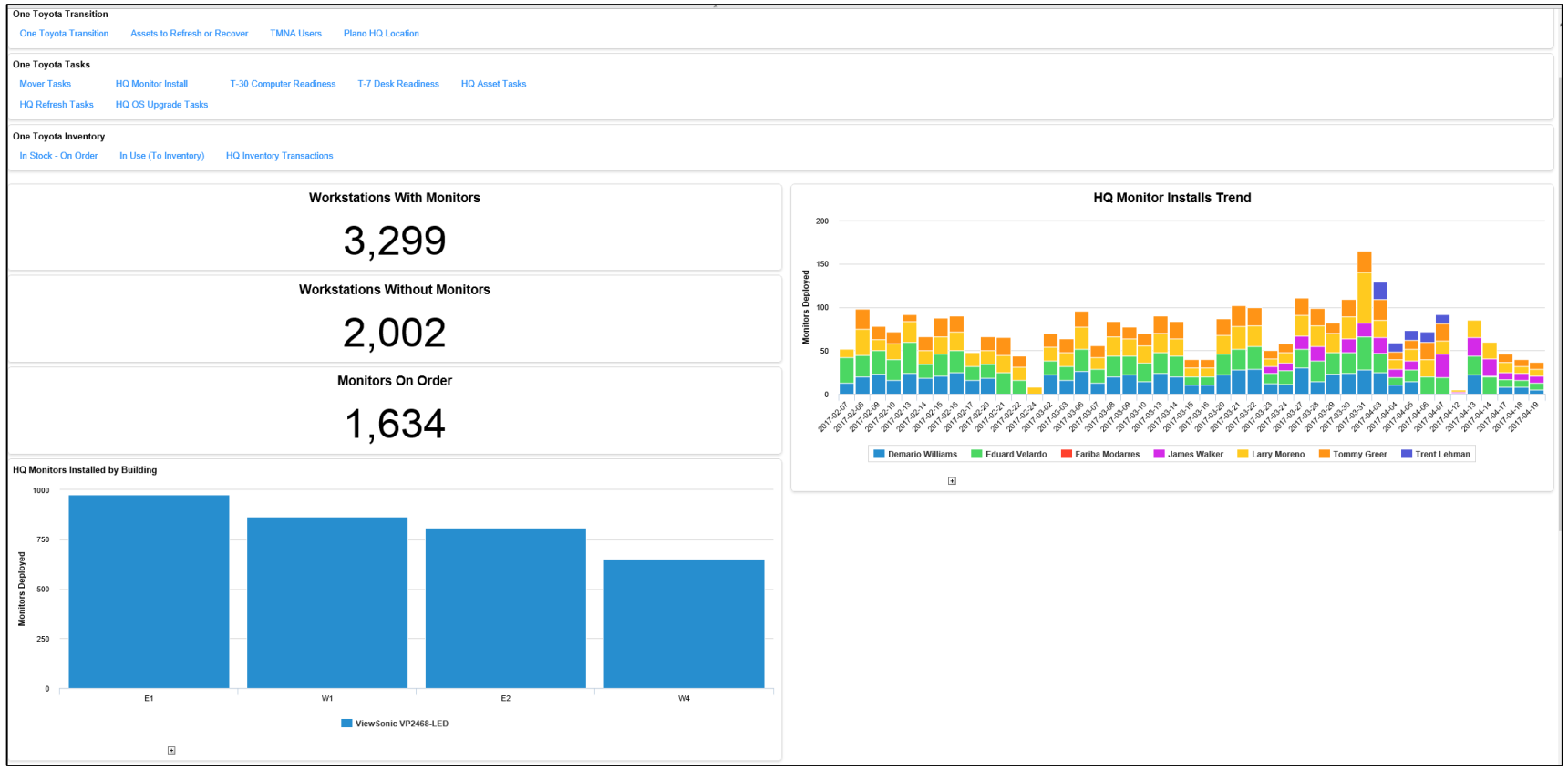
© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work



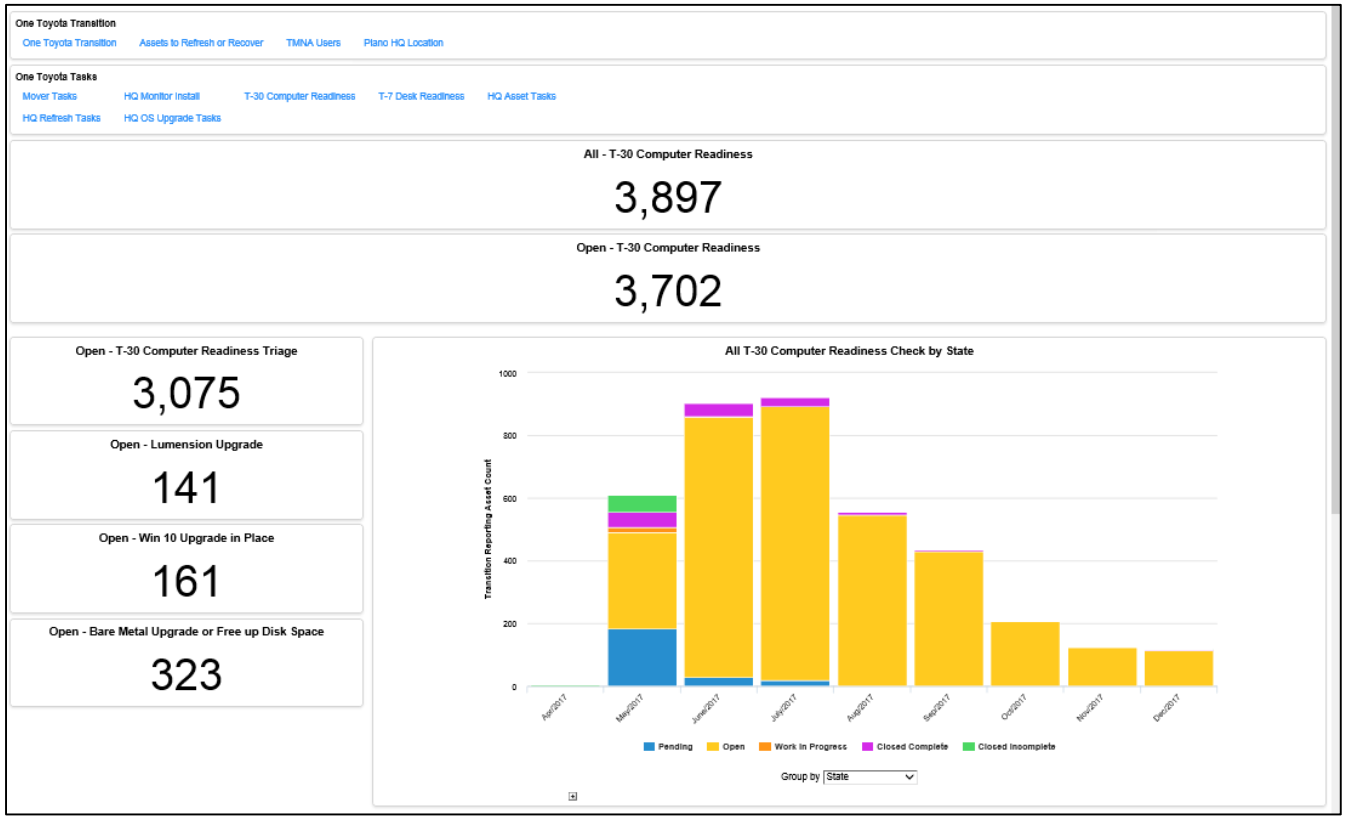
© 2017 ServiceNow All Rights Reserved

Facilitating the Process

Prepare the Data

Leverage existing processes

Visualize the work



© 2017 ServiceNow All Rights Reserved

Results

One Source of Data

Effective

Visualization

Accurate

Asset Assignment

Efficient

Task Management

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Data Integrity



2

Meaningful Visualization



3

Be Agile



© 2017 ServiceNow All Rights Reserved

Thank You

TOM KIGHT
DEVELOPER
Toyota Motor North America

TOM BISH
INCIDENT AND PROBLEM MANAGEMENT PROCESS OWNER
Toyota Motor North America

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Tom Kight

Developer

Toyota Motor North America

Tom Bish

Incident and Problem Management Process Owner

Toyota Motor North America

© 2017 ServiceNow All Rights Reserved