knowledge17

WORK at LIGHTSPEED™

One Workflow to Rule Them All

RAVALI YADAVALLI
SERVICE NOW DEVELOPER
Toyota Motor North America

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SERVICE CATALOG & SELF-SERVICE PORTAL PROCESS OWNER
Toyota Motor North America

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servicenow

Speaker Introduction



NAME: Ravali Yadavalli

TITLE: ServiceNow Developer

FUNCTION: Development

COMPANY: Toyota Motor North America

EXPERIENCE: Develop, Implement, and Maintain Service Now modules/Applications Incident, Service catalog, Problem, Asset, Change, Configuration management, and SDLC

EXPERTISE: ServiceNow Development and Administration

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Speaker Introduction



NAME: Jack Foo

TITLE: Service Catalog & Self-Service Portal Process Owner

FUNCTION: ITIL Process Owner

COMPANY: Toyota Motor North America

EXPERIENCE: An Information Technology professional with over 20 years of experience. During his career, he delivered many solutions successfully, one of which was upwards of $10 million US dollars. Jack is now the Self-Service Portal and Service Catalog process owner, leading the team to modernize services provided by vertical and horizontal departments at Toyota Motor North America.

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Agenda

- Objective and what you will learn
- Challenges
- Solution – How and what did we achieve
- Value outcomes
- Lessons learned

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Session Overview



Objectives

- Do more with less!!! Support increasing catalog demands of the organization



What You Will Learn

- Standardize catalog approvals and routing
- Consolidating workflows using data
- Improve efficiency of catalog maintenance

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Background

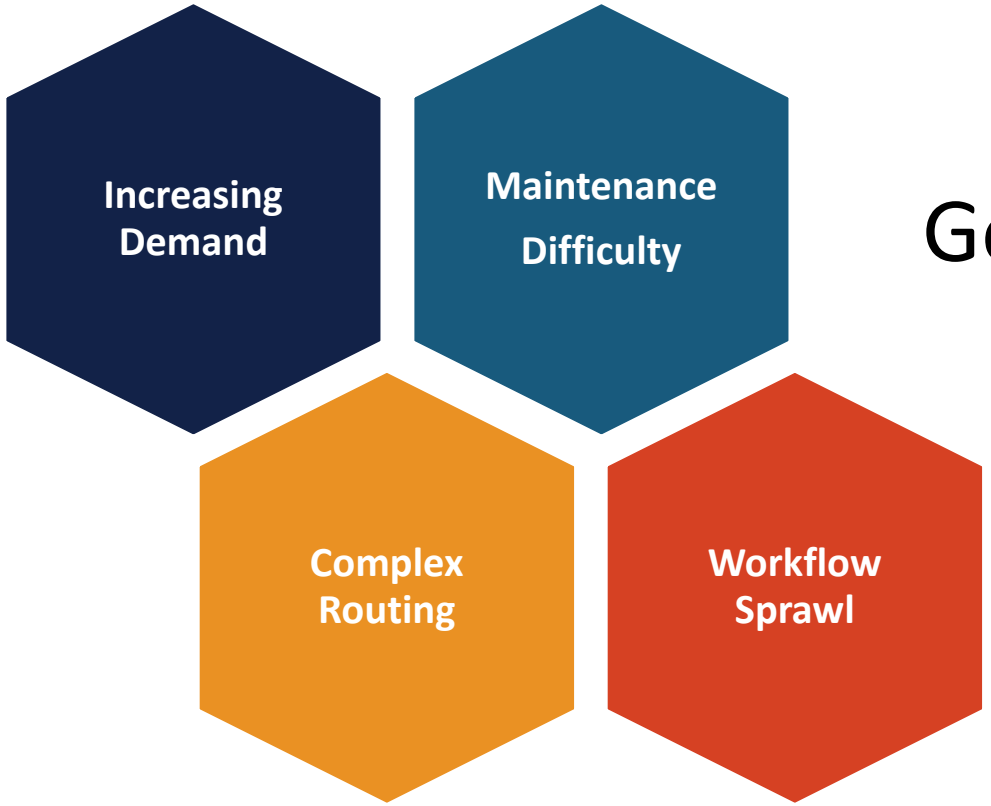
Hierarchical Nature

Distinct Business Policies

No Standardized Processes

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Challenges



Goal

Improve Overall Efficiency

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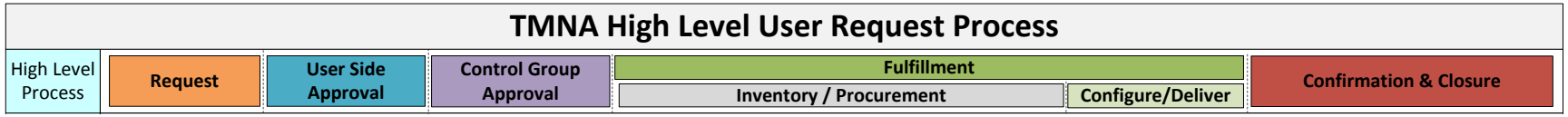
Approach Overview

- Identify Common High Level Process
- Break into Sub-Processes
- Detail Requirements for each Sub-Process
- Develop Super Workflow
- Driving Catalog Items via Data

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Approach

- Common High Level Processes



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Approach

- Common High Level Processes
  - Generic Roles

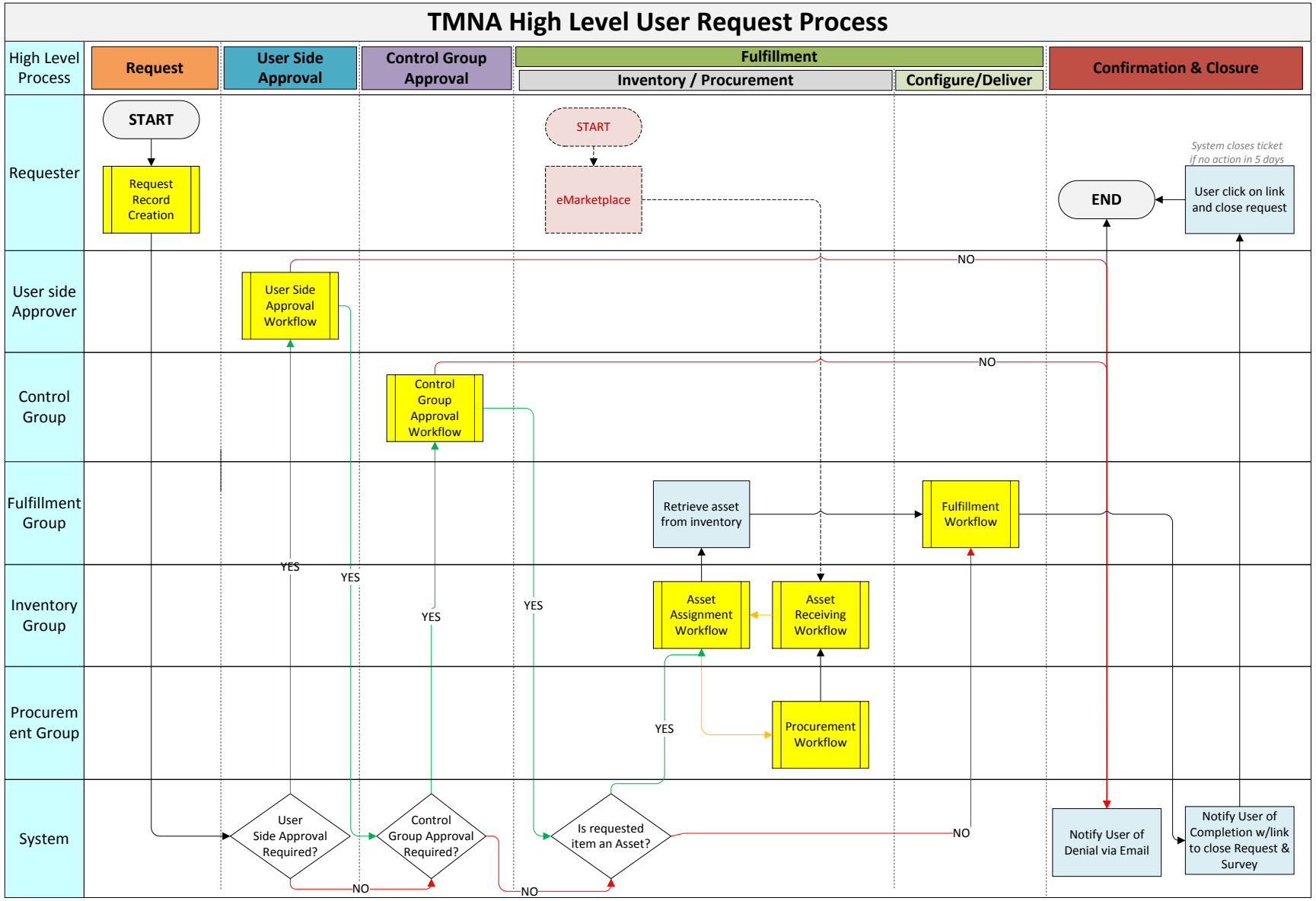
TMNA High Level User Request Process

High Level Process	Request	User Side Approval	Control Group Approval	Fulfillment		Confirmation & Closure
				Inventory / Procurement	Configure/Deliver	
Requester						
User side Approver						
Control Group						
Fulfillment Group						
Inventory Group						
Procurement Group						
System						

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Approach

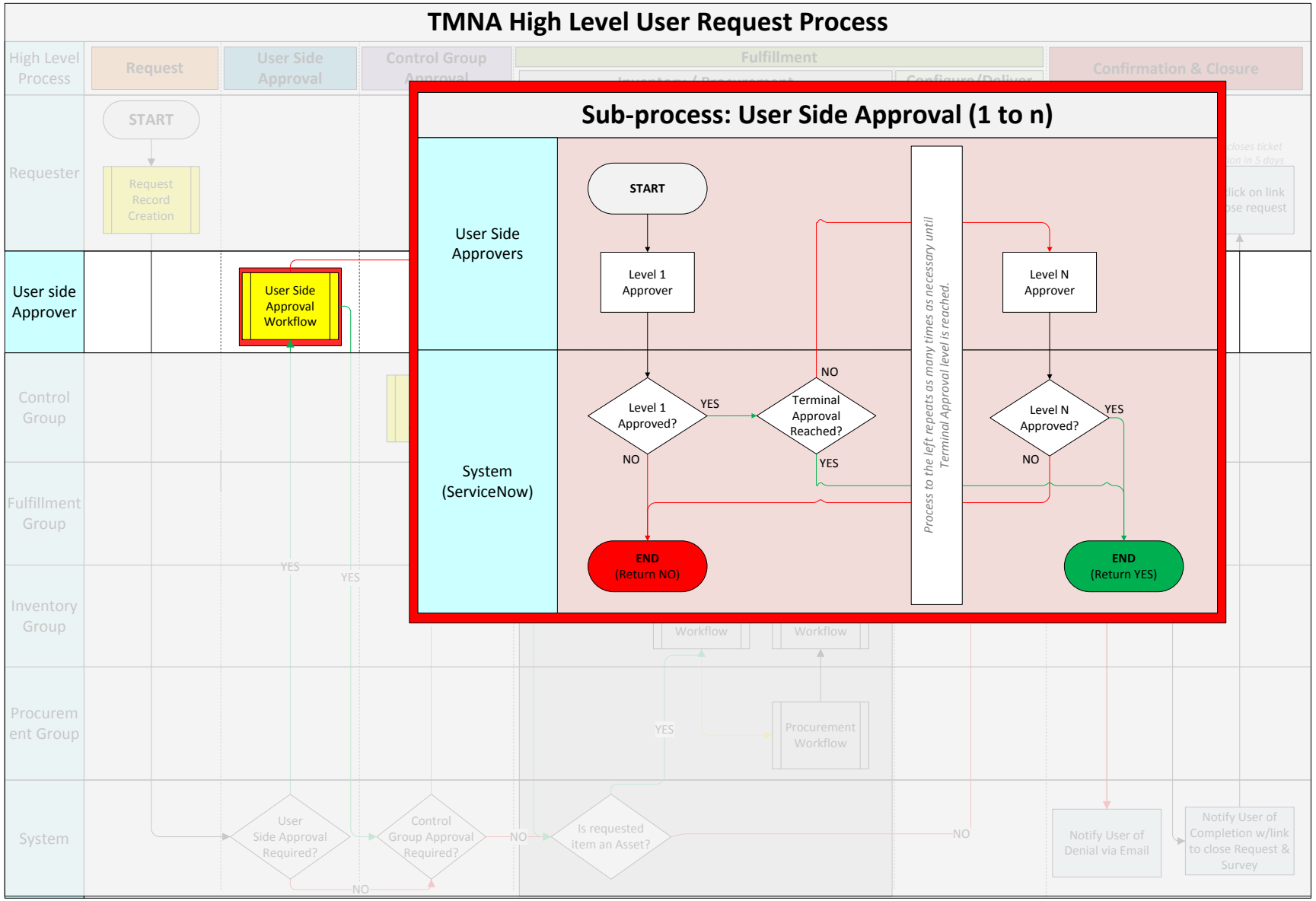
- Common High Level Processes
  - Generic Roles
- Break into Sub-Processes



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Approach

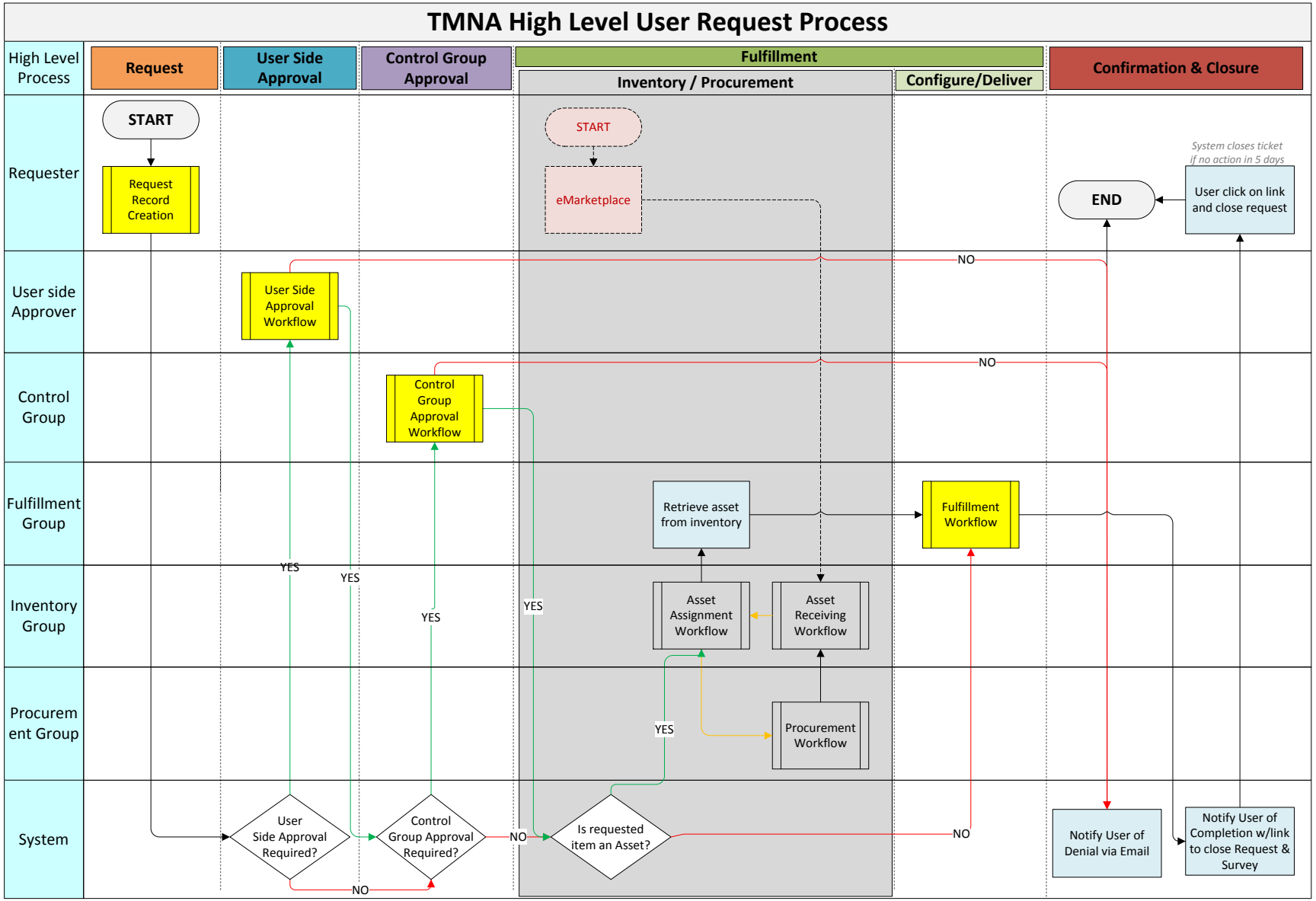
- Common High Level Processes
  - Generic Roles
- Break into Sub-Processes
- Detail requirements for each Sub-Process



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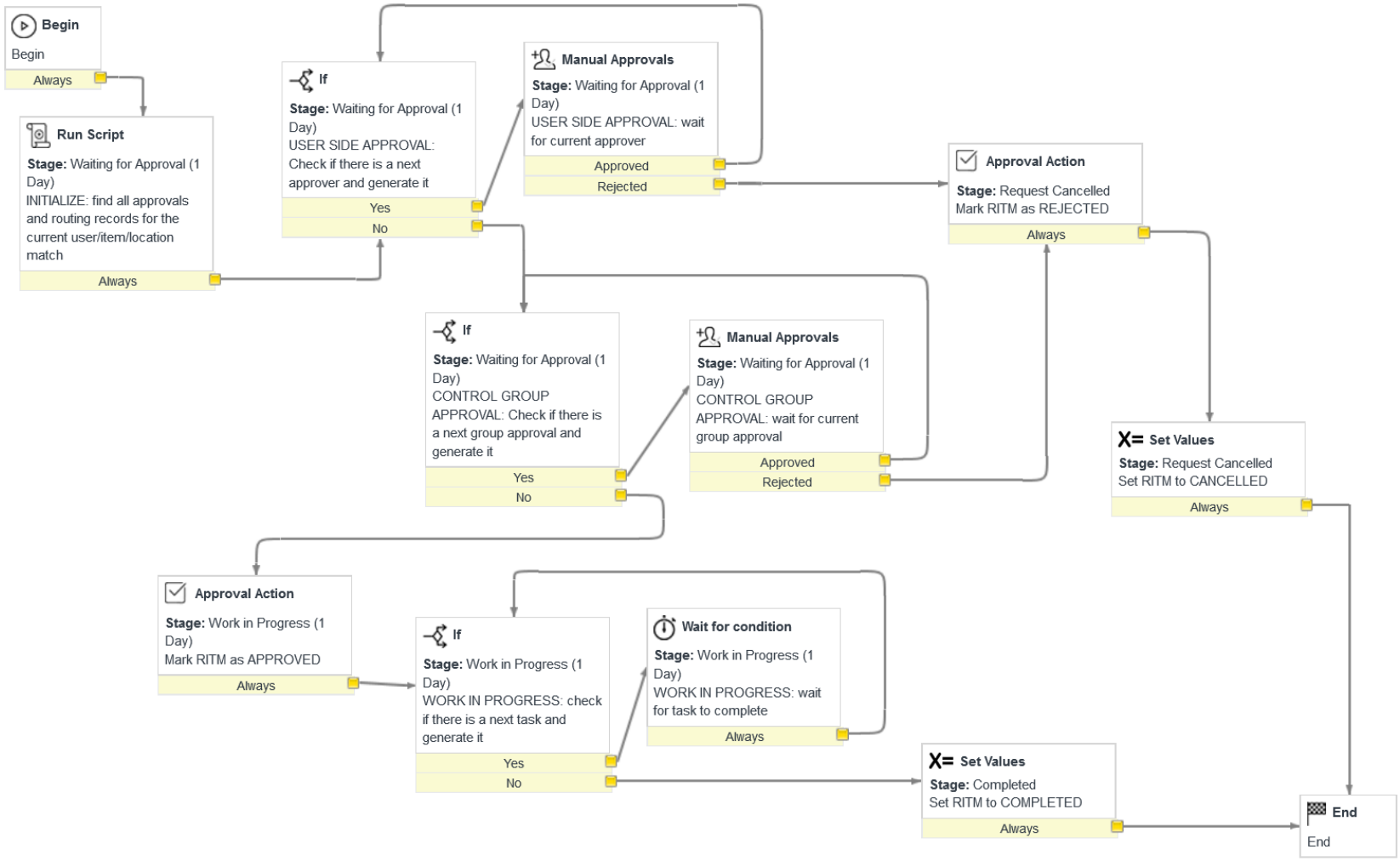
Approach

- Common high level processes
  - Generic Roles
- Break into Sub-Processes
- Detail requirements for each Sub-Process
- Scope



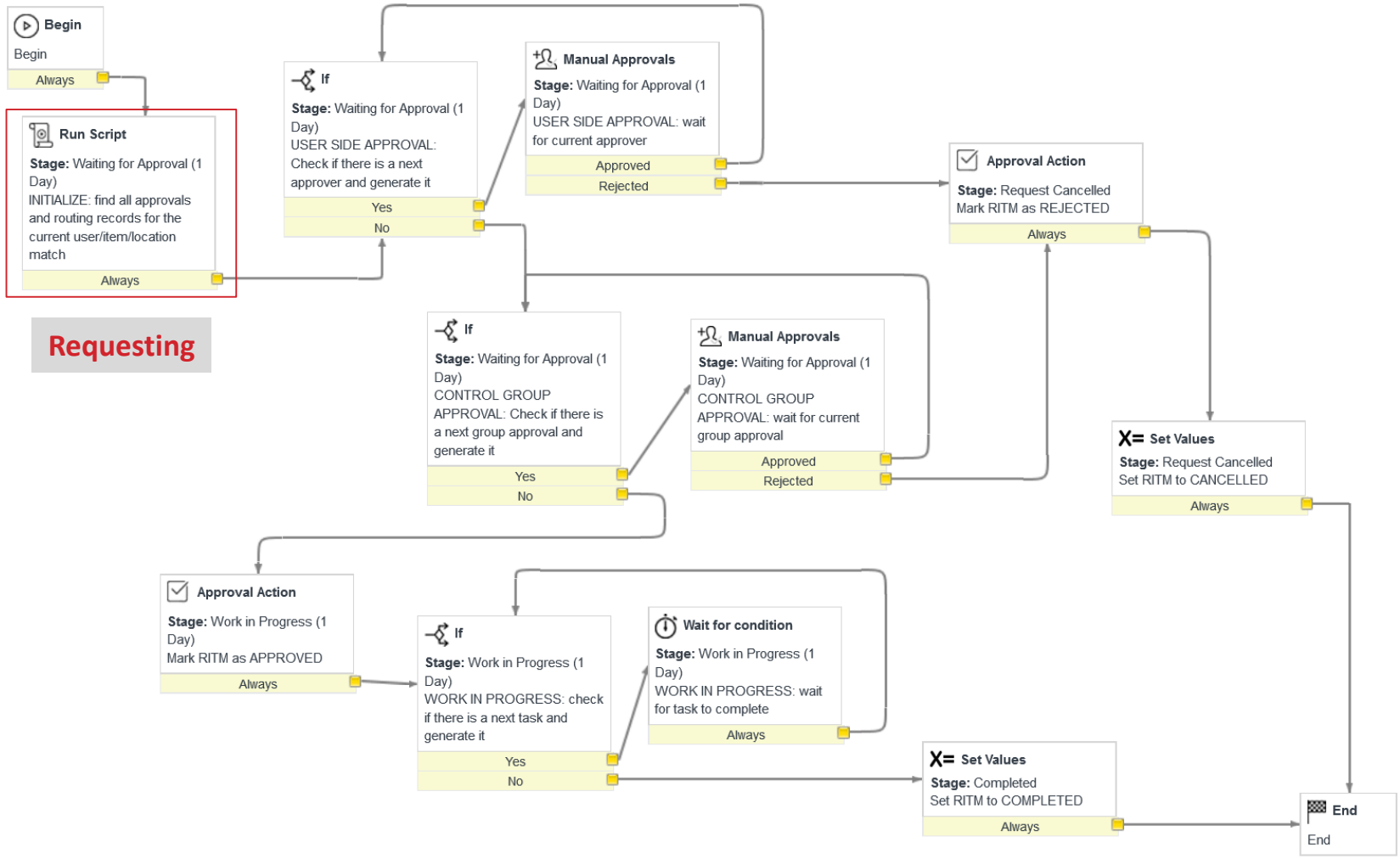
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Develop Super Workflow



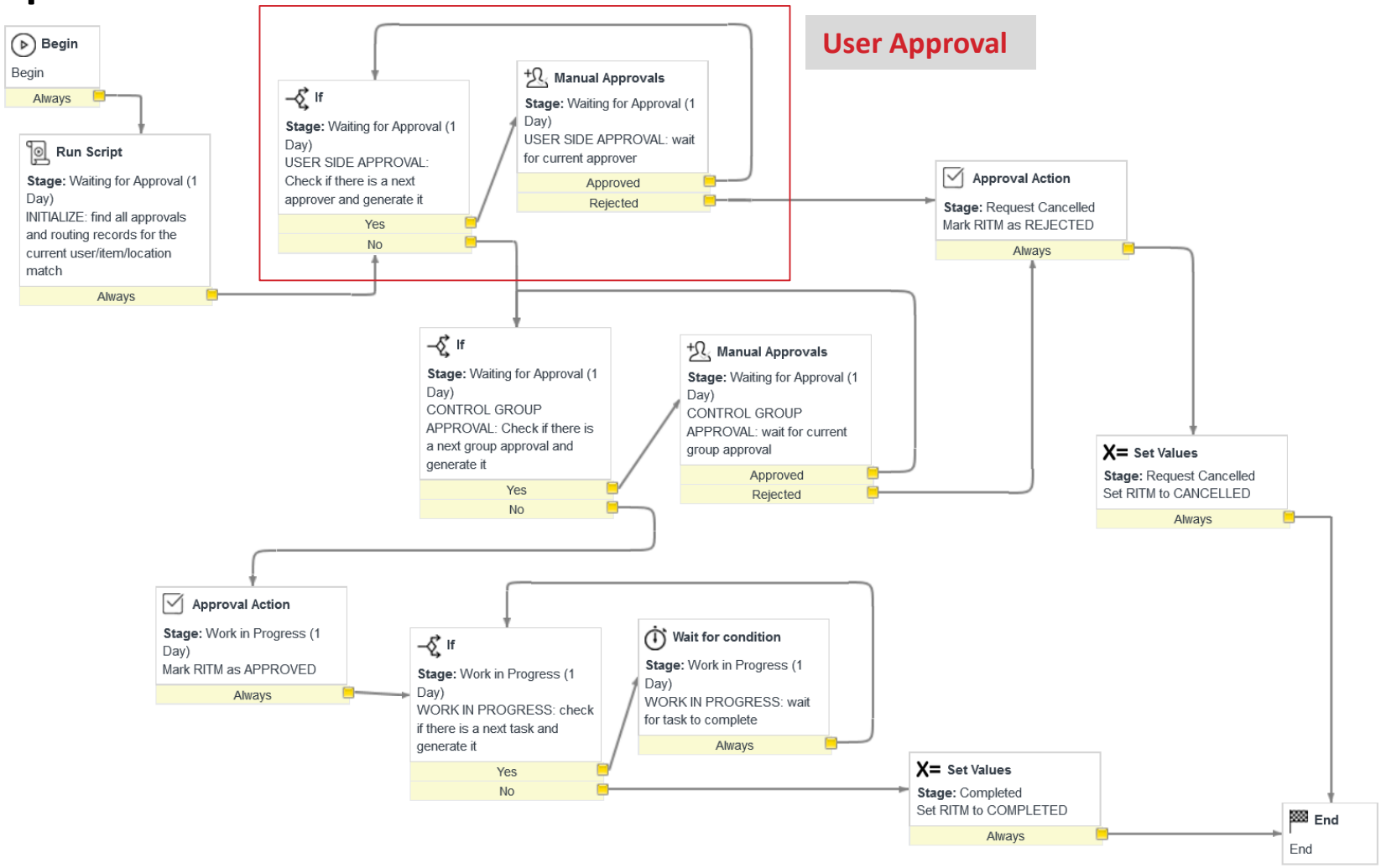
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Develop Super Workflow



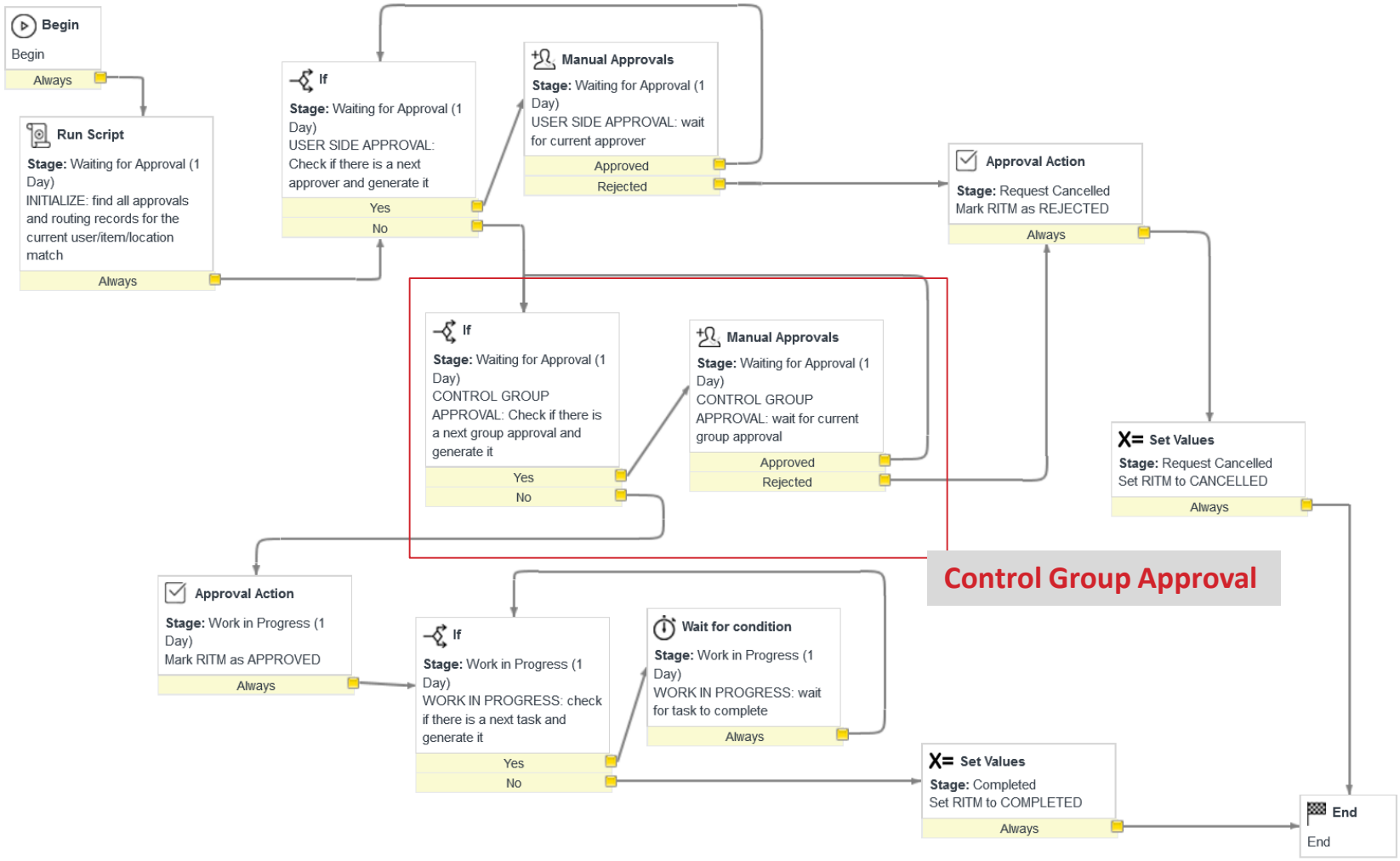
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Develop Super Workflow



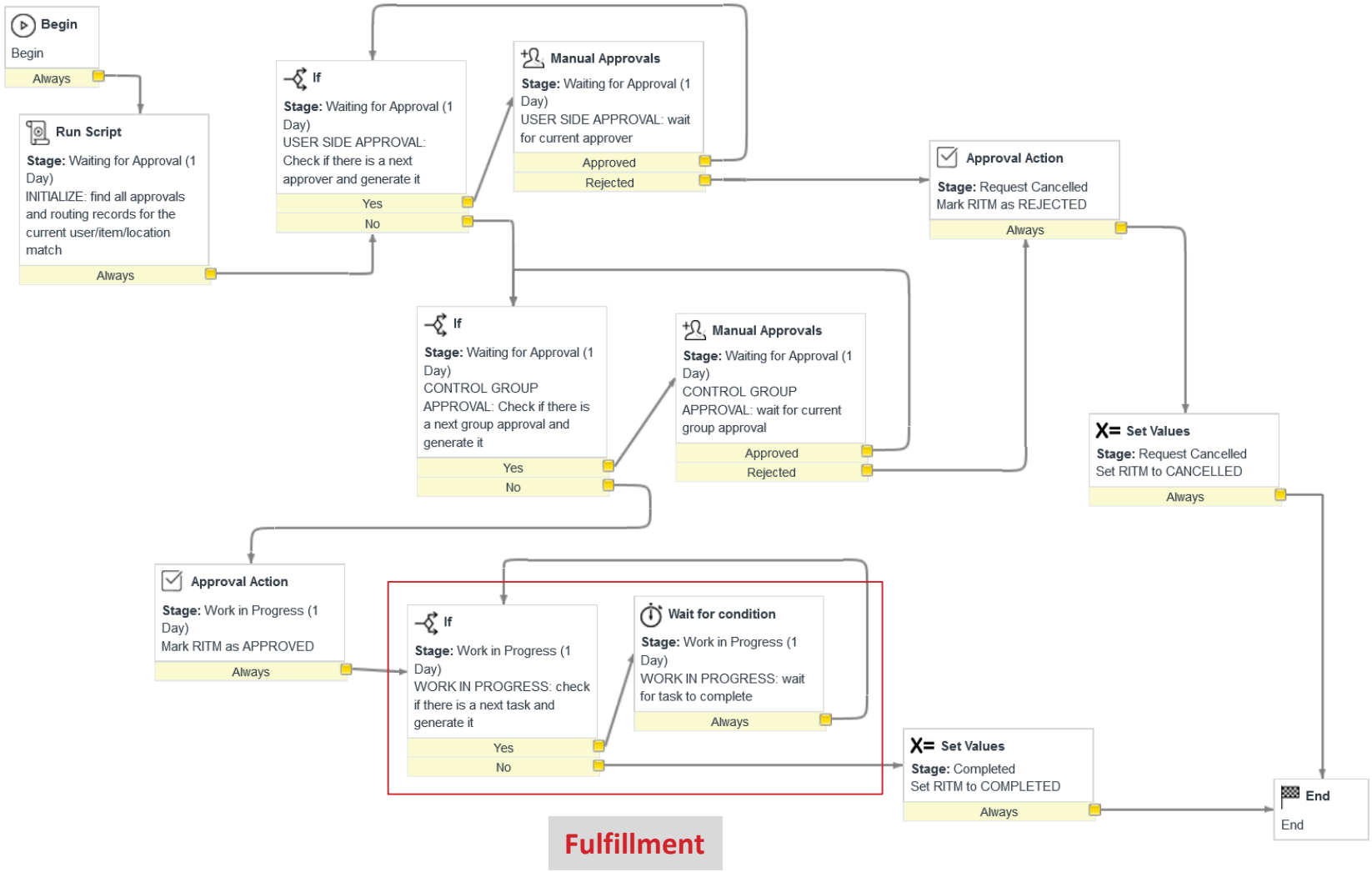
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Develop Super Workflow



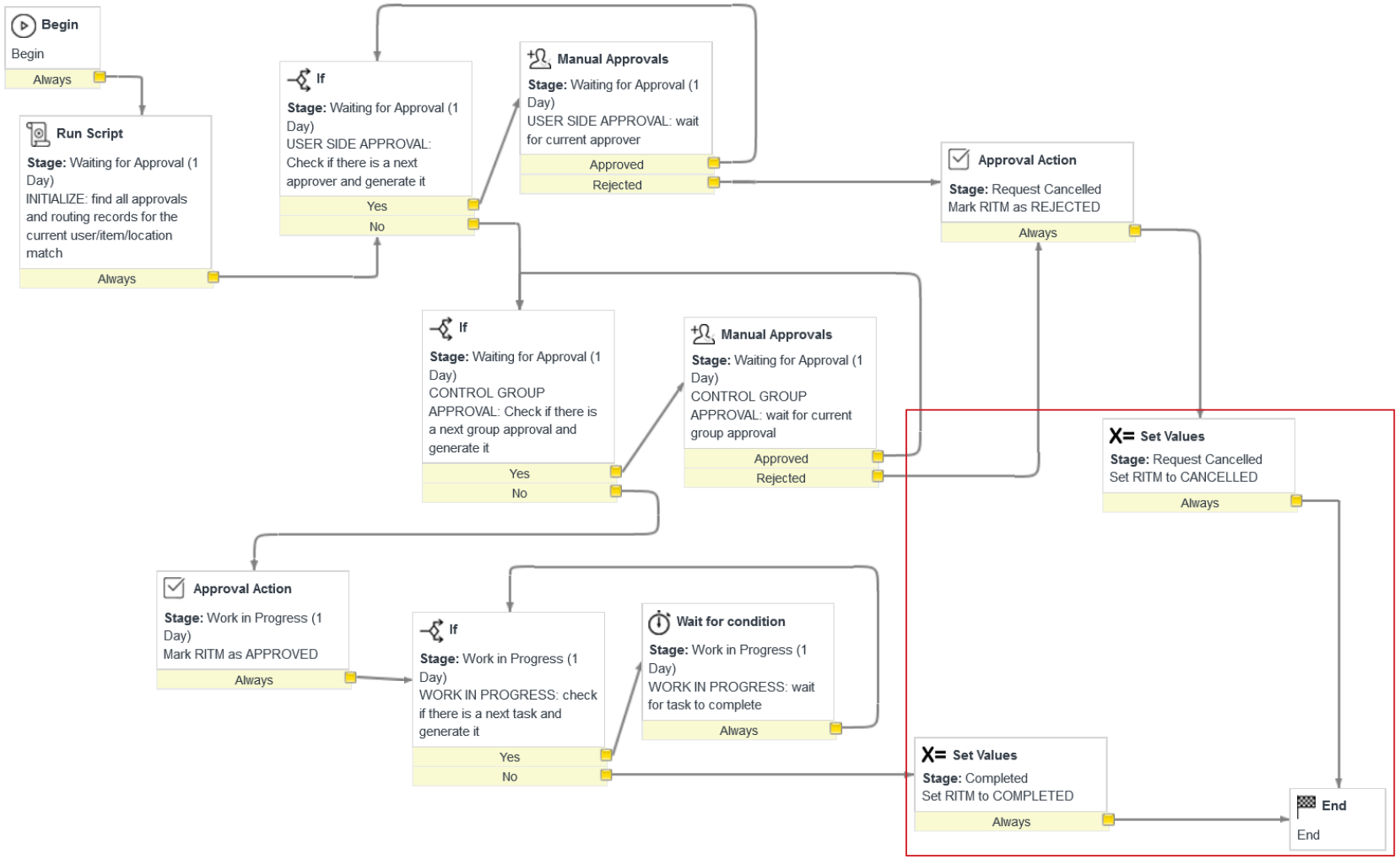
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Develop Super Workflow



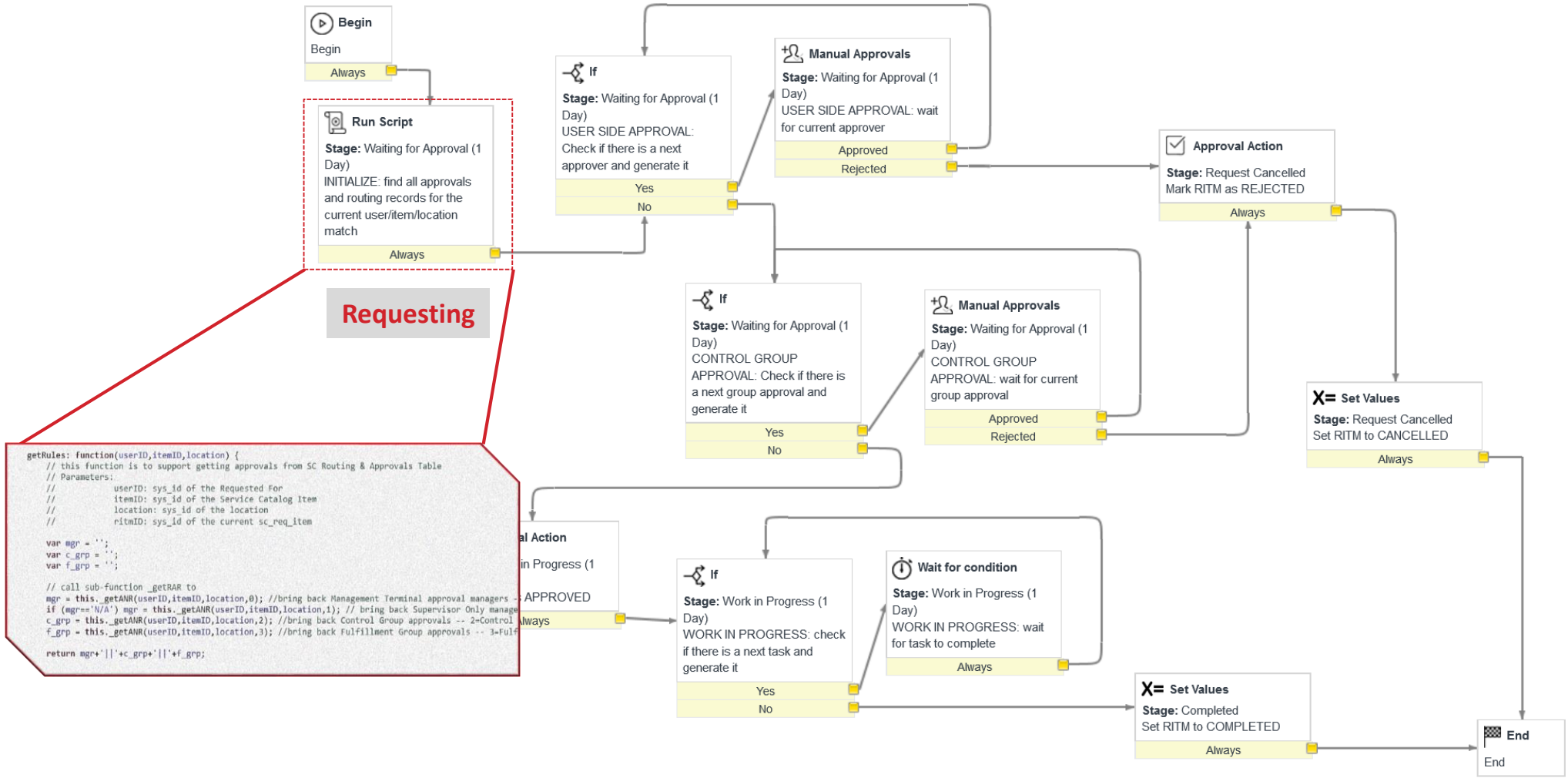
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Develop Super Workflow



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Develop Super Workflow



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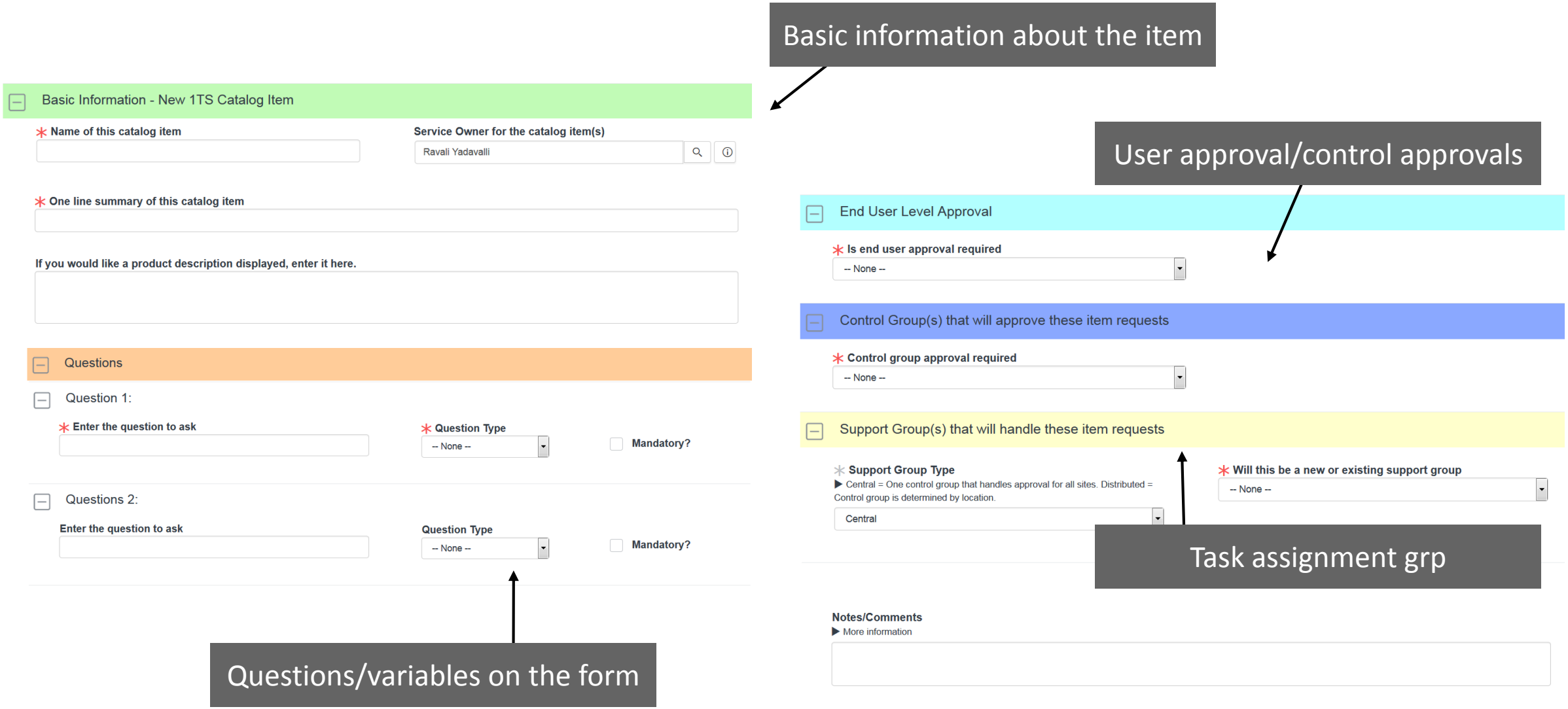
Driving Catalog Items via Data



1. Catalog item Information
2. Approvals Policies
   - Location dependent
   - Management Terminal/Supervisor only
     - Terminal Level column decides the entitlement of item.
     - Mandatory column decides if at least one level of approval is required
   - Control Group
3. Task Routing Rules
   - Sequential and parallel task handling
   - Template: Task information

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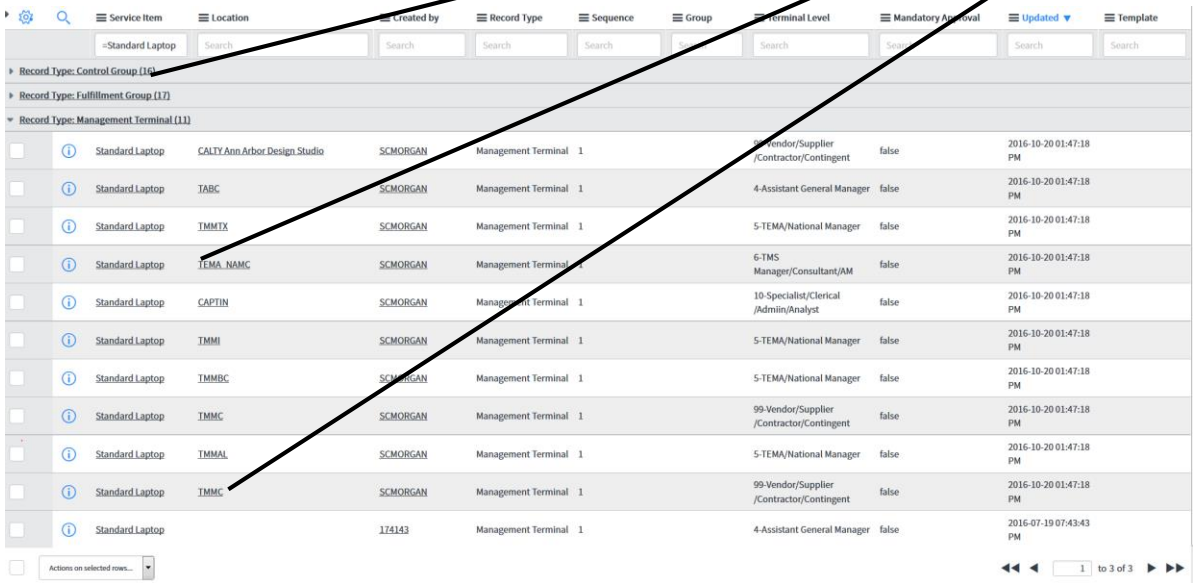
Catalog Item Work Request Intake Form

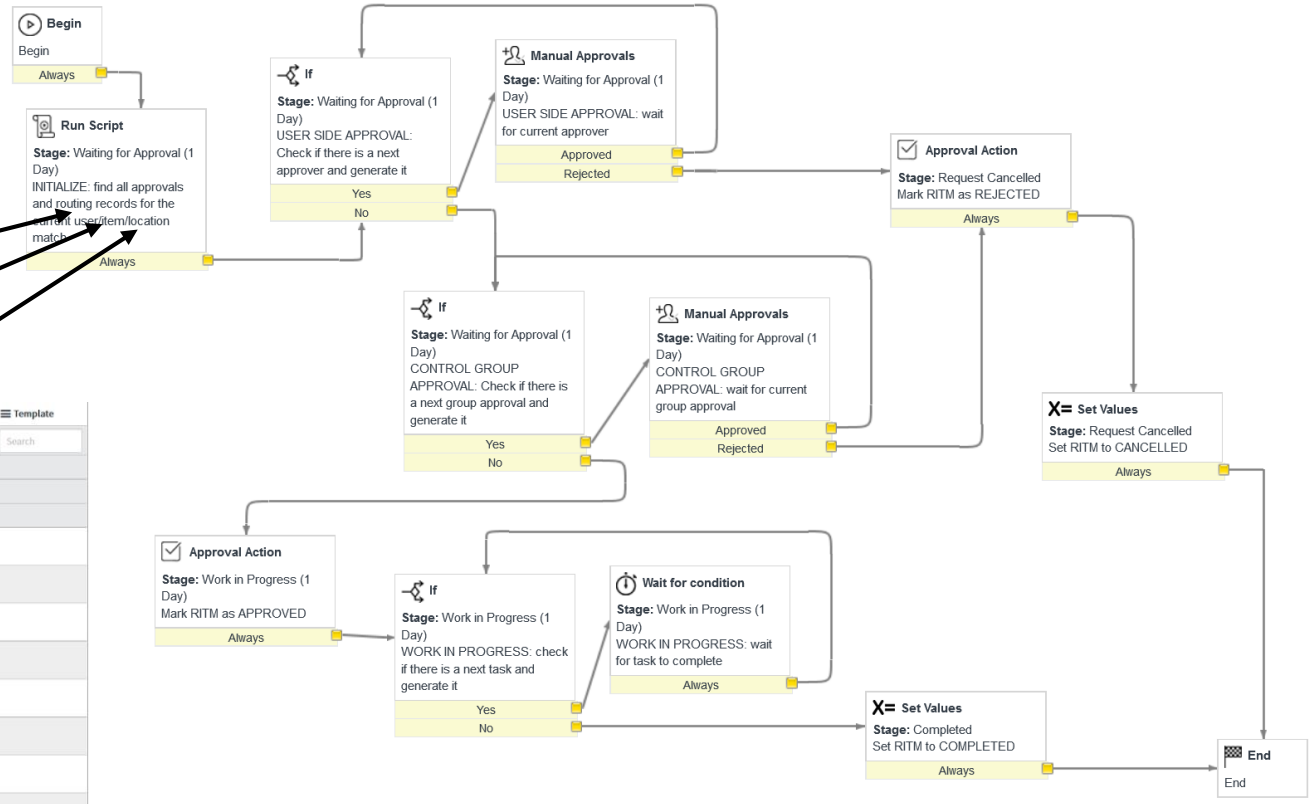


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Solution at a Glance

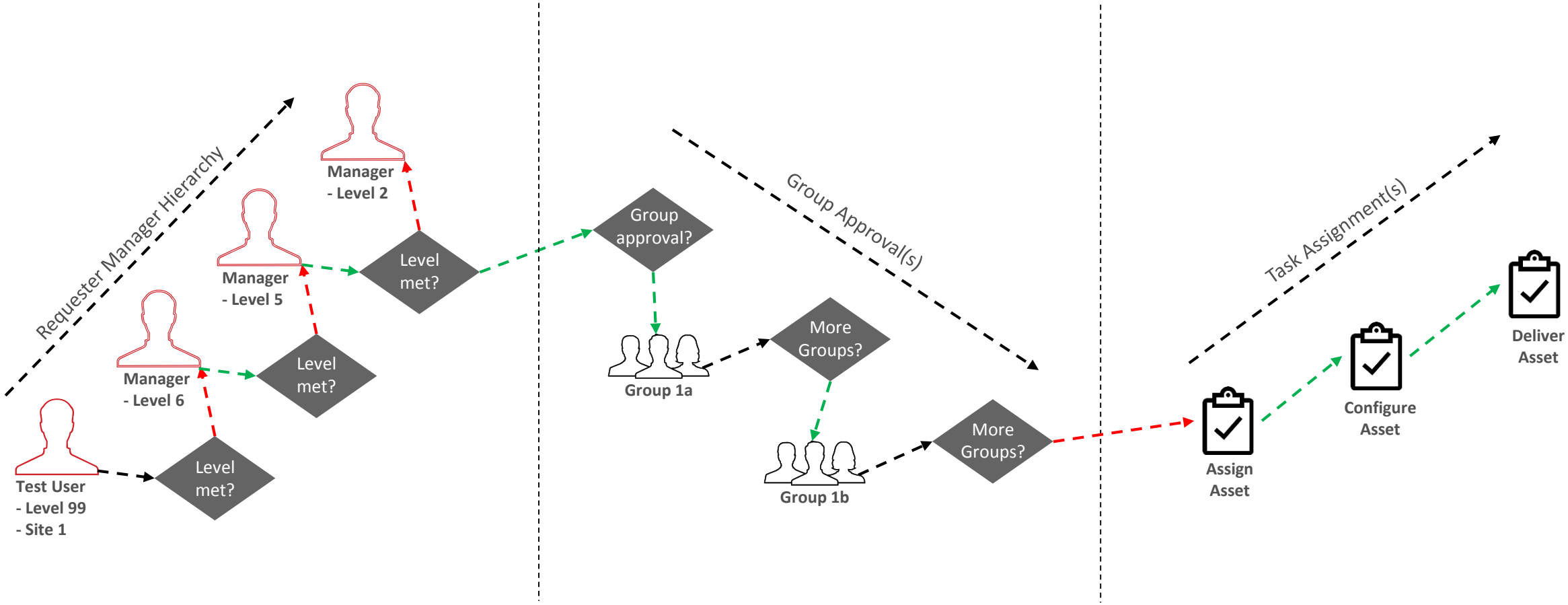
Data Driven Super Workflow





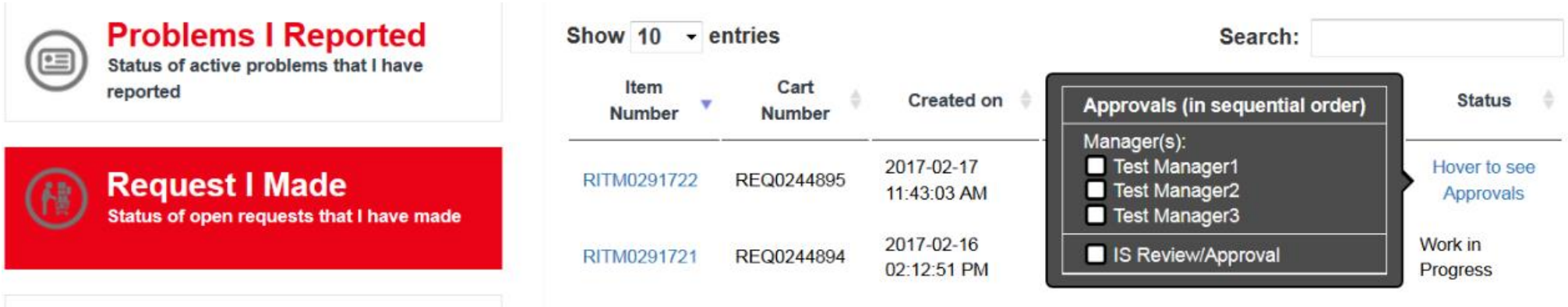
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Catalog Item	Approvals	Fulfillment
Standard Laptop Request	- User Manager Level 4 - Site 1 → Group 1a (1), Group 1b (2) - Site 2 → Group 2	- Task 1 → Assign Asset - Task 2 → Configure Asset - Task 3 → Deliver Asset



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Portal View



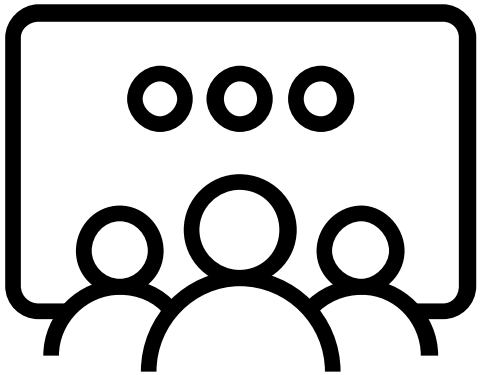
User	Approval Title
TEST USER	99-Vendor/Supplier/Contractor/Contingent...
TEST MANAGER1	6-AM/TMS Manager/Consultant
TEST MANAGER2	5-TEMA/National Manager
TEST MANAGER3	2-Vice President

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Value Outcomes

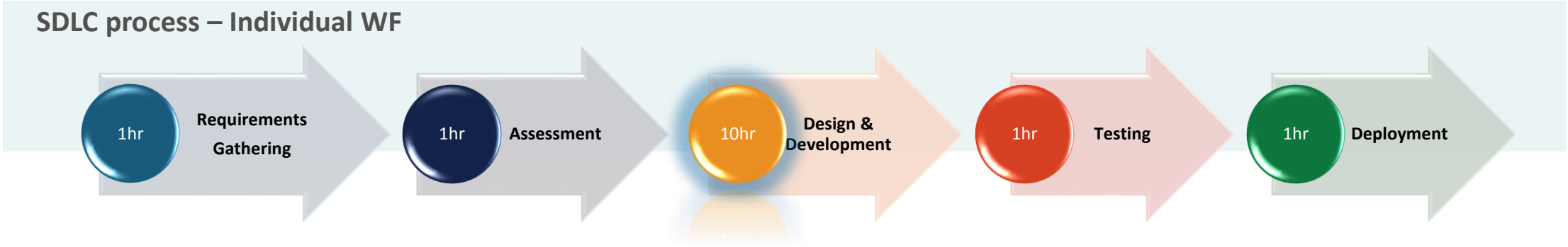


949 of 1044 catalog items supported by a single Workflow!



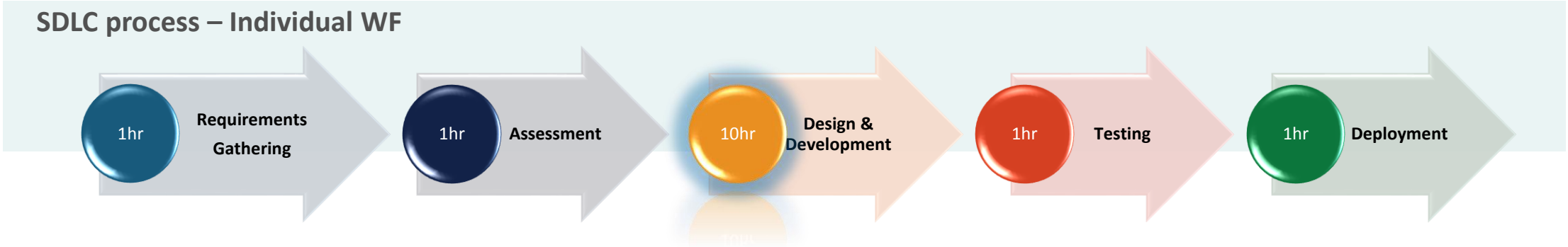
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New Catalog Item



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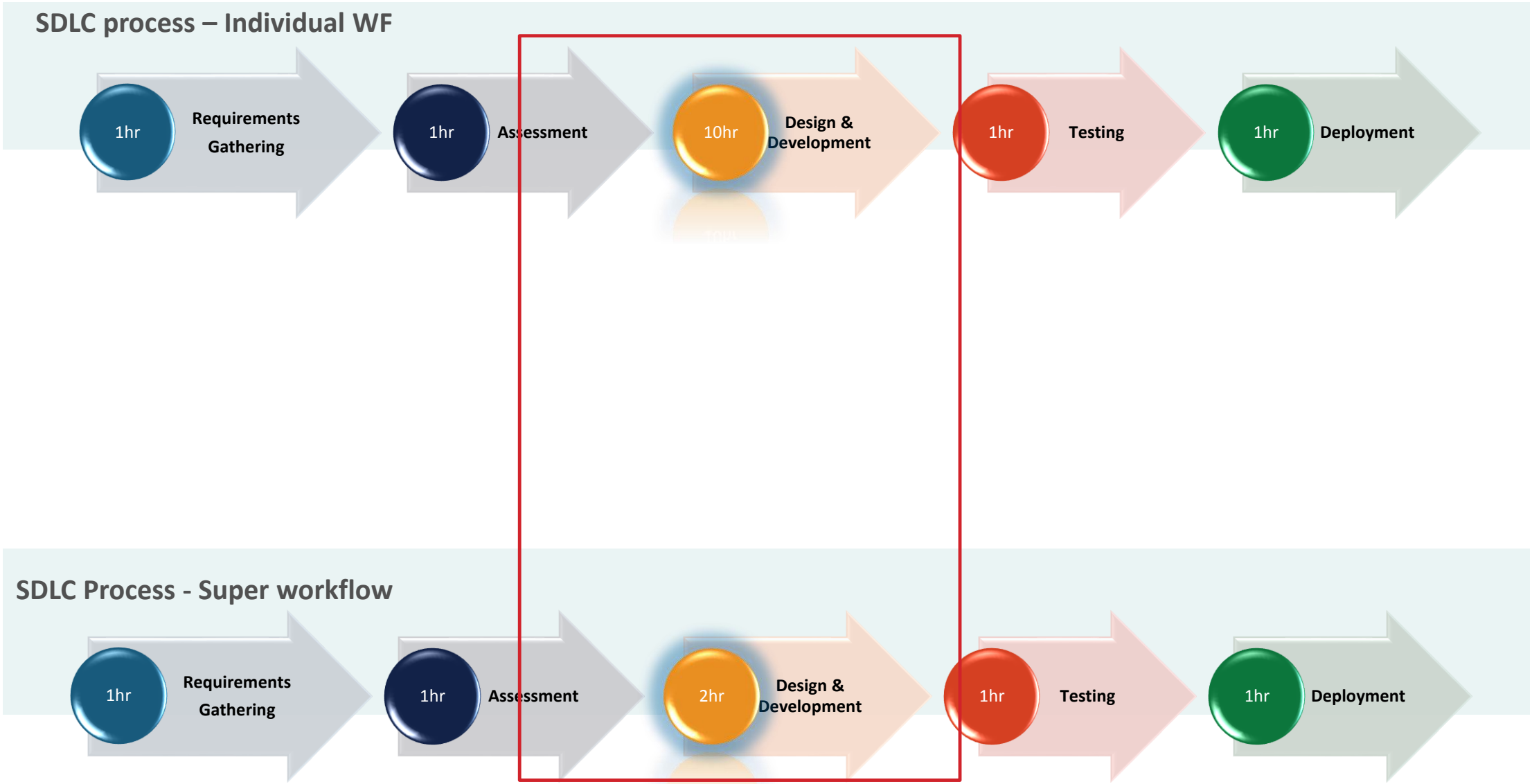
New Catalog Item





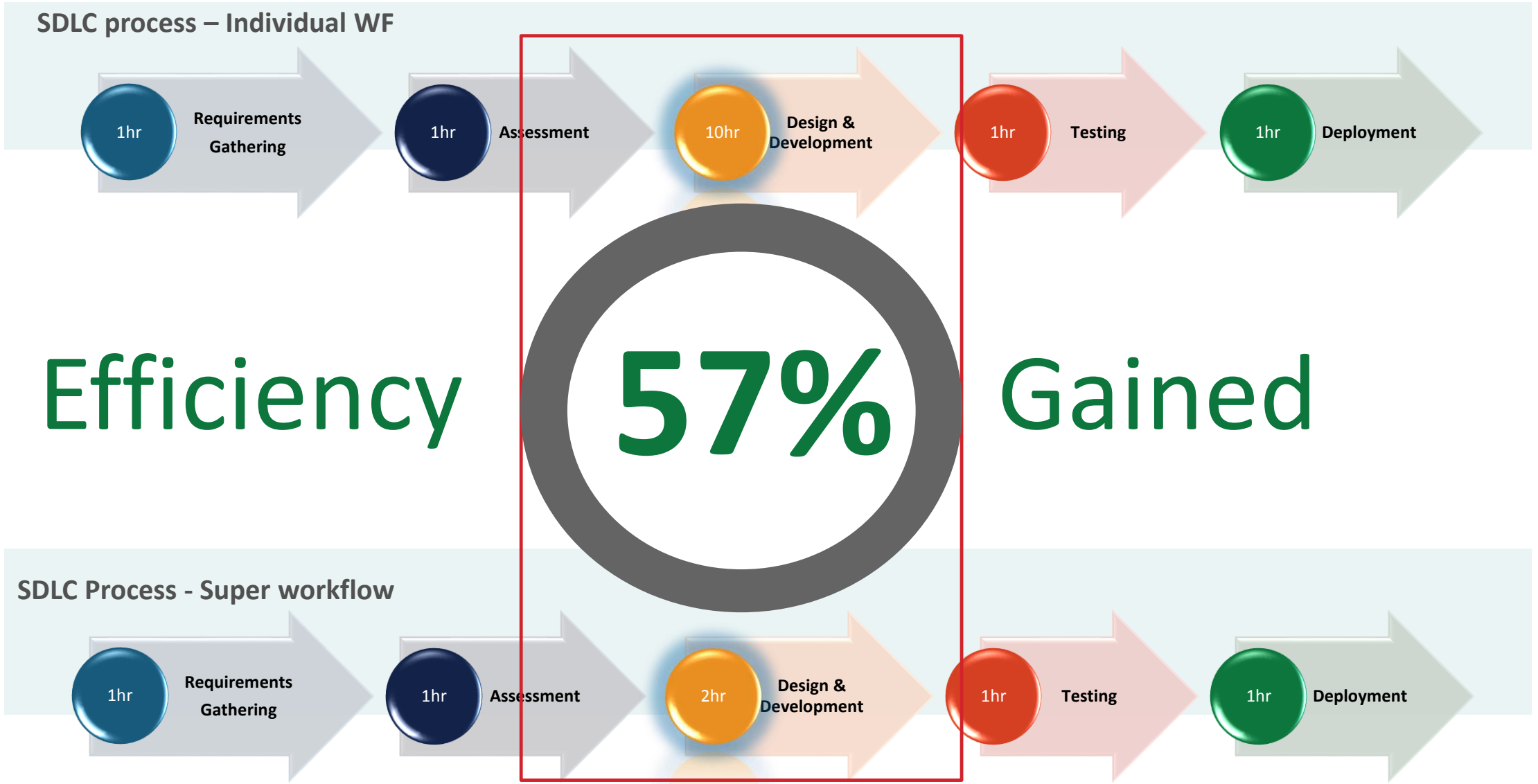
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New Catalog Item



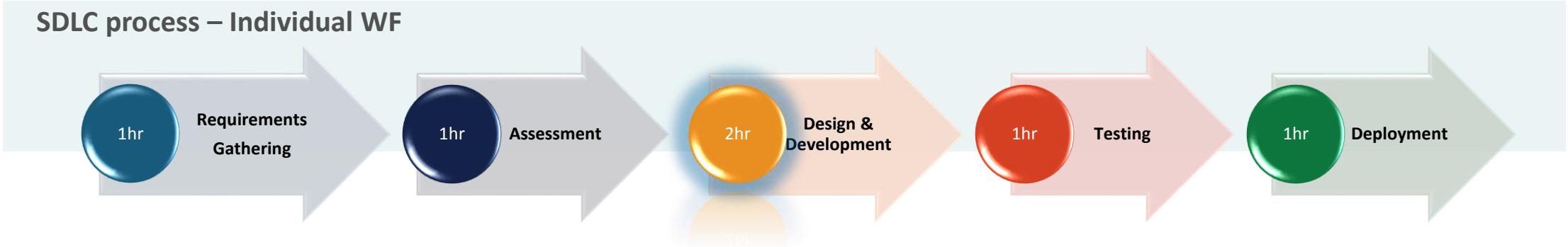
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New Catalog Item



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Catalog Item Maintenance



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Catalog Item Maintenance

SDLC process – Individual WF

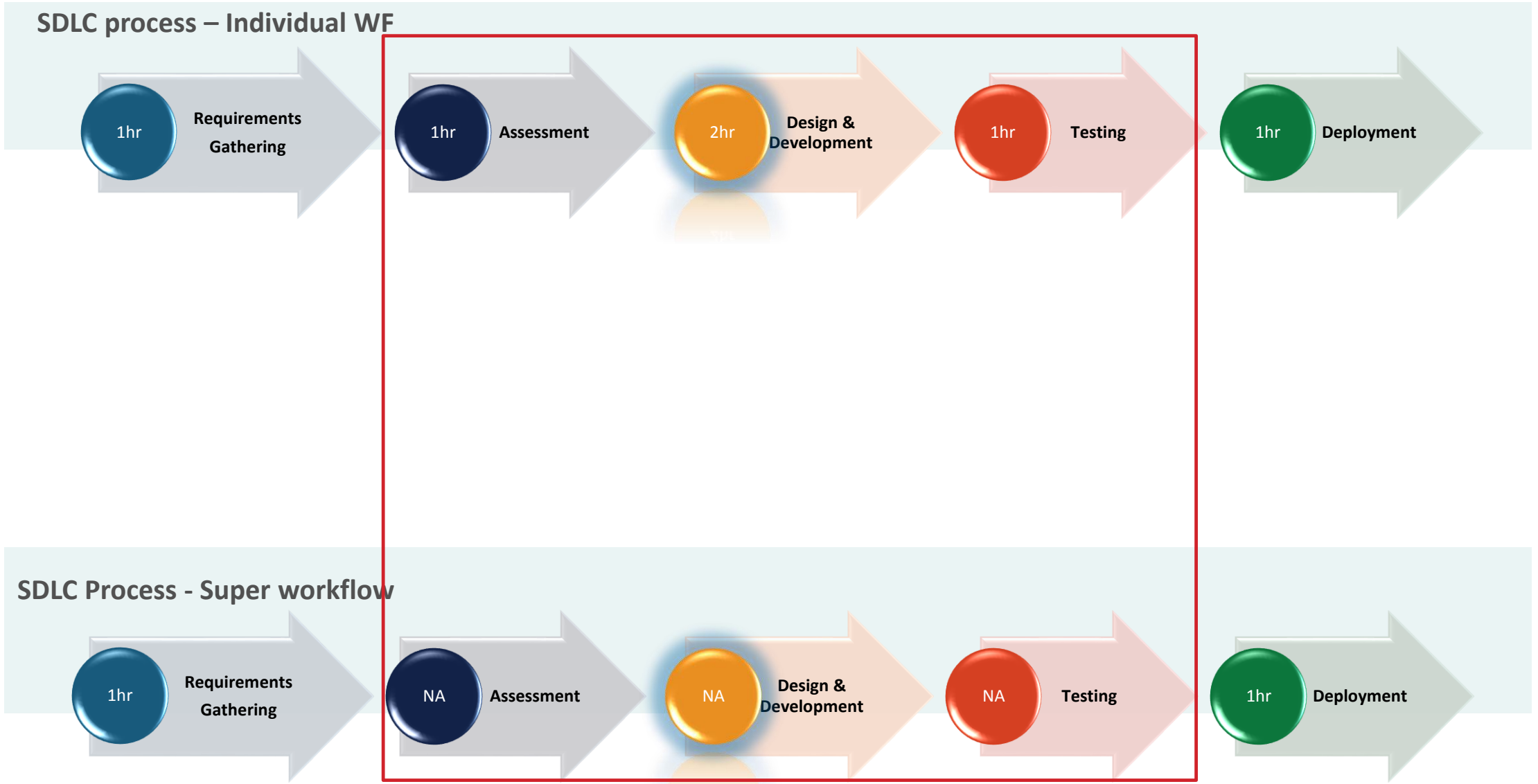


SDLC Process - Super workflow



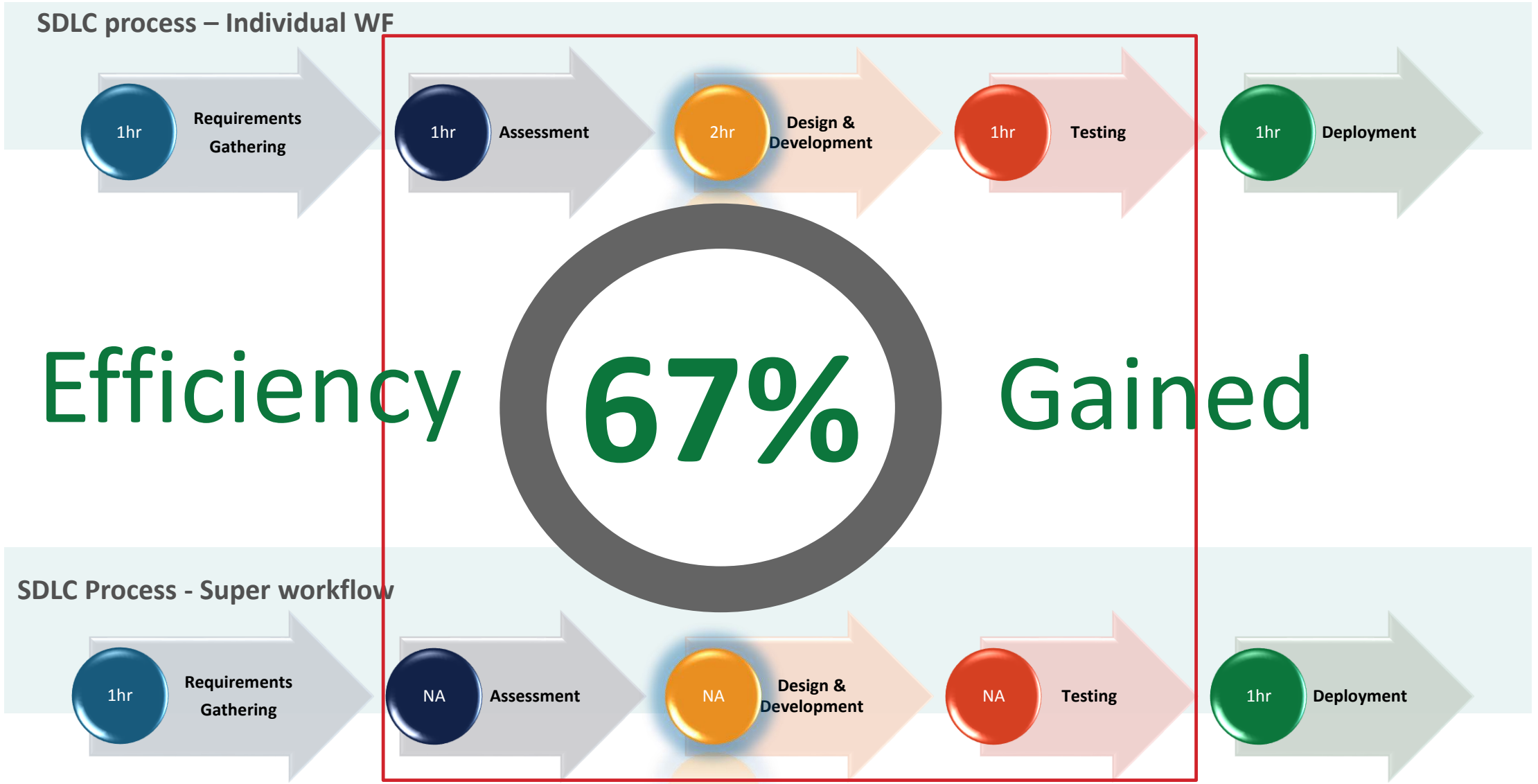
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Catalog Item Maintenance



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Catalog Item Maintenance



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Timeline

Activity	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10
Process Study										
Standardized Process Design										
Development & Testing										

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Lessons Learned

- Stakeholder presence
  - It is a waste of time if the proper stakeholders are not in the room
- Catalyst for standardize process
  - Different stakeholders have different perspective of very similar processes
  - Service management should be the catalyst to standardize such similar processes
- 80/20 rule
  - There’s no way for every possible process to fit within 1 workflow.

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Top Takeaways

1

Identify Common High Level Process



2

Standardize sub-processes



3

Consolidate workflows Using data



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Q & A

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Thank You

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