knowledge17

WORK at LIGHTSPEED™

ServiceNow for Legacy Modernization and Operational Efficiency

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Securian Financial Group

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Agenda

- The Problem
- Background/Timeline
- Business Case for ServiceNow
- Implementations
- Demo
- What's Next
- Success & Key Takeaways

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Speaker Introduction



NAME: Jason Ackley

TITLE: Manager – Information Technology

FUNCTION: Application Development

COMPANY: Securian Financial Group

EXPERIENCE: 16 years in IT supporting Group business line, 8 as developer, 8 as manager

EXPERTISE: Project Portfolio Management and Project Management

ACHIEVEMENTS: Implemented Incident & Knowledge in 2016 and PPS in 2017

CURRENT PROJECTS: PPS rollout for all new projects by July 2017

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My Company



NAME: Securian Financial Group

INDUSTRY: Financial Services

MARKET FOCUS: One of America's largest providers of financial security for individuals and business in the form of insurance, retirement plans and investments

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Life and Voluntary Insurance, Retirement Plans, Financial Investments

COMPANY-WIDE INITIATIVES: Customer Engagement, Operational Efficiency, Shared Solutions, Legacy Modernization, Community Involvement

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Session Overview



Objectives

- How Securian’s Group business line used Legacy Modernization and Operational Efficiencies as a driving factor to adopt ServiceNow



What You Will Learn

- Understand the enterprise environment and challenges faced
- Approach taken to sell ServiceNow platform and implementation
- Implementation details
- Successes and Takeaways

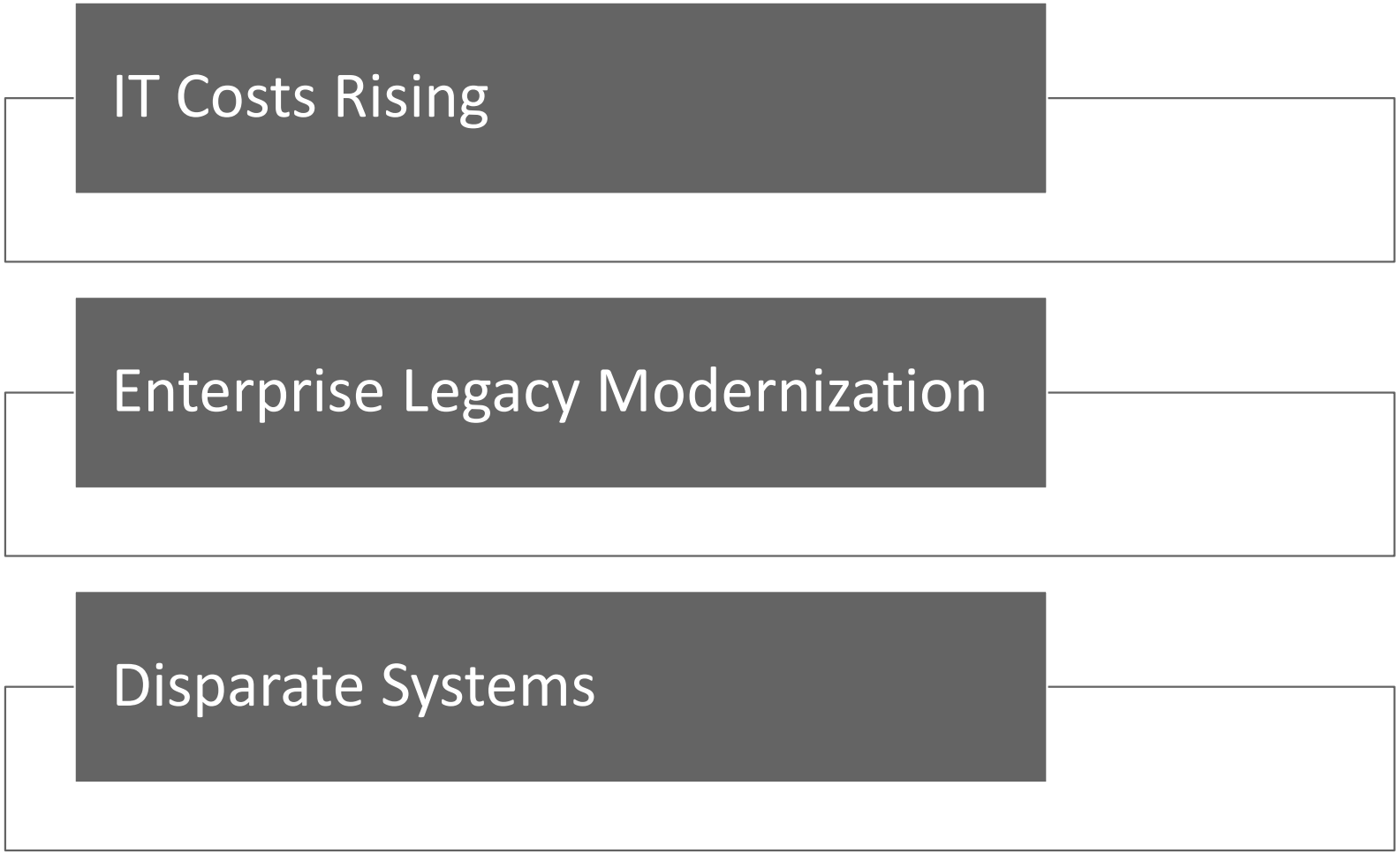
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The Problem

Modernization of Processes and Tools Used to Deliver Results

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The Problem



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Background/Timeline

2014

- Assessment to drive down IT support costs
- Recommendation to create a business line service desk modeled after enterprise service desk

2015

- POV: ServiceNow meets service desk requirements
- Could not justify cost with service desk capabilities alone
- Recommend an enterprise evaluation

2016

- Enterprise option for Incident & Knowledge
- No endorsement as the enterprise PPM solution

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Best of Breed vs. Best in Class

Power of the Platform



Power of a tool

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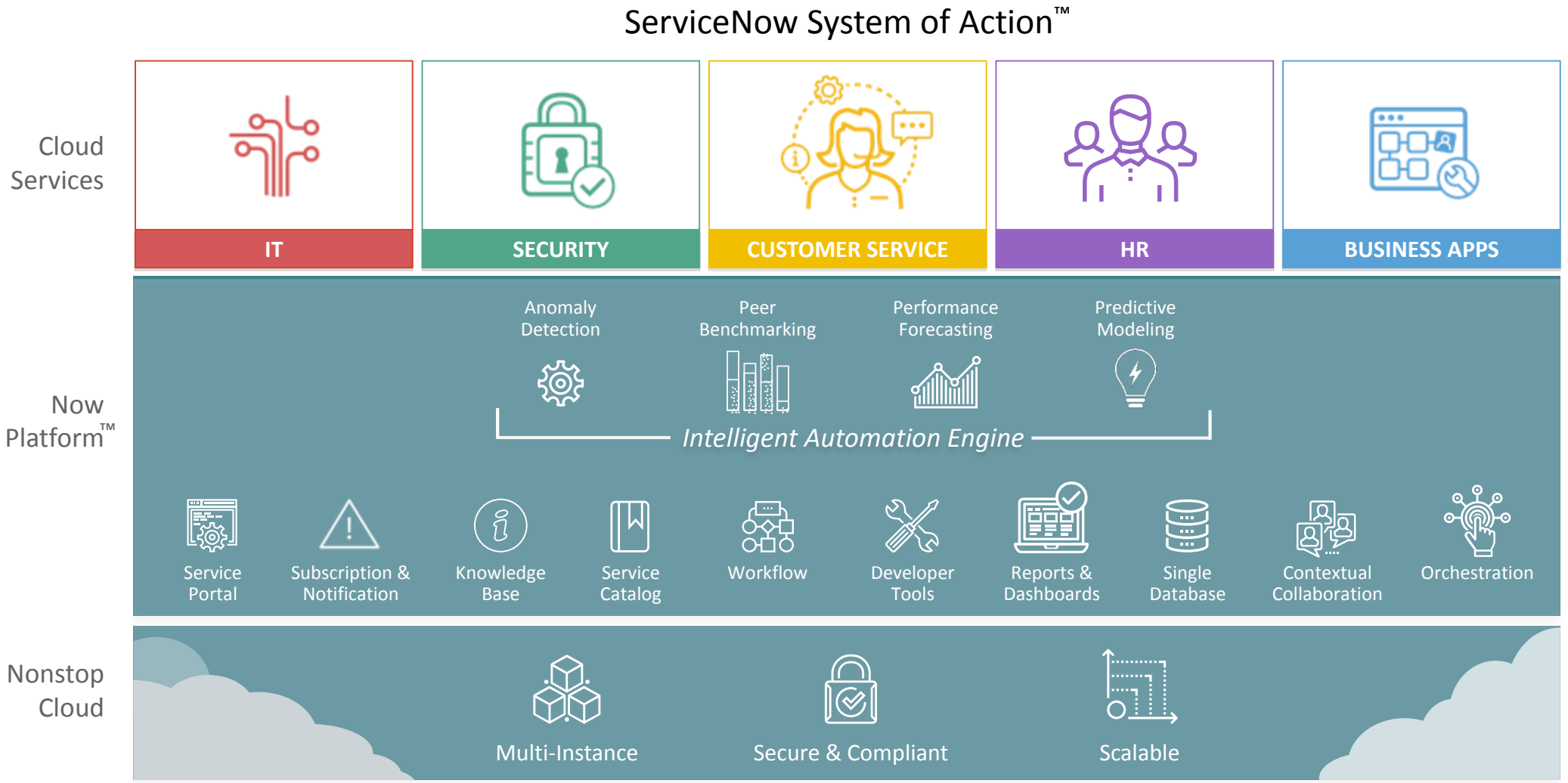
Business Case for ServiceNow



- Rationale:
  - Legacy modernization
    - Replace 40+ Lotus Notes applications
    - Start now
  - Realize operational efficiencies value sooner
    - Efficiency gains, expense savings, work eliminated
      - Challenge to come up with actual estimated dollars due to lack of metrics
  - New options to fill technology gaps
    - Knowledge management, agile development, time tracking, reporting, dash boards, mobile enabled

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Platform Approach



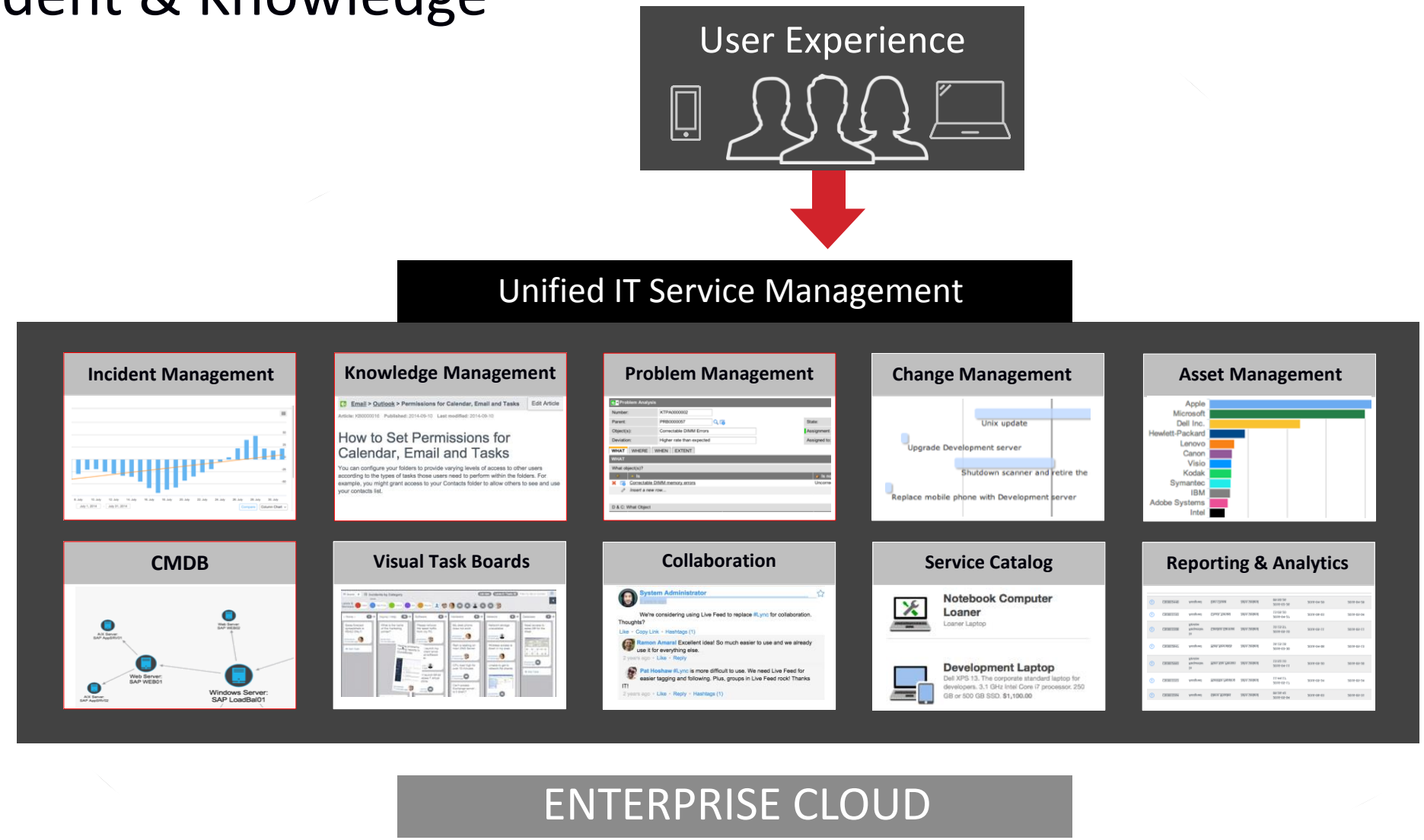
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Implementations

Incident & Knowledge
Project Portfolio Suite (PPS)

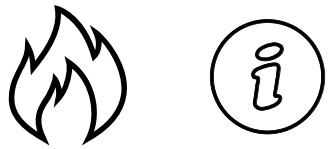
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Incident & Knowledge



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Incident & Knowledge Implementation



Timeline

- March 2016 – August 2016

Requirements Challenges

- Security
- Encryption
- Testing Documentation
- Multi-team engagement
- Multi-channel submission options
  - Phone, Service Request, Email

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Incident & Knowledge Implementation

Implementation Details

- Extended Incident module to create application
- Leveraged encryption model to create standard
- Removed data from logs
- Leveraged Testing table from Release
- Leveraged Business Services and Applications



- Went live as “big bang” in late August 2016

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Incident & Knowledge Implementation Results

Legacy Modernization

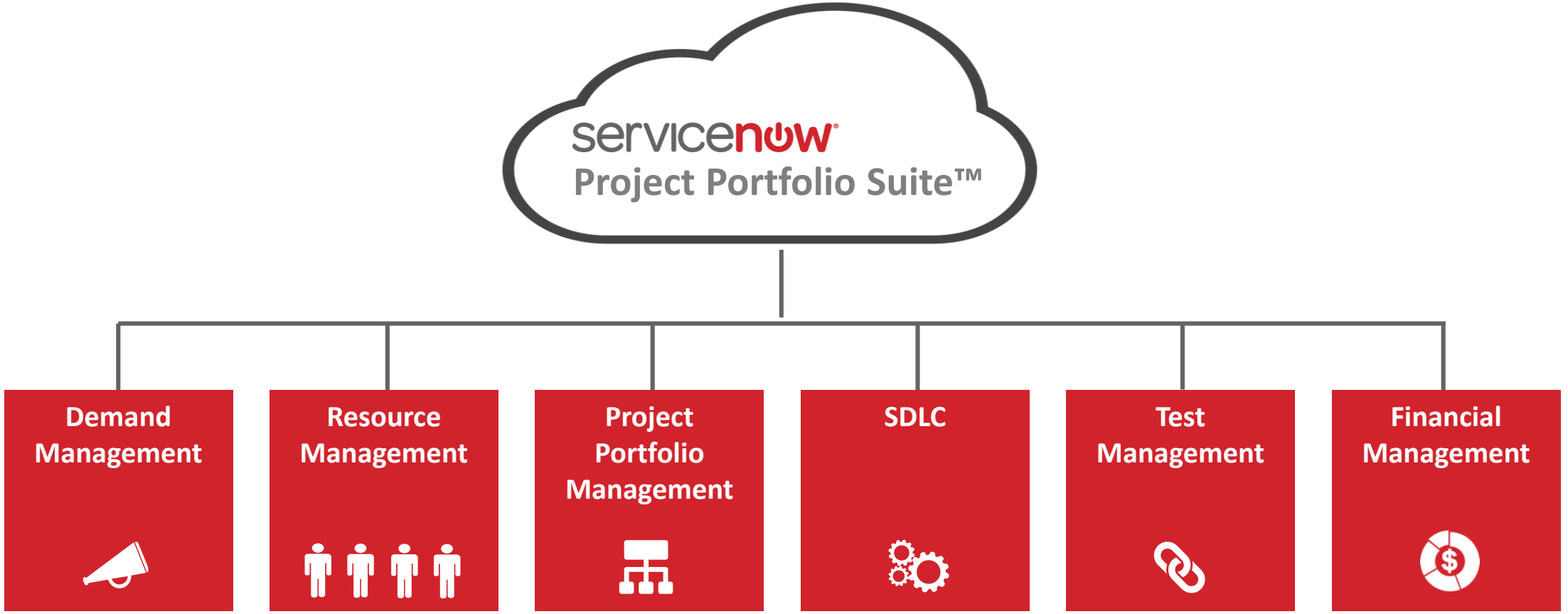
- Eliminated first Notes DB
- Eliminated development enhancements to Notes DB

Operational Efficiency

- Faster/Easier to log and assign tickets
- Faster/Easier to create Knowledge (50% reduced time)
- Set up to leverage implementation for PPS

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Project Portfolio Suite (PPS) Implementation



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PPS Implementation



Timeline

- September 2016 – January 2016

Requirements Challenges & Objectives

- Base system functionality
- Implement quickly to achieve ROI
- Engage the enterprise
- Integrate with service desk
- Waterfall & Agile development teams
- Technology & non-technology projects

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PPS Implementation

Implementation Details

- Created security structure
- Leveraged encryption model from service desk
- Leveraged testing tasks from service desk
- Utilized Resource Management for estimating
- Utilized Release for auditing documentation



- Went live in January 2017
- Rollout through June 2017

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PPS Implementation Results

Legacy Modernization

- Plan to eliminate 2 additional Notes DB's
- Plan to eliminate numerous Program/Project status reports

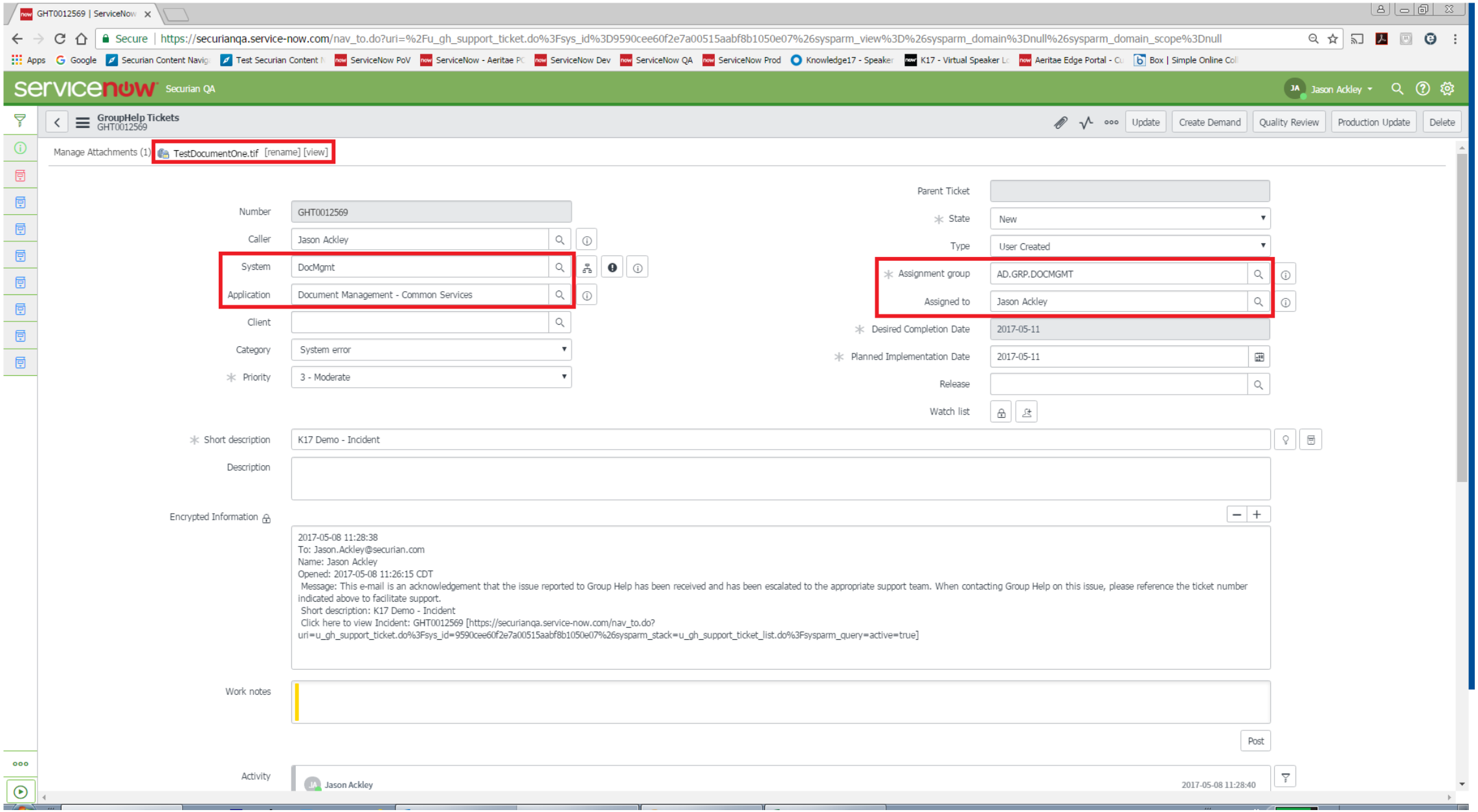
Operational Efficiency

- Integration with Incident for faster/easier creation of Demands
- Agile development task integration with Projects
- Reduced time to document Release information for auditing

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Demonstration

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Related Links

Find Record References

GroupHelp Child Tickets (2) | Demands

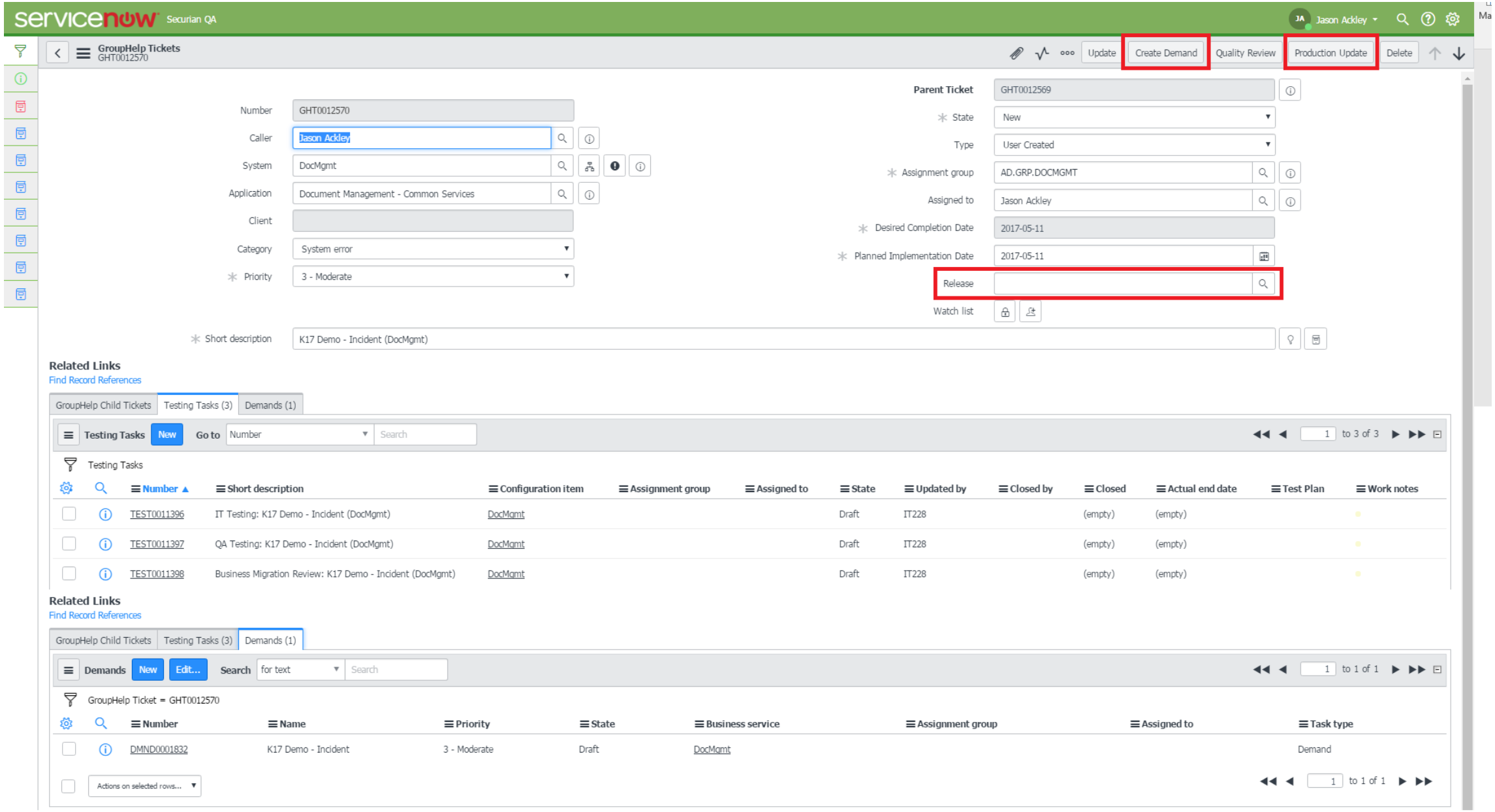
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Parent Ticket = GHT0012569

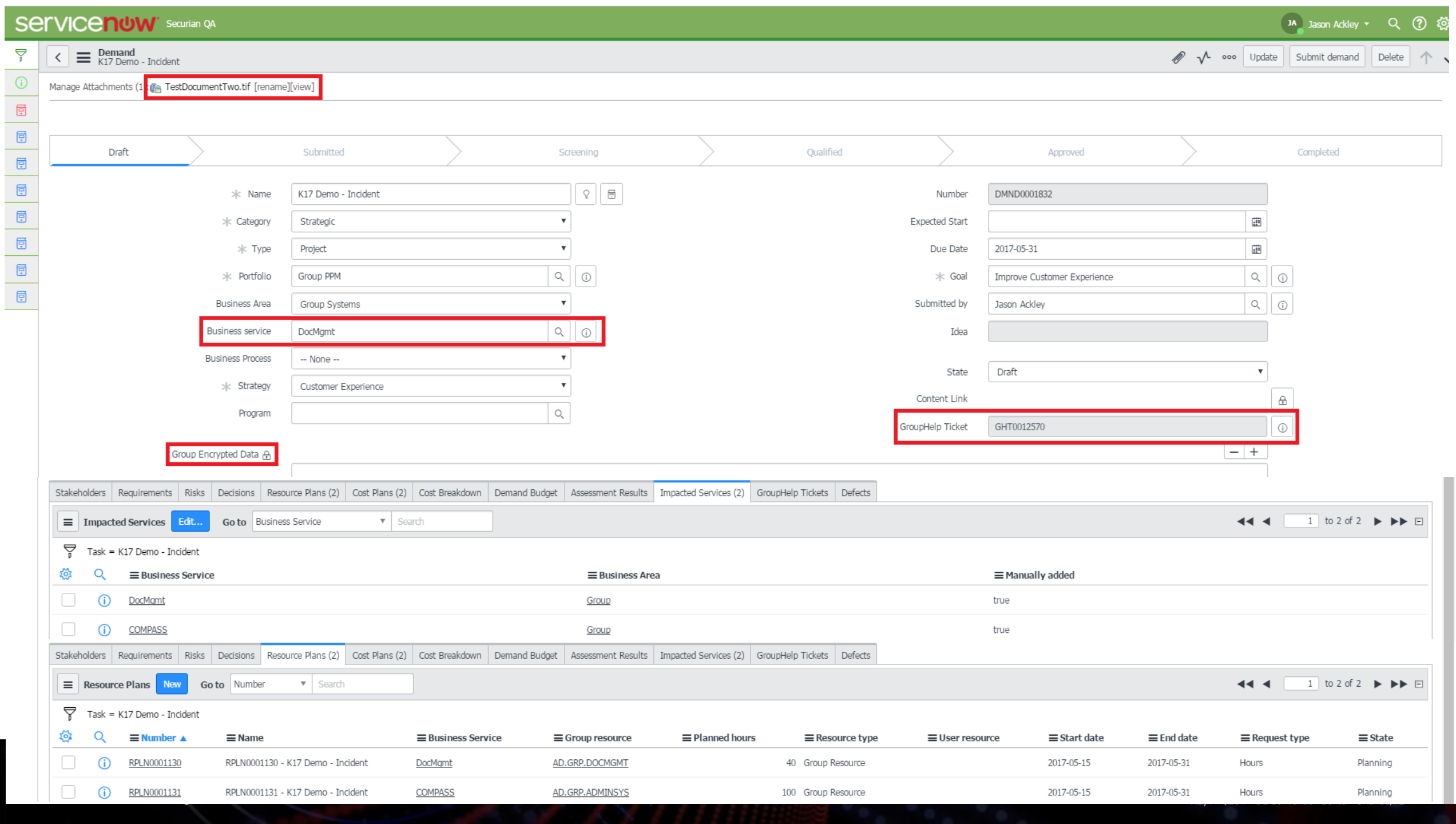
Number	System	Assignment group	Assigned to	State
GHT0012570	DocMgmt	AD.GRP.DOCMGMT	Jason Ackley	New
GHT0012571	COMPASS	AD.GRP.ADMINSYS	Laura Norris	New

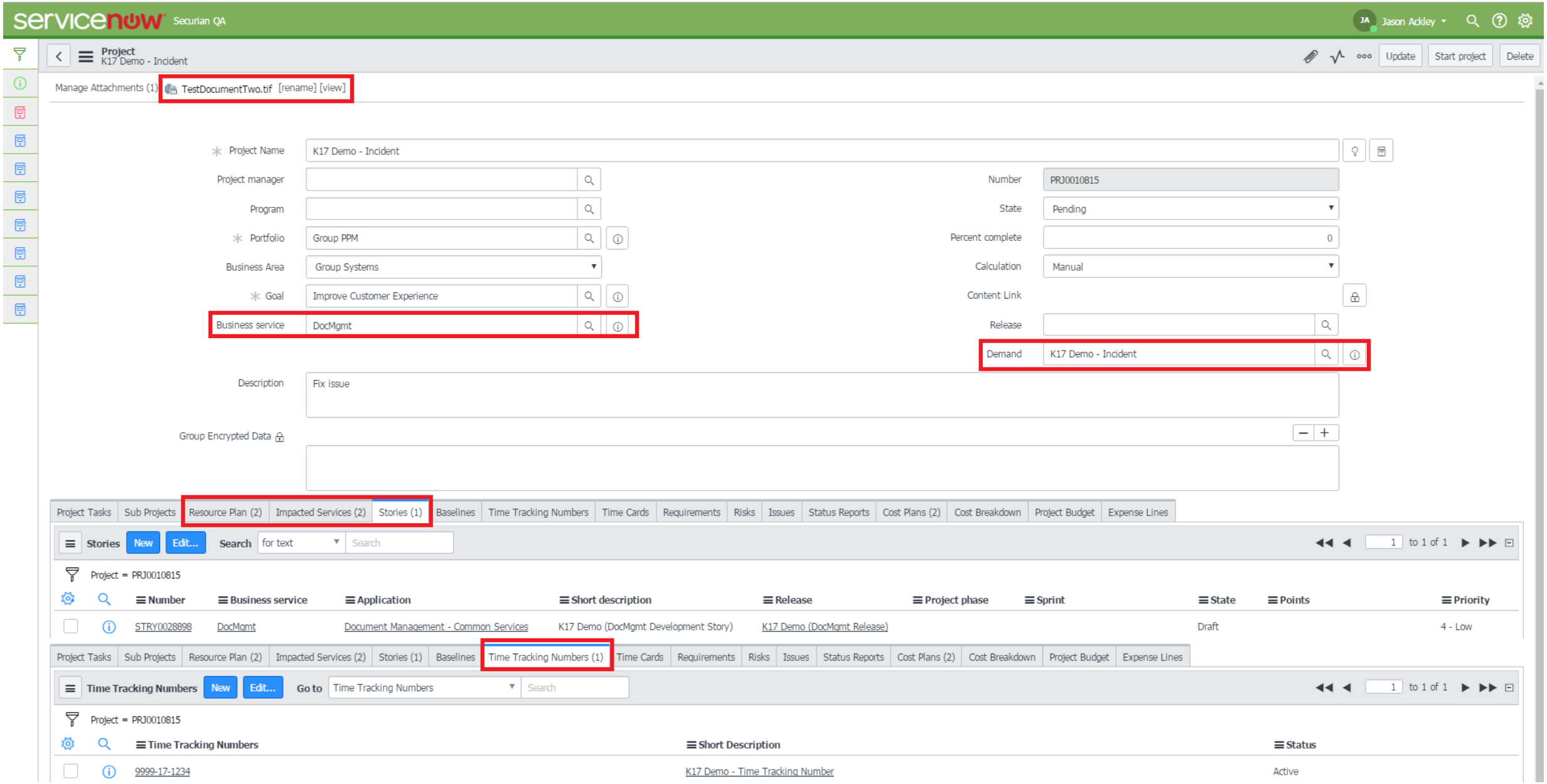
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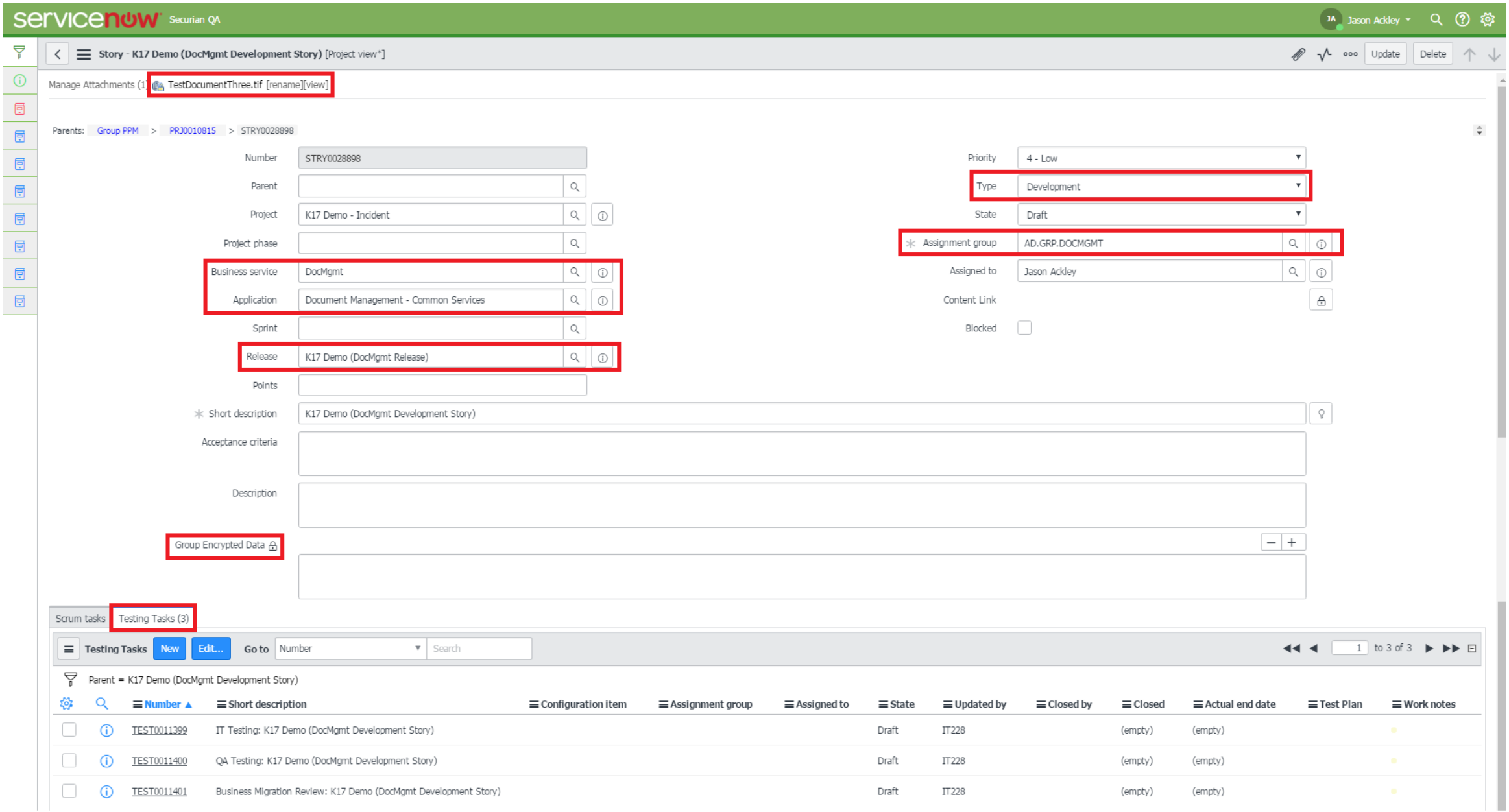


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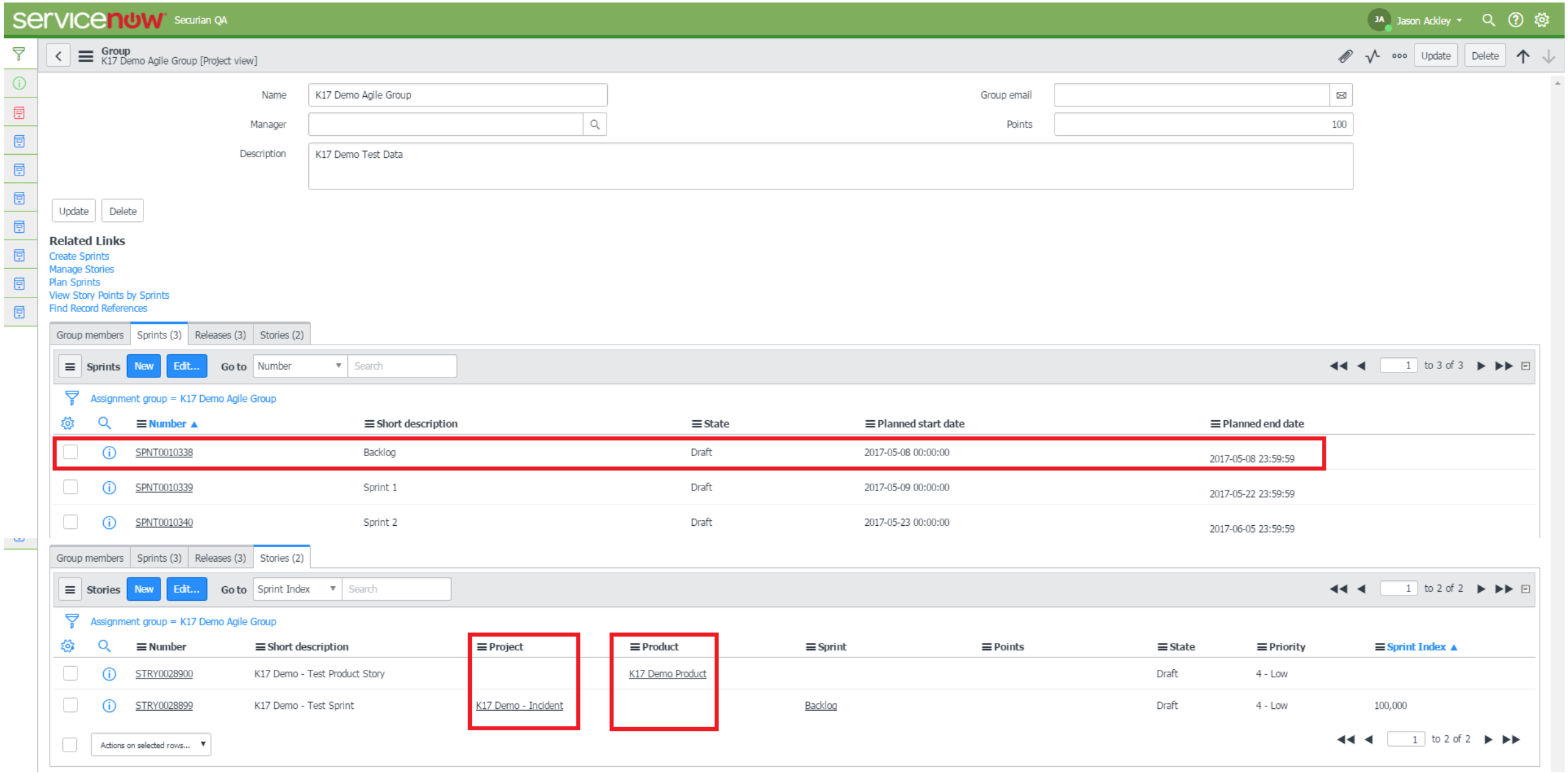

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Securian QA
Jason Ackley
Demand
K17 Demo - Incident
Update
Submit demand
Delete
Manage Attachments (1)
TestDocumentTwo.tif [rename][view]
Draft
Submitted
Screening
Qualified
Approved
Completed
Name
K17 Demo - Incident
Category
Strategic
Type
Project
Portfolio
Group PPM
Business Area
Group Systems
Business service
DocMgmt
Business Process
-- None --
Strategy
Customer Experience
Program
Group Encrypted Data
Number
DMND0001832
Expected Start
Due Date
2017-05-31
Goal
Improve Customer Experience
Submitted by
Jason Ackley
Idea
State
Draft
Content Link
GroupHelp Ticket
GHT0012570
Stakeholders
Requirements
Risks
Decisions
Resource Plans (2)
Cost Plans (2)
Cost Breakdown
Demand Budget
Assessment Results
Impacted Services (2)
GroupHelp Tickets
Defects
Impacted Services
Edit...
Go to
Business Service
Search
1 to 2 of 2
Task = K17 Demo - Incident
Business Service
Business Area
Manually added
DocMgmt
Group
true
COMPASS
Group
true
Resource Plans
New
Number
Task = K17 Demo - Incident
Number
Name
Business Service
Group resource
Planned hours
Resource type
User resource
Start date
End date
Request type
State
RPLN0001130
RPLN0001130 - K17 Demo - Incident
DocMgmt
AD.GRP.DOCMGMT
40
Group Resource
2017-05-15
2017-05-31
Hours
Planning
RPLN0001131
RPLN0001131 - K17 Demo - Incident
COMPASS
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Group Resource
2017-05-15
2017-05-31
Hours
Planning



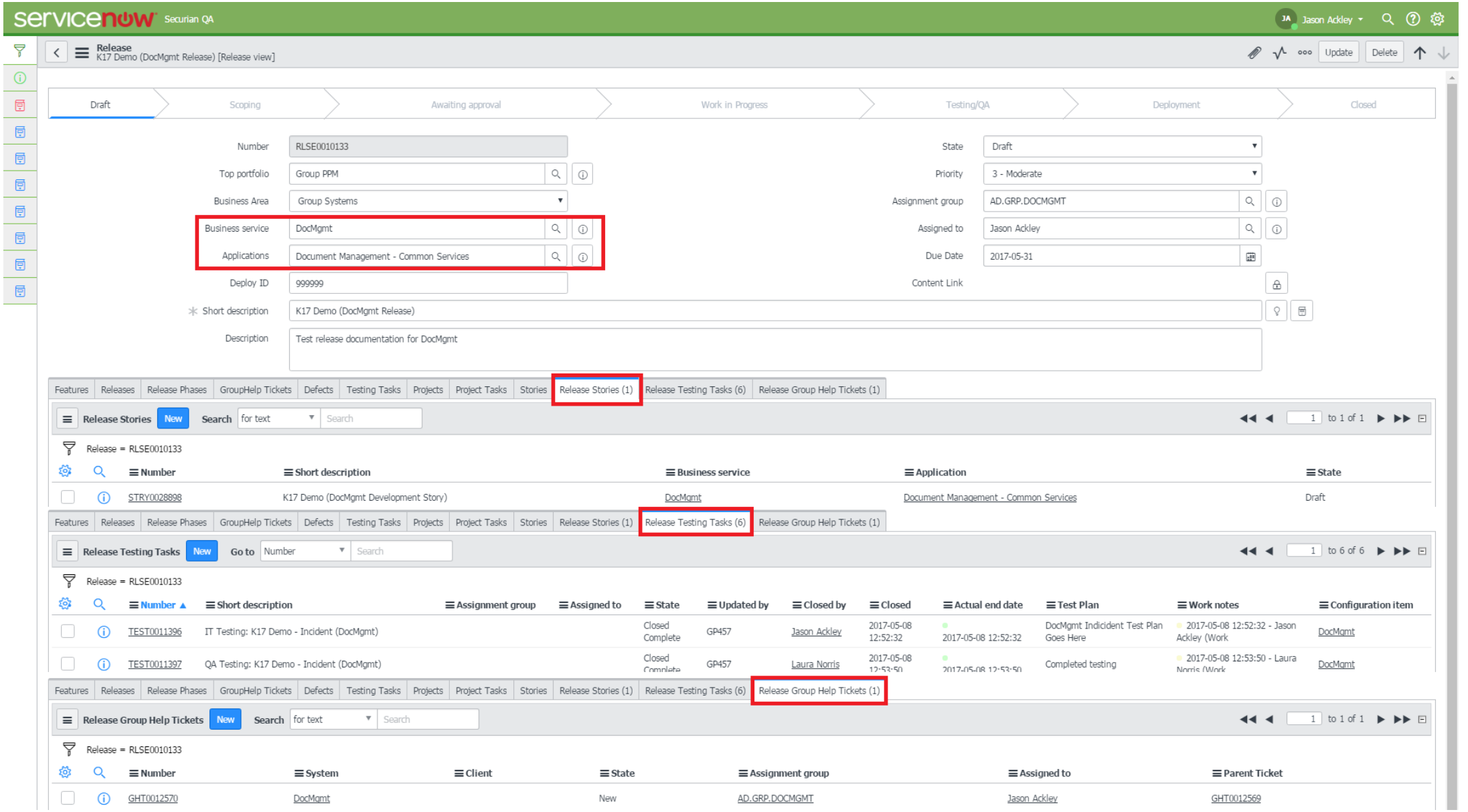
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What's Next

2017

- Service Catalog & Requests
- Performance Analytics
- Time Cards
- Test Management

2018

- Resource Management
- Additional Legacy Modernization and Operational Efficiency opportunities

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Successes & Takeaways

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Successes

Legacy Modernization

- Tracking to retire first 3 notes databases in 2017
- Focusing on additional 7 notes databases in 2017

Operational Efficiency

- Improved service desk process
  - Increased Level 1 resolution rate
  - 50% reduction in effort to create knowledge
- Estimated 1,600 hours of business technology and IT efficiencies

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Successes

Enterprise Approach	• Pioneering capabilities for the enterprise • Implementing value for business line • Reusable architecture for future enterprise use
Outsourced Development	• Faster implementation to realize ROI sooner • Implementation partner's platform knowledge

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Top Takeaways

1

Best of Breed vs. Best of Class

2

Capture metrics before and after to evaluate ROI

3

Build with enterprise mindset

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Q & A

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Thank You

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