knowledge17

WORK at LIGHTSPEED™

Enabling Facilities Service And Move Management On Your ServiceNow Platform

MATT SMALL
IT MANAGER
Blue Shield of California

© 2017 ServiceNow All Rights Reserved

servicenow

Speaker Introduction



NAME: Matt Small

TITLE: IT Manager

FUNCTION: Developer/Administrator/Manager

COMPANY: Blue Shield of California

EXPERIENCE: 13+ years of ITSM tools administration and development, Admin/developer (5 years), HP Service Manager (4 years), Service Now (4 years +), promotion to manager this year

EXPERTISE: ITIL v3 foundation, IT process efficiency, Service Catalog, application development

ACHIEVEMENTS: Implemented ServiceNow Service Catalog with 200+ items in August 2013, followed by Incident, Problem, Change in November

CURRENT PROJECTS: Using orchestration for fulfillment of access requests, Service Portal implementation

© 2017 ServiceNow All Rights Reserved

About Blue Shield Of California (BSC)



NAME: Blue Shield of California (BSC)

INDUSTRY: Healthcare insurance

MARKET FOCUS: We are driven by our mission: to ensure all Californians have access to high quality health care at an affordable price

IT INITIATIVES: Be cost efficient and agile, Secure and simplify, Use technology to support the business, Achieve operational excellence, Manage risk & compliance

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

© 2017 ServiceNow All Rights Reserved

Session Overview



What We Will Cover

- Why Blue Shield of California needed an integrated space and move management solution within our enterprise IT support and how we implemented the project
- Project Timeline and lifecycle



What You Will Learn

- Basic out-of-the-box move functionality offered by ServiceNow
- Show how the Micello Map manager integration works
- How to interface with the maps
- Enterprise move process

© 2017 ServiceNow All Rights Reserved

What is Facilities Service and Move Management?



© 2017 ServiceNow All Rights Reserved

Facilities Service and Move Management

Why did we pursue the project?



© 2017 ServiceNow All Rights Reserved

Determining Potential Options and Choosing a Solution

What options were considered?



Why was this solution ultimately chosen?

© 2017 ServiceNow All Rights Reserved

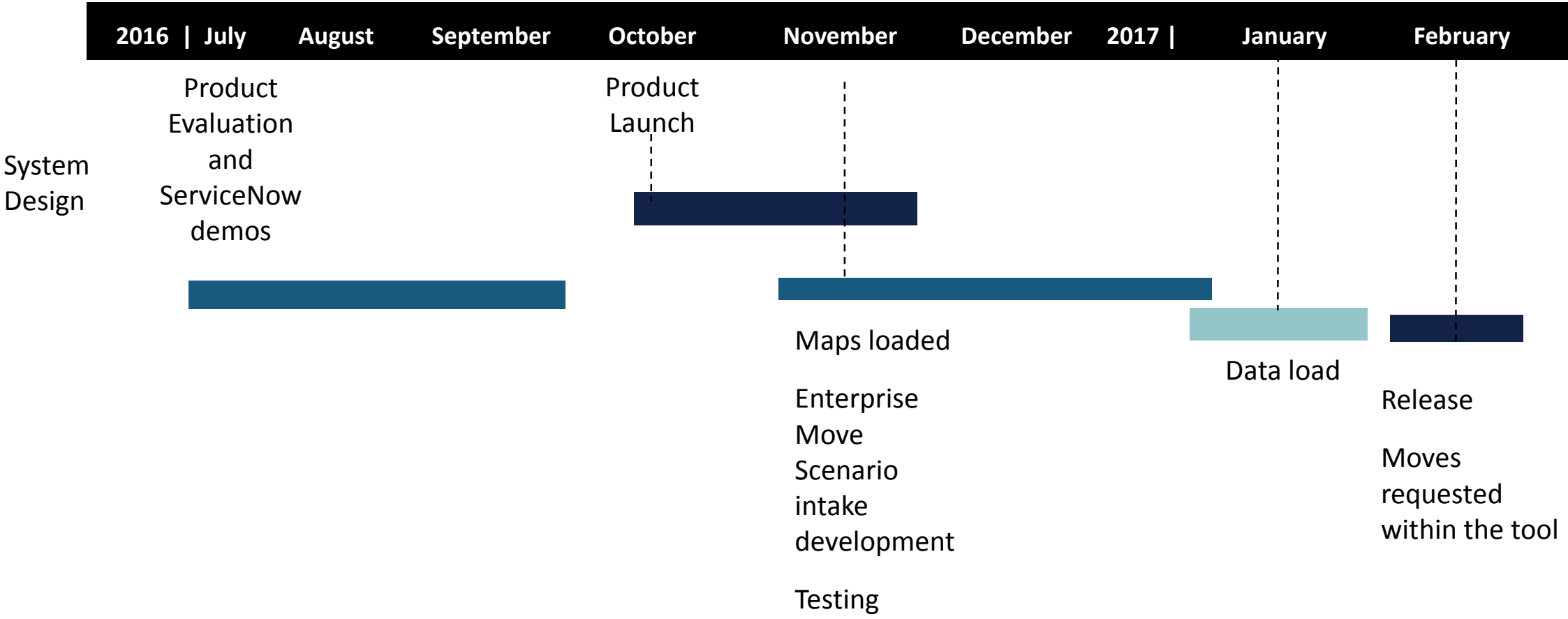
Project Goals & Priorities

- Provide an easy to use move request process for department move coordinators
- Utilize ServiceNow move process as close to OOT as possible. Minimum customization
- ServiceNow partner Micello to convert the company's floor-plans to be usable in the platforms
- Transition move process from old system and ServiceNow with defined workflow
- Keep users location up-to-date and accurate



© 2017 ServiceNow All Rights Reserved

Solution – Timeline



© 2017 ServiceNow All Rights Reserved

Solution Understanding

- Work with your ServiceNow sales consultant to demo the solution to the customer
- Activate the Facilities Service Management Plugins with Demo Data
- Read the docs site, Play and Investigate
- Get a good understanding of Business Rules, Script Includes, workflows are in place
- Understand how Service Now envisioned the solution to meet a wide audience
- OOTB may not meet your solution exactly

© 2017 ServiceNow All Rights Reserved

Training the Move Scenario Coordinators and Facilities Staff

- Develop a training guide to cover the move process
- Allow pilot users to run through the process in a sub production instance for a couple weeks
- Address questions and process issues
- Re-test
- Hold training sessions



© 2017 ServiceNow All Rights Reserved

Challenges

OOTB business rules impact to sys_user record

Space labeling inconsistent

Parsing configuration affect on map import



Location references

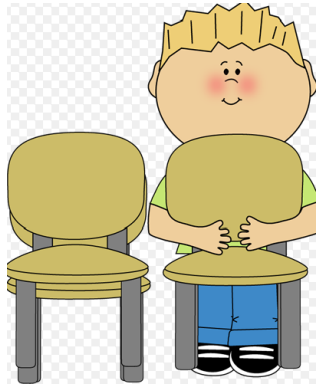
"Class" on location table

Workbench labeling and filter

© 2017 ServiceNow All Rights Reserved

Best Practices Tips and Tricks

- If already using locations:
  - Create the campus and building locations before map insert.
  - Tie these to your existing matching locations.
- Campus Location record:
  - update your location record with the latitude and longitude that is in your geojson-com-map-fv.json file
- Parsing Configuration:
  - Feature type: cubicle, Space Type: Cubicle
- Space Association:
  - Import of users to the space
  - Business Rule to associate user to space



© 2017 ServiceNow All Rights Reserved

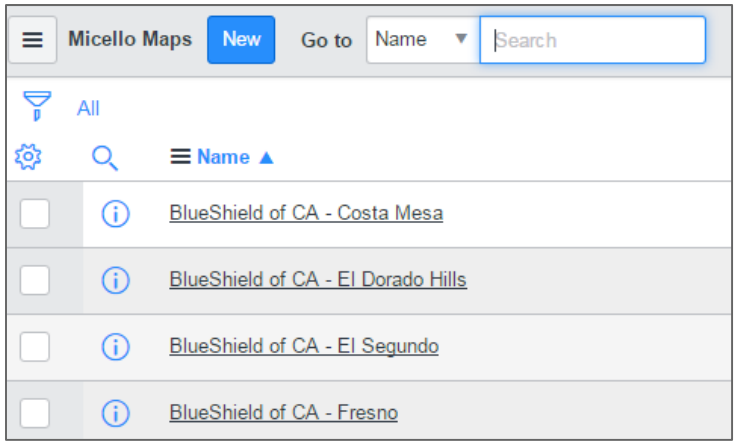
Solution at a Glance

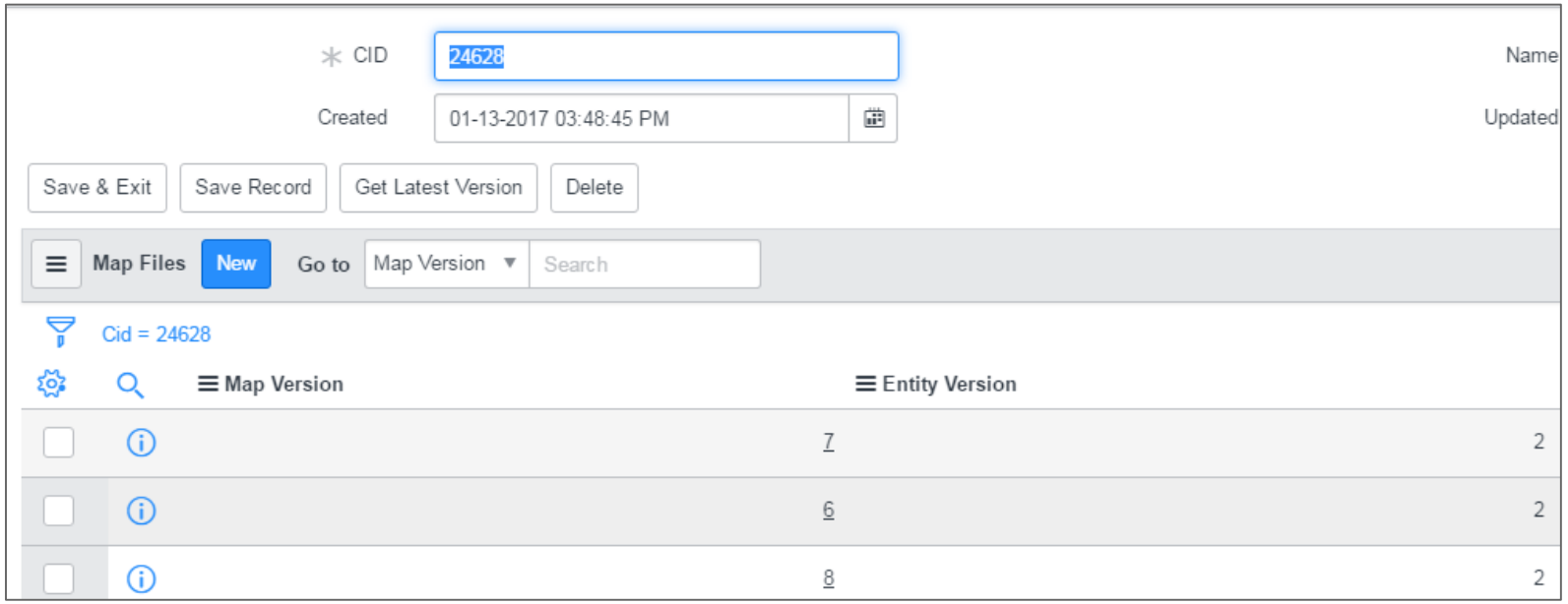
Facilities Service Management and Visualization Workbench



© 2017 ServiceNow All Rights Reserved

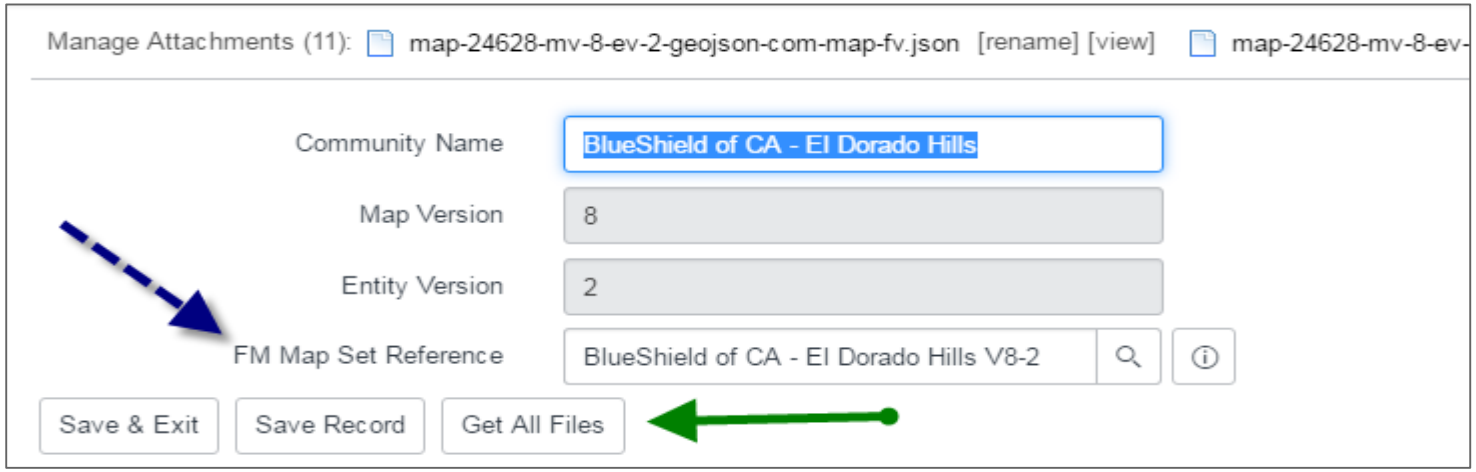
Micello Application Steps

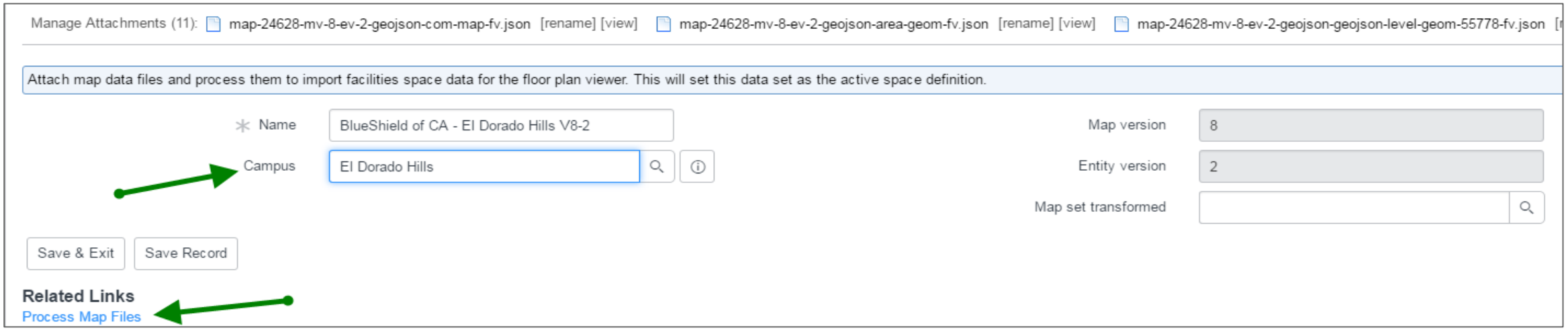




© 2017 ServiceNow All Rights Reserved

Micello Application Steps





© 2017 ServiceNow All Rights Reserved

Micello Application Steps

Success

12827 Features Processed — Processing is 100% complete

Summary

Buildings added	0
Levels added	0
Spaces retired	0

Facility Space Creation

Feature Type	Class Name	Created	Existed
bathroom	fm_bathroom	0	18
cubicle	fm_cubicle	11	1893
elevator	fm_elevator	0	8
parking lot	fm_space	0	5
point	fm_point	0	14
room	fm_space	0	265
stairs	fm_stairs	0	15

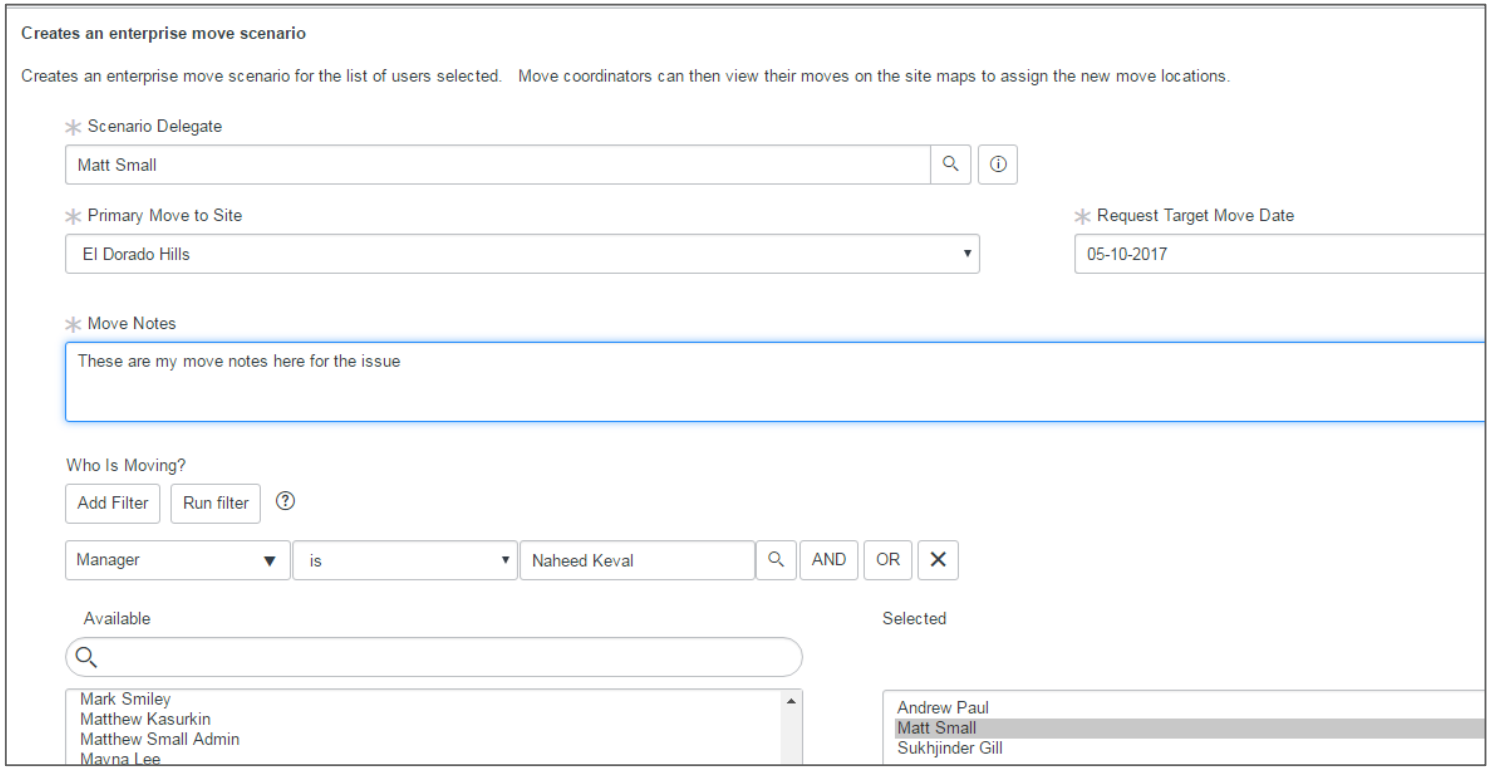
Icon Creation

Icon	Parsing Label	Created	Existed
Elevator	elevator	0	8
Family Bathroom	bathroom	0	2
Men's Bathroom	male	0	8
Printer	copy/print	0	11
Stairs	stairs	0	15
Women's Bathroom	female	0	8

© 2017 ServiceNow All Rights Reserved

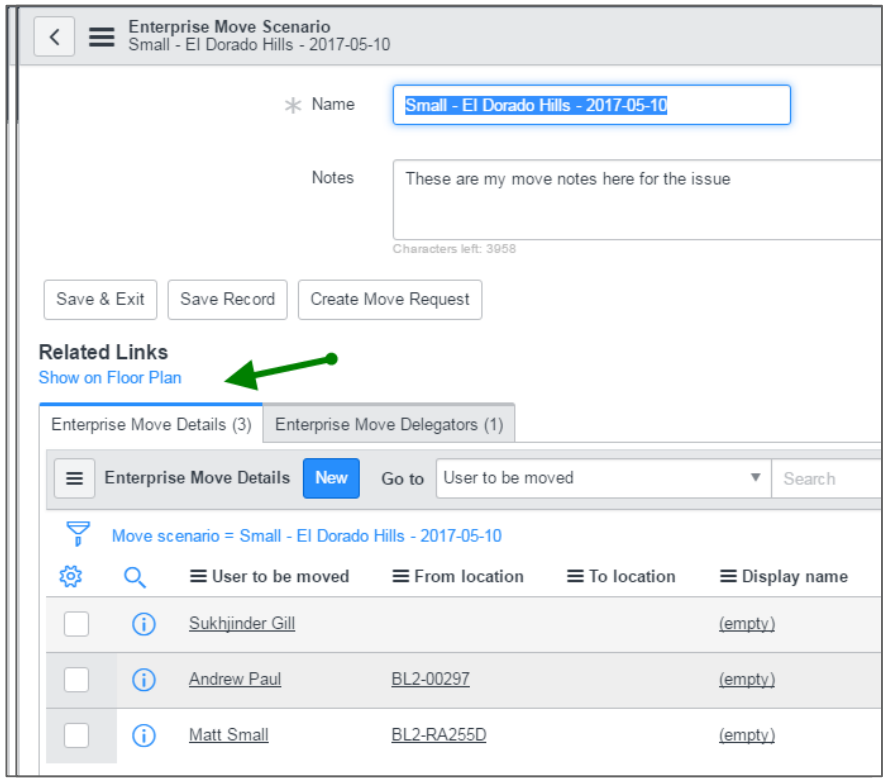
Solution Understanding

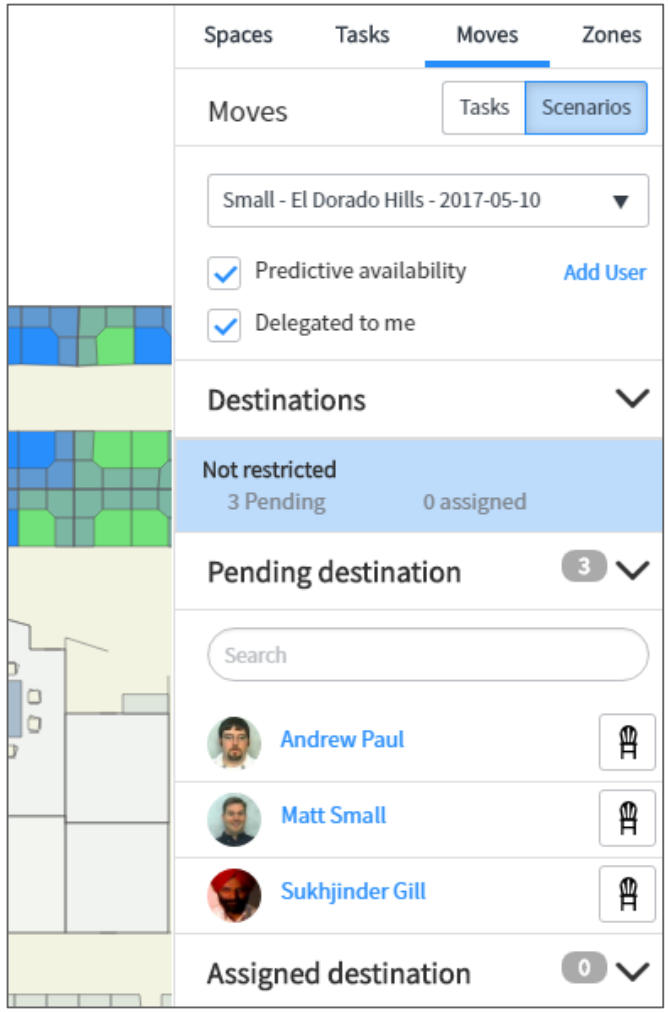
- Facilities Catalog
- Which Move Process Works for you?
  - Single User Move
  - Enterprise Move
- Enterprise Move
  - Who are your move scenario users
  - Alternative intake solution



© 2017 ServiceNow All Rights Reserved

Enterprise Move Process

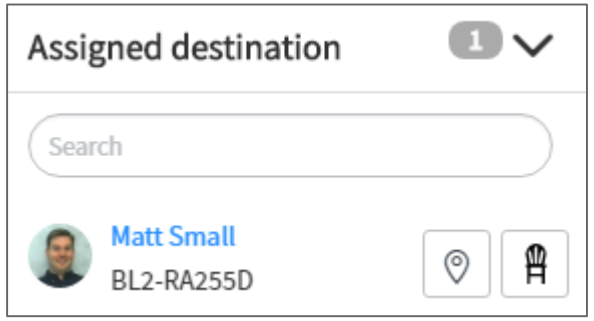


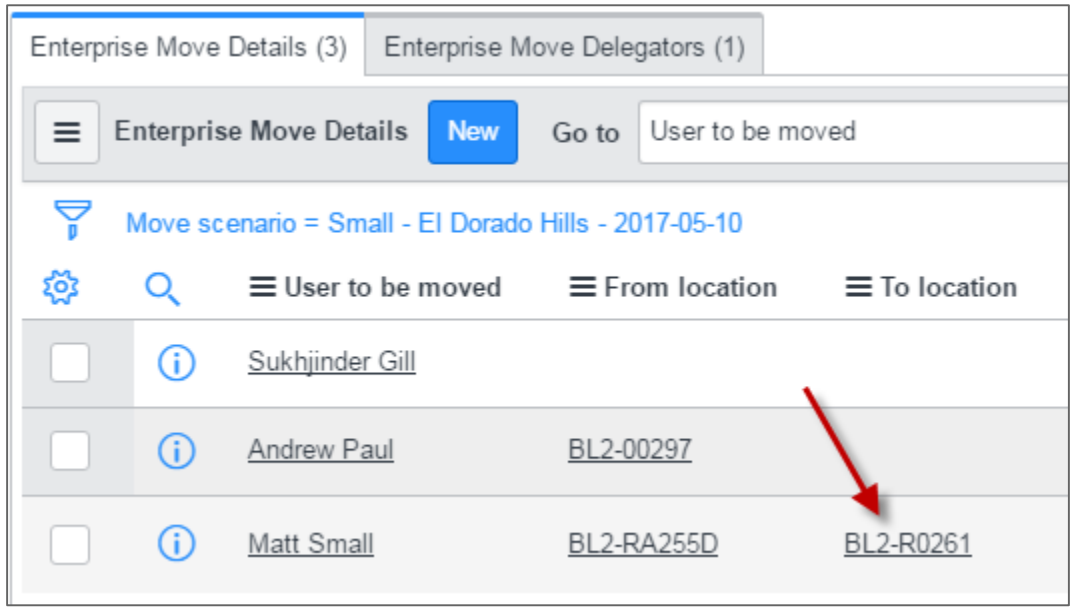


© 2017 ServiceNow All Rights Reserved

Enterprise Move Process



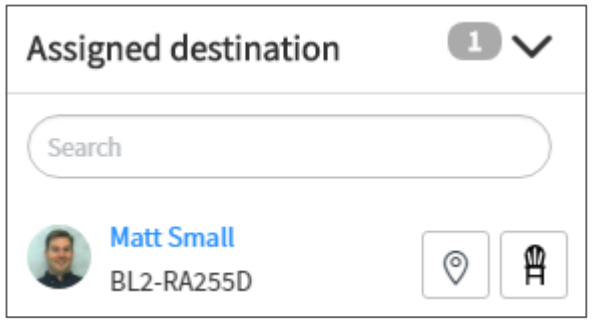


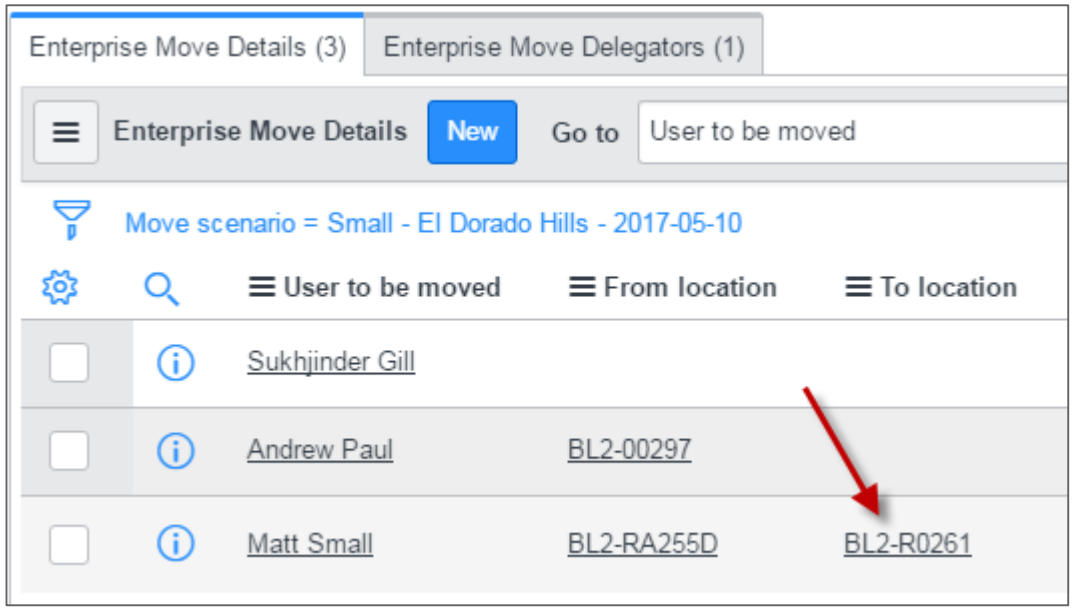


© 2017 ServiceNow All Rights Reserved

Enterprise Move Process

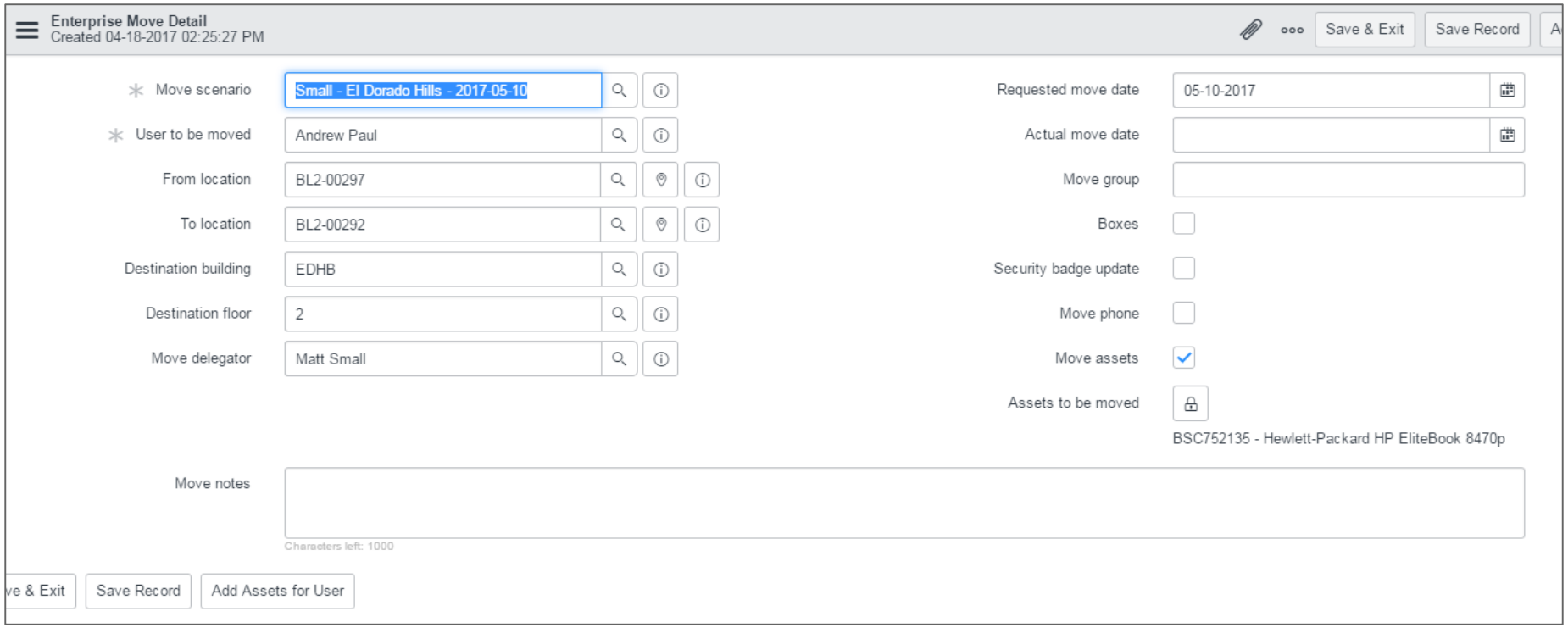






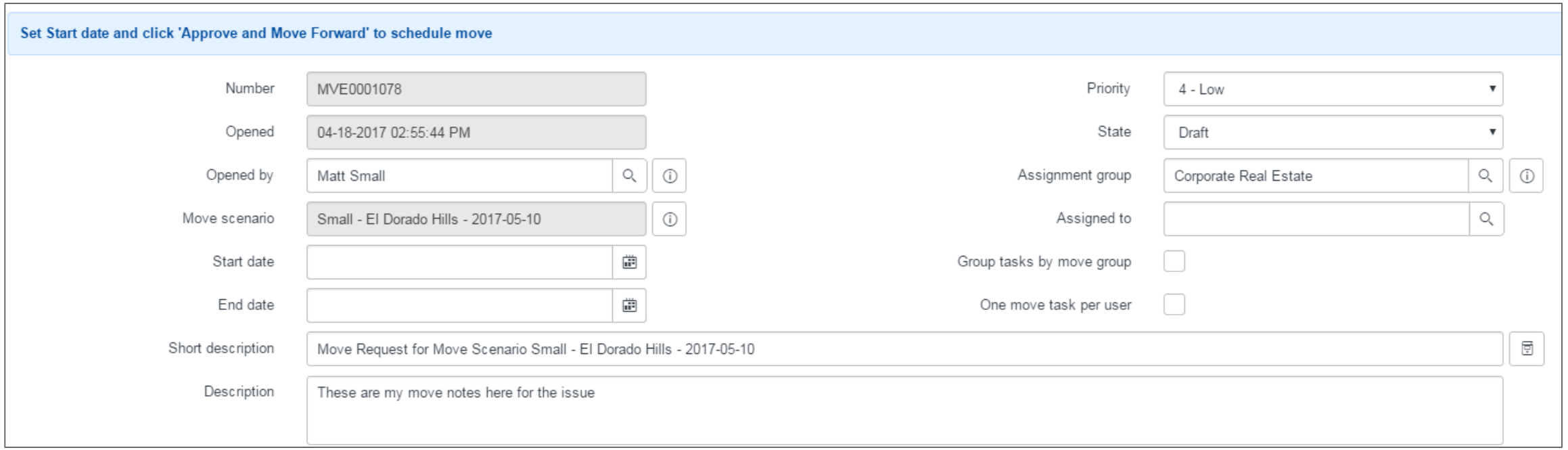
© 2017 ServiceNow All Rights Reserved

Enterprise Move Process



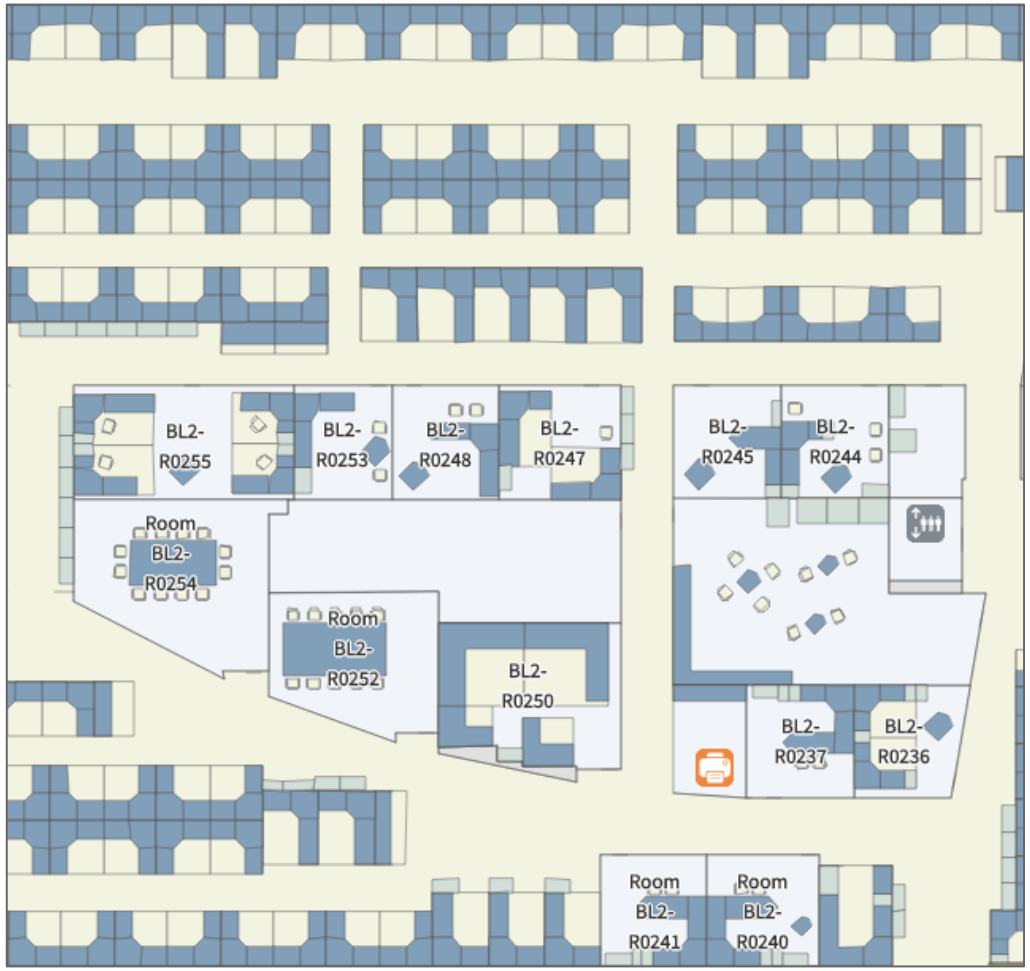
© 2017 ServiceNow All Rights Reserved

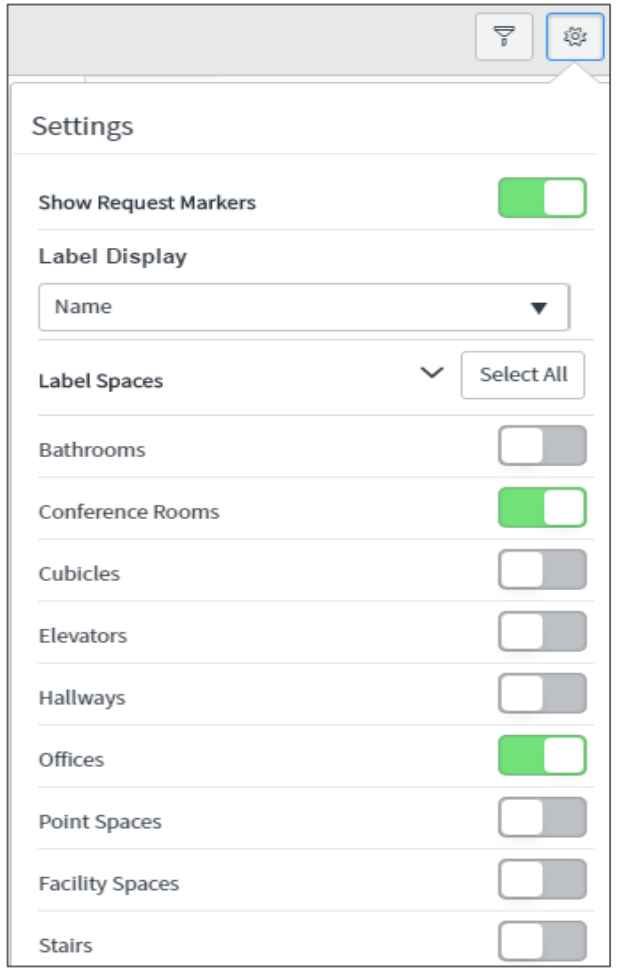
Enterprise Move Process



© 2017 ServiceNow All Rights Reserved

Map Filtering and Use

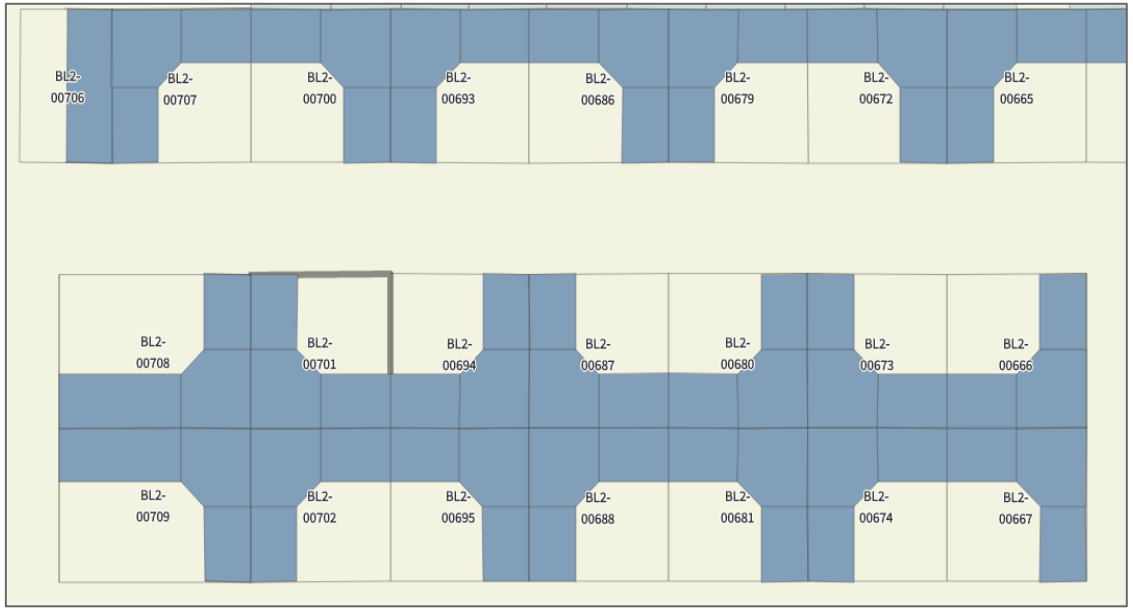




© 2017 ServiceNow All Rights Reserved

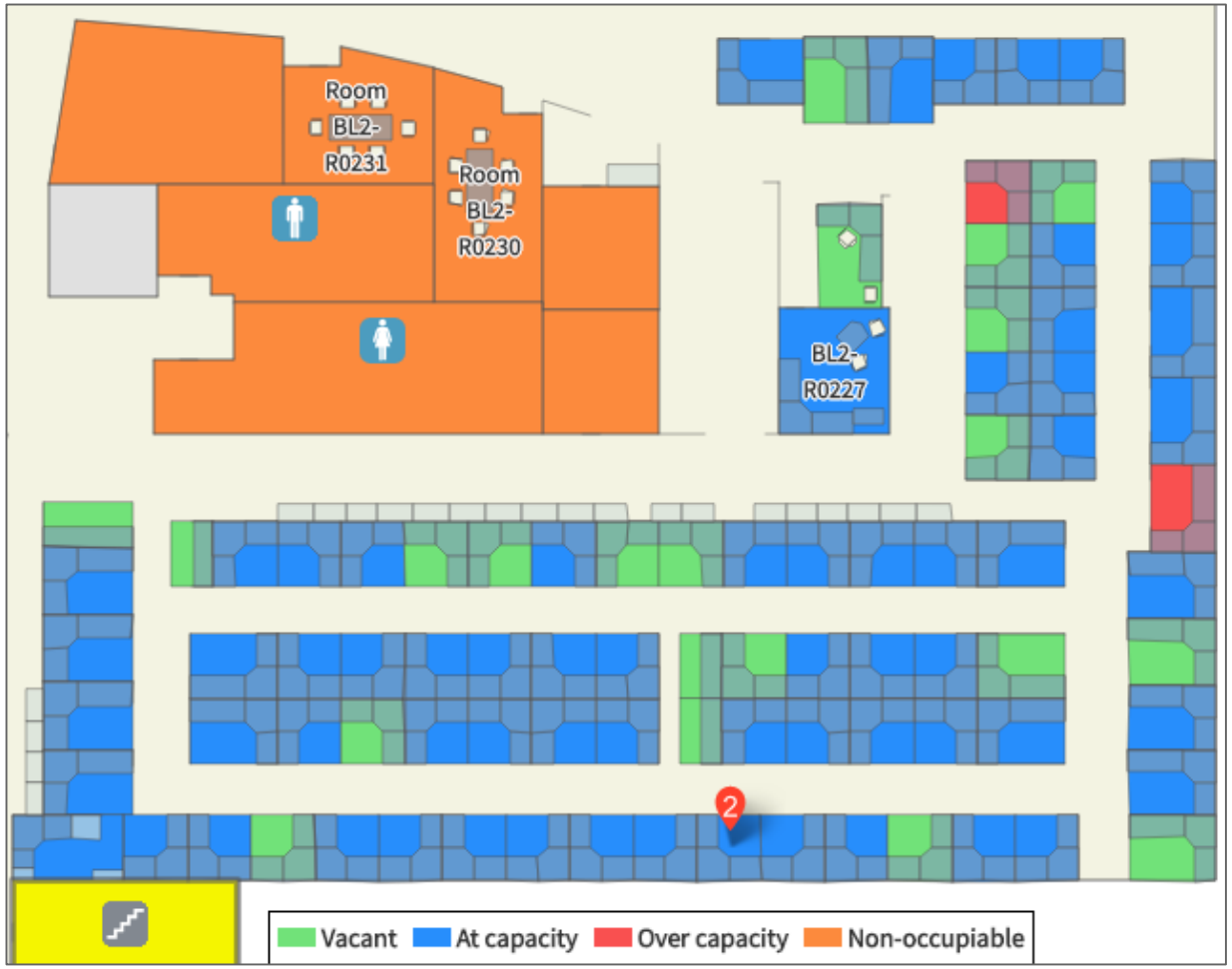
Map Filtering and Use

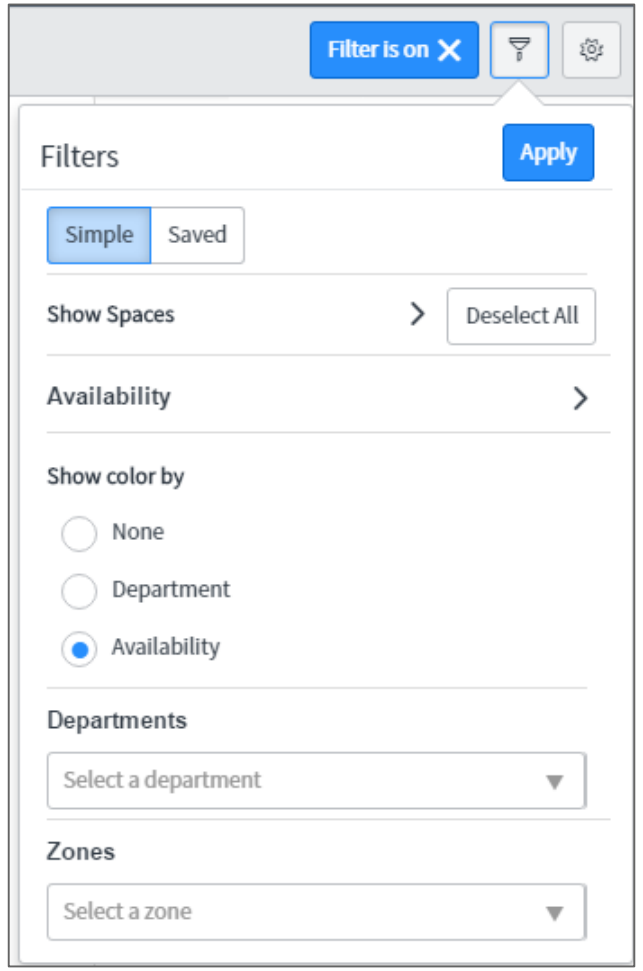




© 2017 ServiceNow All Rights Reserved

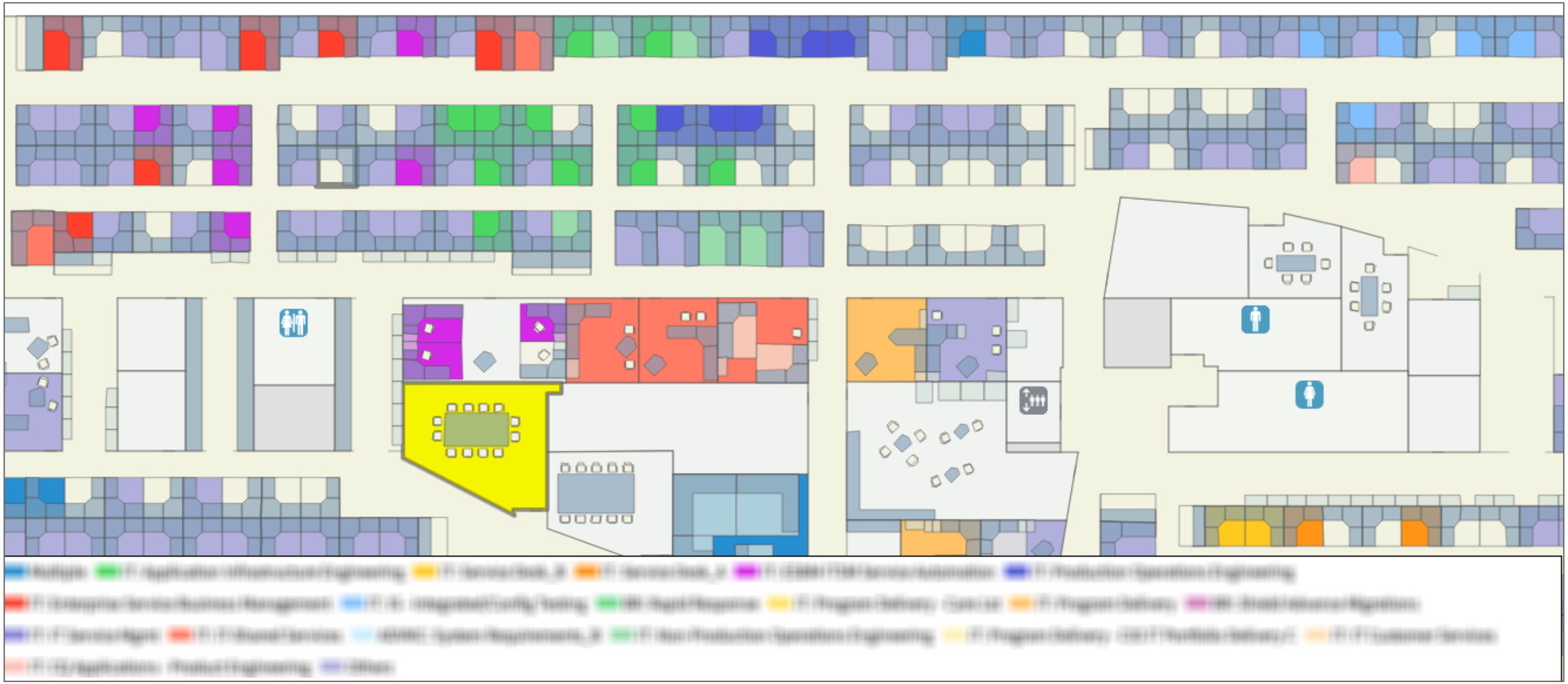
Map Filtering and Use





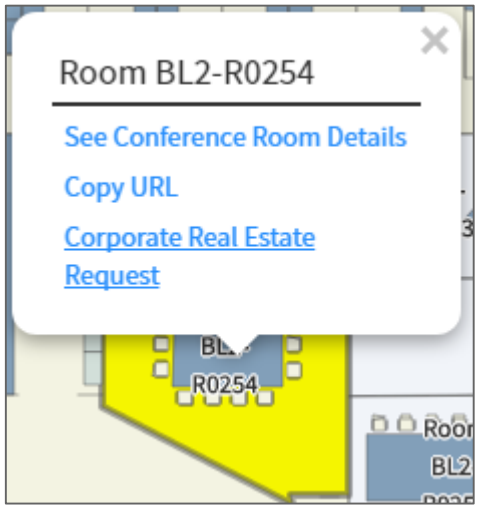
© 2017 ServiceNow All Rights Reserved

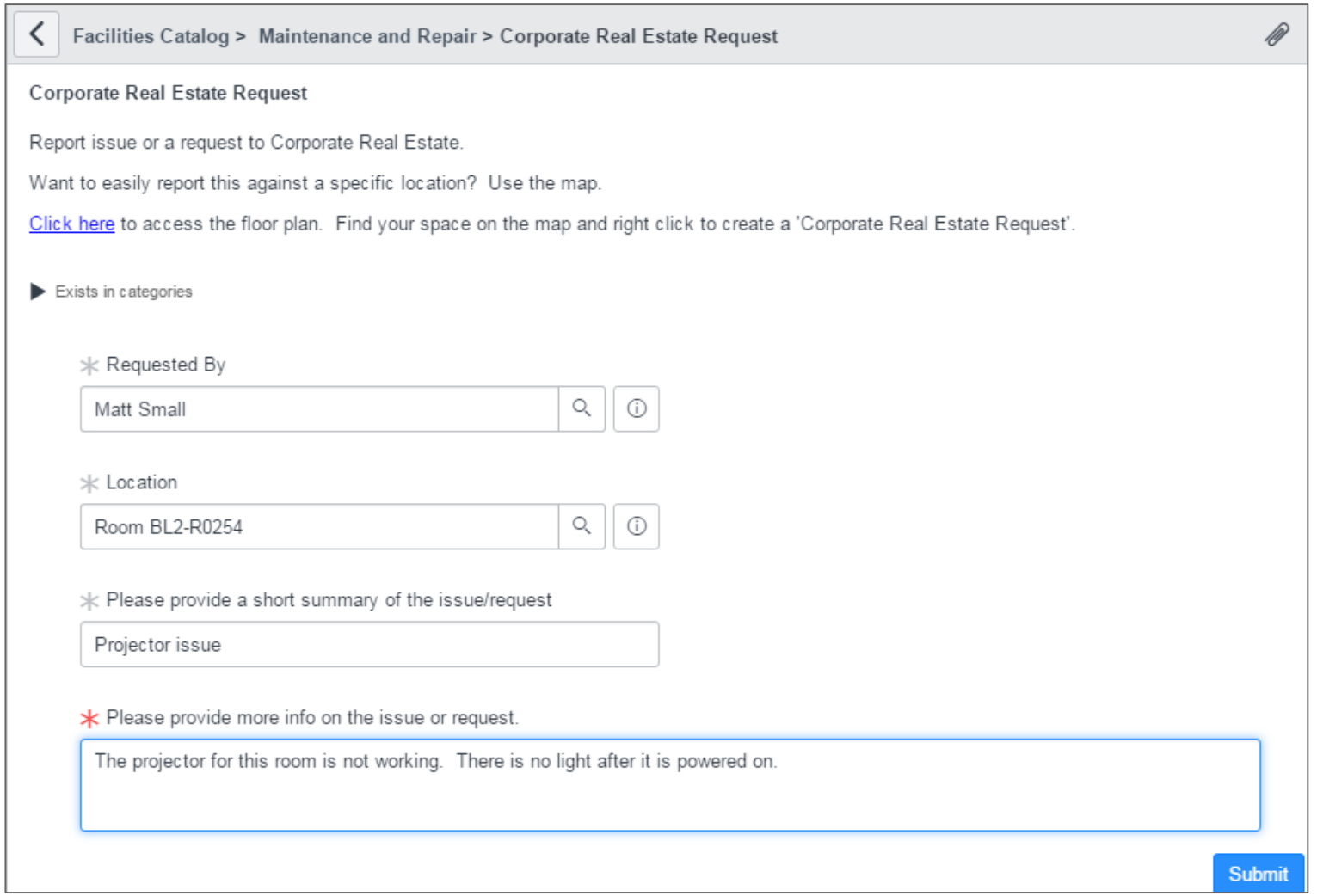
Map Filtering and Use



© 2017 ServiceNow All Rights Reserved

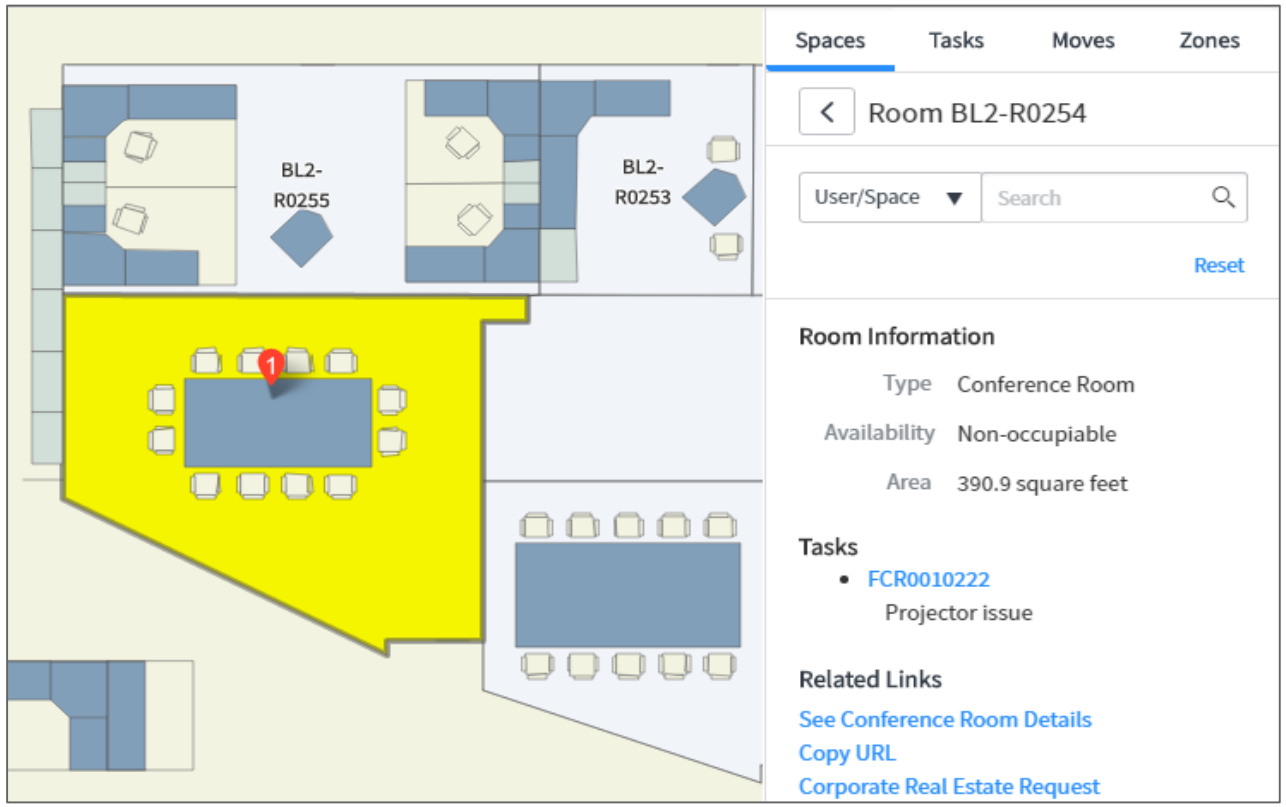
Creating a Facilities Request from the Map

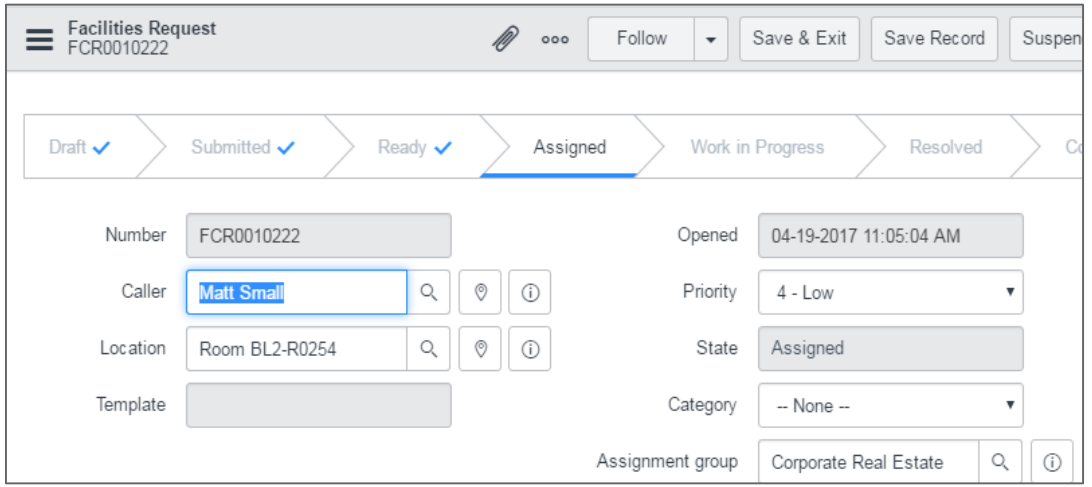




© 2017 ServiceNow All Rights Reserved

Creating a Facilities Request from the Map – Outcome





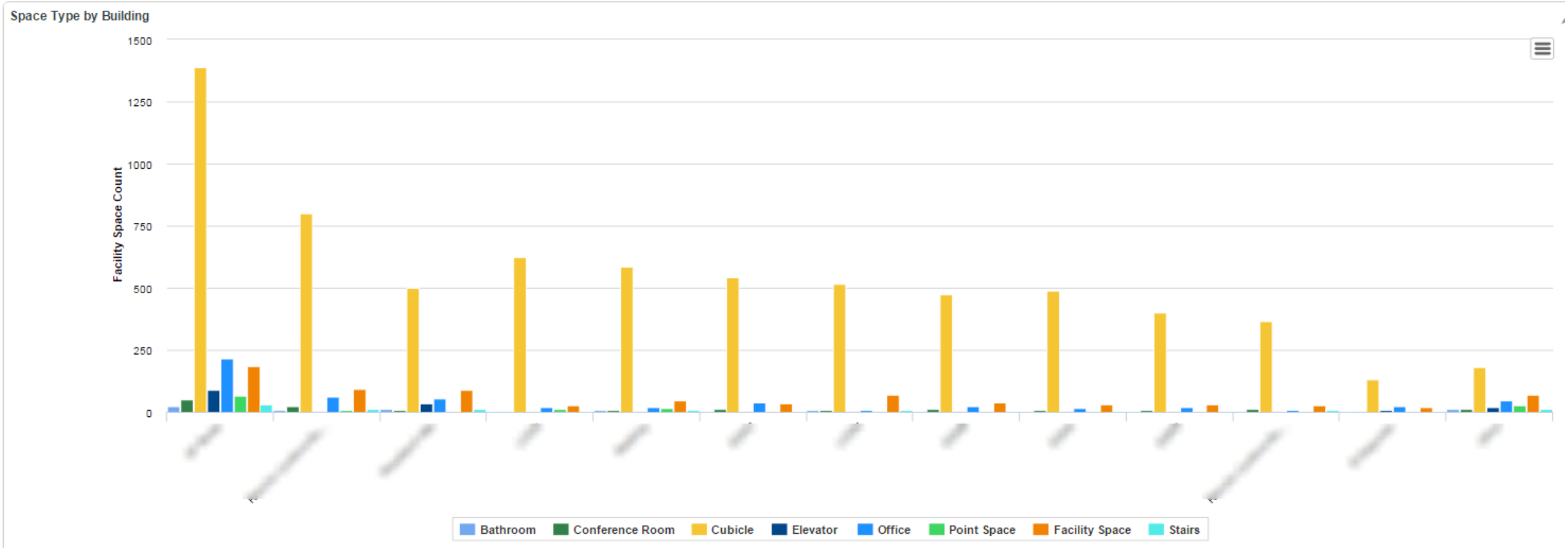
© 2017 ServiceNow All Rights Reserved

Space Reporting – Occupancy

Building	Business Unit		
	Customer Experience	Information Technology	Total
[redacted]	0	6	6
[redacted]	125	24	149
[redacted]	58	272	330
[redacted]	190	90	280
[redacted]	281	6	287
[redacted]	0	3	3
[redacted]	277	19	296
[redacted]	507	1	508
[redacted]	154	4	158
[redacted]	140	0	140
[redacted]	479	6	485
[redacted]	1	1	2
[redacted]	0	2	2
[redacted]	63	458	521
[redacted]	144	45	189
Total	2,419	937	3,356

© 2017 ServiceNow All Rights Reserved

Space Reporting – Space Type



© 2017 ServiceNow All Rights Reserved

Lessons Learned

1. Focus time on understanding the solution

2. Try to have clean and consistent data

3. Develop a naming standard for all your spaces



© 2017 ServiceNow All Rights Reserved

Our Next Steps

- Develop space utilization level filtering by business unit level on the maps
  - We report by business unit (not department)



© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Validate your CAD files and understand space naming on the file will translate to the spaces created

2

If importing users from another system with space information validate before doing import

3

Fully understand your company's move process and workflows and do small tweaks to OOTB

© 2017 ServiceNow All Rights Reserved

Q & A

MATT SMALL
IT MANAGER
Blue Shield of California

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Mike Small

IT Manager

Blue Shield of California

© 2017 ServiceNow All Rights Reserved