knowledge17

WORK at LIGHTSPEED™

# Managing a Custom Development Team

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servicenow

# Agenda

- Intro
- Strategy
- The Team
- Communications
- Best Practices
- Quality


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# Speaker Introduction

**NAME:** Bretlan Fletcher

**TITLE:** Director, IT Development

**FUNCTION:** Software Development

**COMPANY:** Intercontinental Exchange, Inc. | NYSE

**EXPERIENCE:** 6 years with ServiceNow custom app development, team of 10 developers, dozens of custom applications

**EXPERTISE:** DevOps, Development, Monitoring, Analytics, Integrations

**ACHIEVEMENTS:** Led implementation of ServiceNow at Intercontinental Exchange as part of NYSE acquisition

**CURRENT PROJECTS:** Implementing Performance Analytics, Expanding GRC


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# My Company




**NAME:** Intercontinental Exchange | NYSE

**INDUSTRY:** Financial Services

**MARKET FOCUS:** Operator of global exchanges, clearing houses, and data services

**COMPANY'S PRIMARY PRODUCTS/SOLUTIONS:** Global derivatives markets and clearing, Markets for equities, options and listings, Financial information

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# Session Overview



## Objectives

- Decide how to build and leverage an internal development team for ServiceNow



## What You Will Learn

- Is an internal development team right for your organization
- Learn how to build a team to manage custom development
- Learn how to take advantage of the ServiceNow platform
- Discuss how to find the right people for your team


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# Context – Setting the Stage

## CORPORATE TRANSFORMATIONS

- Need for better governance and centralized global tools
- Unique challenges that require customized workflows and purpose-built applications
- Culture of technology, software development, support for internal development team

## DEPARTMENTAL/PROJECT/PROGRAM DRIVERS AND GOALS

- Push for Agile methodologies
- Push to avoid redundant technologies and streamline processes


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# Challenges and Goals

- Aggressive timelines and competing priorities
- Budget
- Unique business processes
- Drive for standardization
- Drive for automation


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# Strategy



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# Strategy

- Define Success
- What do you hope to get from ServiceNow?
  - Specific process
  - Replace legacy software
  - Implement new processes


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# Strategy

- Consultants vs. hiring staff
  - Speed of deployment
  - Support for ongoing maintenance
  - Cost/ease of customization
- Where to start
  - Start with one application
  - Full ITIL suite
  - CMDB
  - IT Support


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# Strategy

- Now that you have ServiceNow – what can you do with it?
  - Out of box applications
  - Store - https://store.servicenow.com
  - Custom applications (PAAS)
  - Integration/Orchestration/Automation
  - Data repository
  - Reporting platform
- Unlocking Value
  - Critical mass


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# The Team



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# The Team: Recruiting

- Web developers
  - Understand front-end/back-end concepts
- Consultants
  - Understand customer-facing, demand management
- ServiceNow developer certification
  - http://www.servicenow.com/services/training-and-certification/certified-application-developer.html
- Admins vs. developers
  - Light coding/scripting vs. professional developer


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# The Team: Training

- Develop a training guide
  - Tailor to applications/components you use
  - Best practices
- Use your team – mentoring
- Leverage ServiceNow resources
  - Developer program: https://developer.servicenow.com
  - Wiki: http://wiki.servicenow.com / http://docs.servicenow.com


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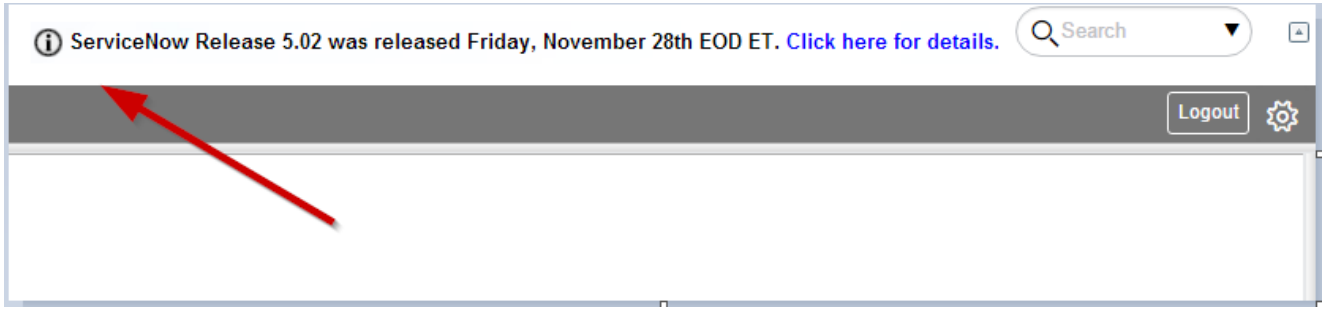
# Communications



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# Communications: The Release

- Publish release notes
- Notify users of impact
- In-app banner notification
- Publish a schedule
- Communicate which enhancements will be included





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# Communications: End-User Training/Documentation

- Build a KB
- Record training videos
- Train the trainer
- Leverage ServiceNow content
  - YouTube: https://www.youtube.com/user/servicenowdemo
  - Wiki: http://wiki.servicenow.com / http://docs.servicenow.com
  - Design partnerships – connect ServiceNow product managers to your end-users


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# Best Practices



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# Best Practices: Implementation

- Adapt to/take advantage of the ServiceNow platform
- Phased approach
- Manage expectations
- Know when to say “NO”

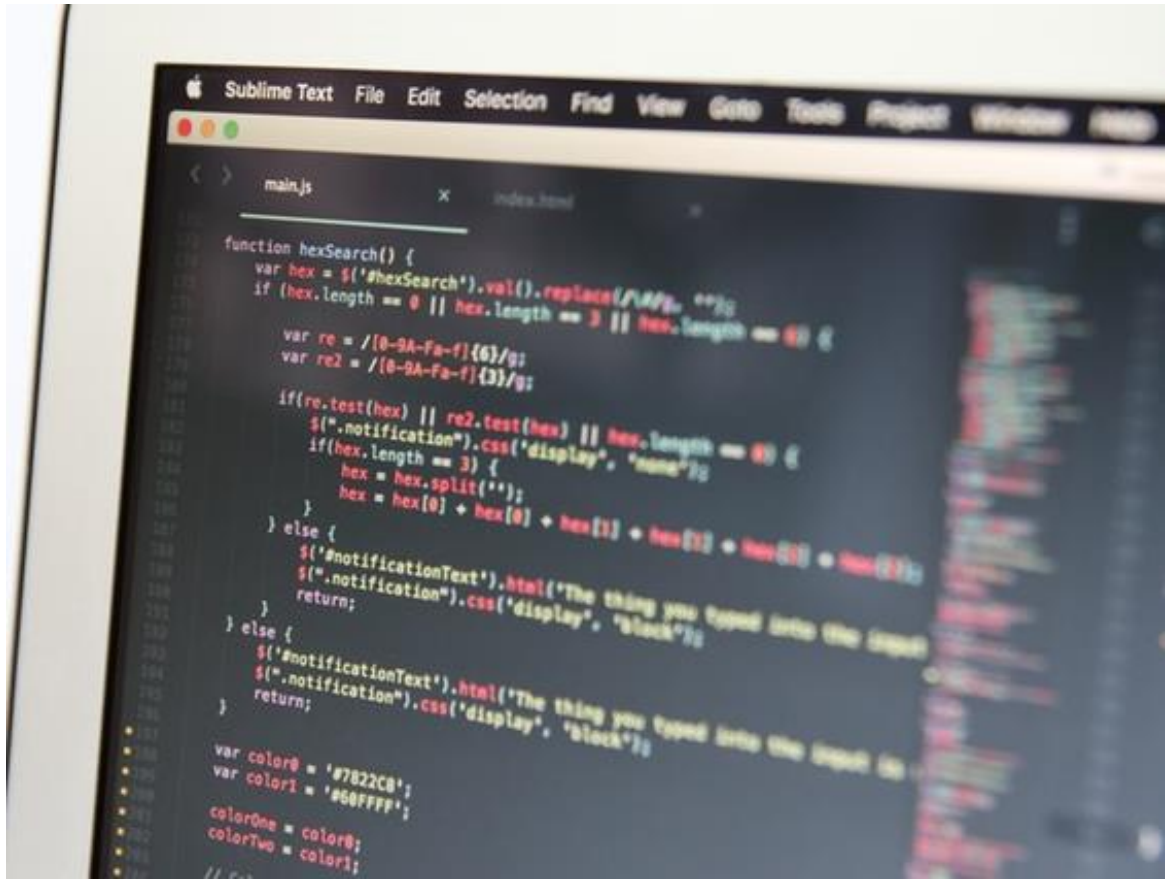





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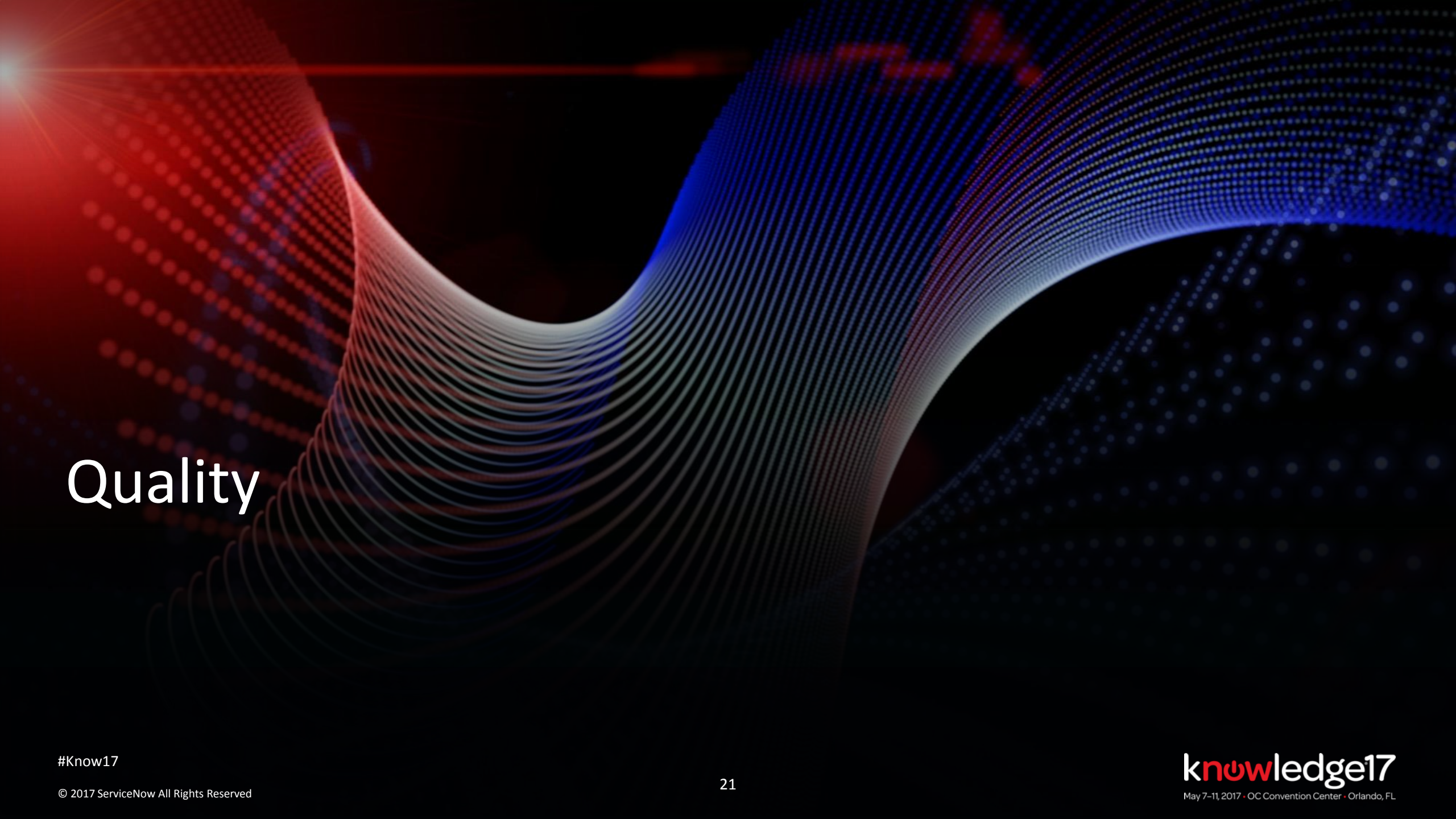
# Best Practices: The Development Team

- Establish standards
  - JavaScript is flexible: books on patterns/conventions
  - Use Script Includes!
  - How to deal with out of box code
- Cross-training
  - Avoid single points of failure
  - Give your developers a break
- Evolve
  - Show and tell
  - Continuous improvement





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# Quality: Process and Techniques

- Dedicated QA team
- Define requirements
- Unit tests/TDD
- Allow time for QA and UAT
- Regression
- Data validation/error detection
- System monitoring


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# Quality: Tools

- Functional testing/Screen capture
- Unit Testing
- API Testing
- Automation
- Data validation/error detection
- Monitoring




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# Top Takeaways

1

Choose and communicate a strategy

2

Take advantage of the platform

3

Get the right people


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# Q & A

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# Thank You

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# Thank You

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