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WORK at LIGHTSPEED™

ERP for Information Technology: Using ITSM, SDLC, Demand, and PPM Together

ADIL AHMED
DIRECTOR, INFORMATION ARCHITECTURE & KNOWLEDGE SYSTEMS
Bristow Group Inc.

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About Bristow Group

NAME: Bristow Group





COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Leading provider industrial aviation services, global helicopter and fixed wing operations, search and rescue services, world's largest commercial helicopter training service provider, 60+ locations in 22+ countries, 3700+ employees, 800+ pilots and engineers

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Project Background

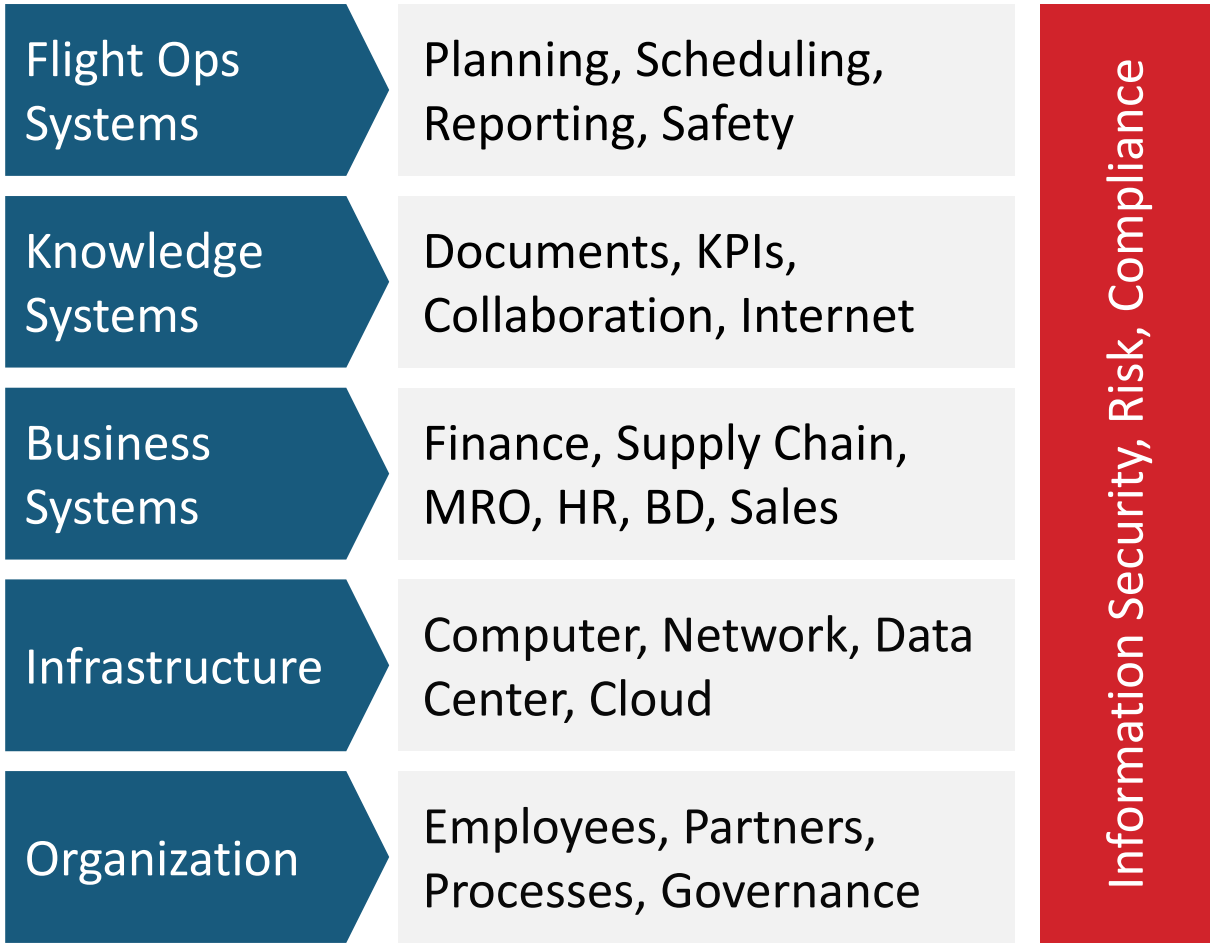
- Transformation projects started in 2012
  - IT Infrastructure (Network, Data Center, ITSM)
  - Business (Flight Ops, Finance, Supply Chain and Maintenance)
- Regional and process silos
- Legacy homegrown ticketing system
- IT Service Management
  - Incident, Change, Problem
  - Knowledge
  - Timecards
- Global deployment in June 2012





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IT Organization Architecture and Guiding Principles



- Our applications and services should be enterprise-wide.
- We will operate within a standard framework and architecture.
- Our IT partners should have global reach and capabilities.
- We will adopt industry best practices a nd standards before inventing our own.
- We will proactively upgrade to current technology.
- We should buy before build; and configure before customize.
- Early technology adoption should be focused on significant competitive differentiation, efficiencies or risk reduction.
- Shadow IT should be aligned with the IT framework and architecture.

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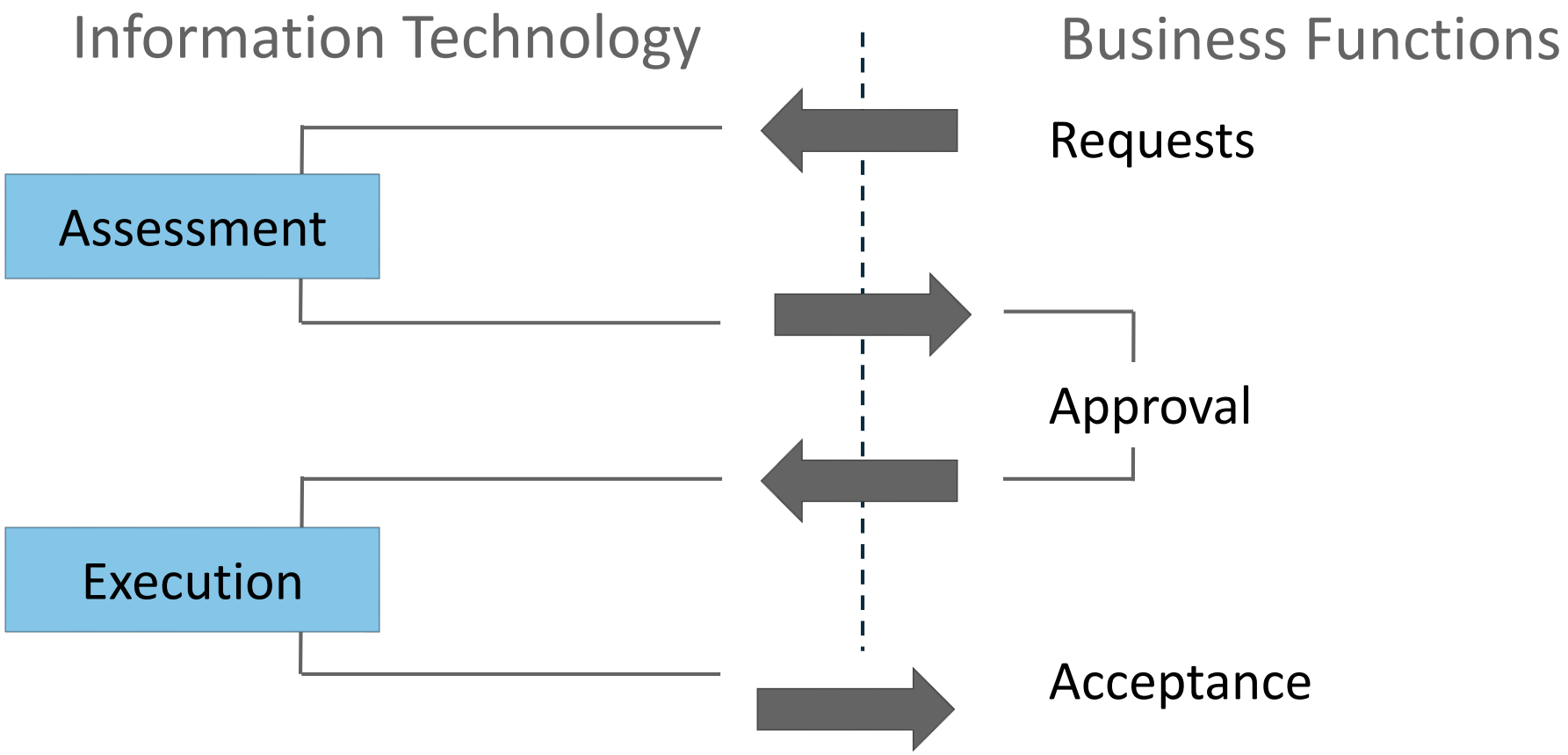
Bristow IT Processes

Manage demand for IT solutions	Create business solutions, put them into service	Operate and support solutions
Work Intake	Solution Development	Service Management

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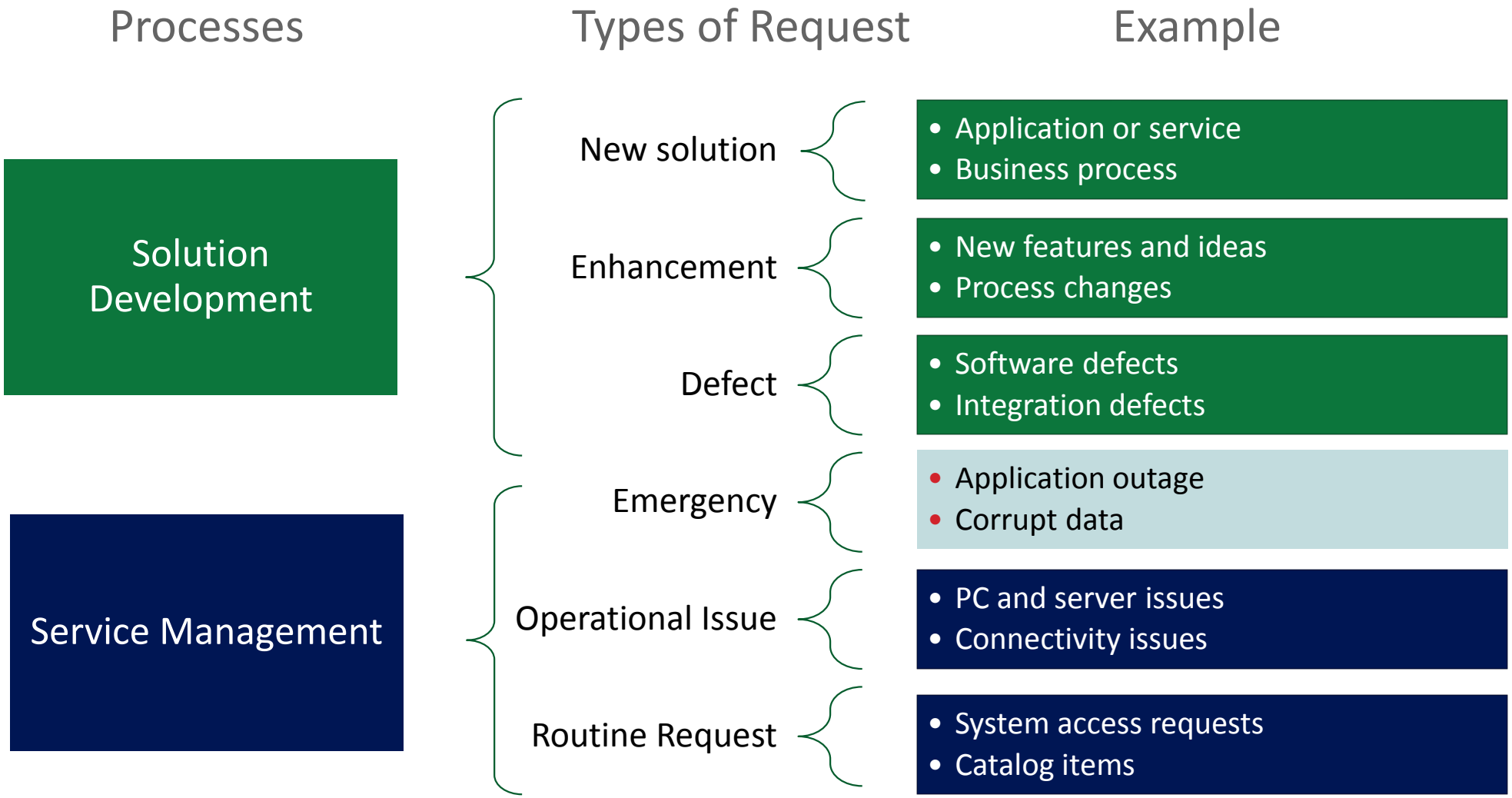
Work Intake

Process to Manage Demand for Information Technology Solutions



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Types of Requests and Execution



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Solution Development

- Framework to manage solution development
- Well defined process to handle requests for new solutions and enhancements
- Maybe executed through an iterative Agile SDLC methodology

Discovery	Inception (Preparation)	Elaboration (Blueprint)	Construction (Realization)	Transition (Cut-Over)
• Business Case • Research • Feasibility • Scope • Risks • Preliminary Schedule	• High level scope • Use case survey • High level business requirements • Risk assessment • Success factors	• Detailed use cases or business requirements • Architecture • Technical Design • Prototypes (if needed) • Construction Schedule • Test plan	• Development • Configuration • Data Migration • Security • Testing (including UAT) • Release checklist and implement activities	• Release solution to production • Technical change management • Business readiness • Training • Release notes
Feasibility is understood ★	Scope is defined ★	Solution design is complete ★	Ready to release ★	Ready to implement ★

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Service Management

- Framework to manage IT operations and support activities
- Well defined, ITIL based processes to handle requests, issues, and changes

Request Fulfillment

- Fulfilling routine and standard requests (e.g. requests to change a password or grant system access)
- IT Service Catalog available on ServiceDesk

Incident Management

- Restore normal service operation as quickly as possible and minimize adverse effects on business operations
- Detect, diagnose, and resolve issues

Problem Management

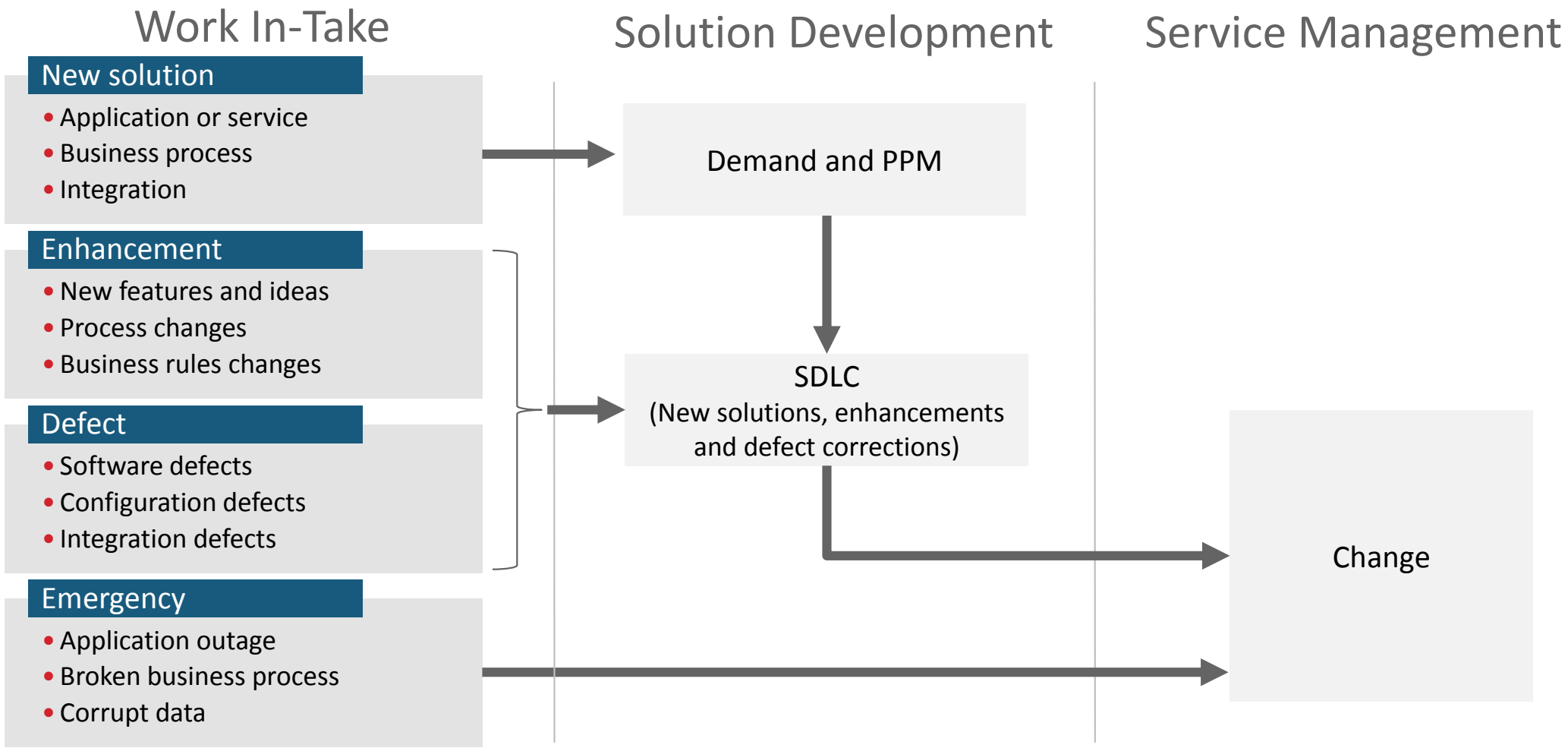
- Resolve the root causes of incidents and thus minimize the adverse impact of incidents
- Prevent recurrence of incidents

Technical Change Management

- Ensure that standardized procedures are used for handling of all changes to production systems
- Assess risk of changes
- Overseen by Change Advisory Board

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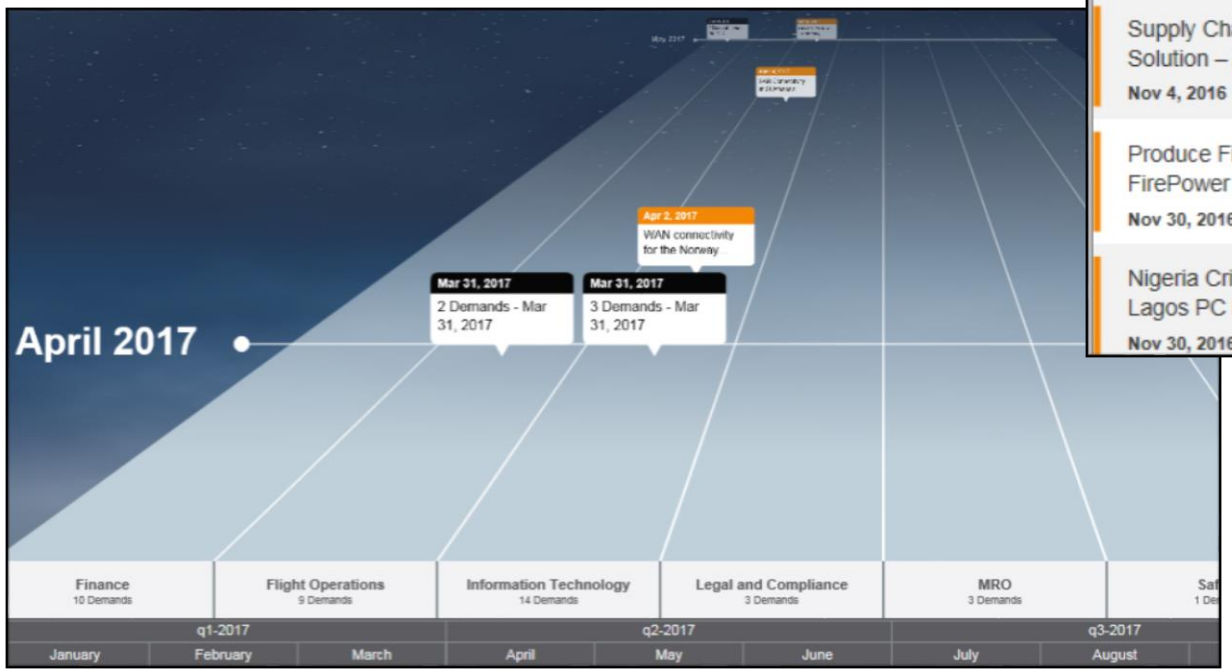
Work Intake, SDLC, and ITSM

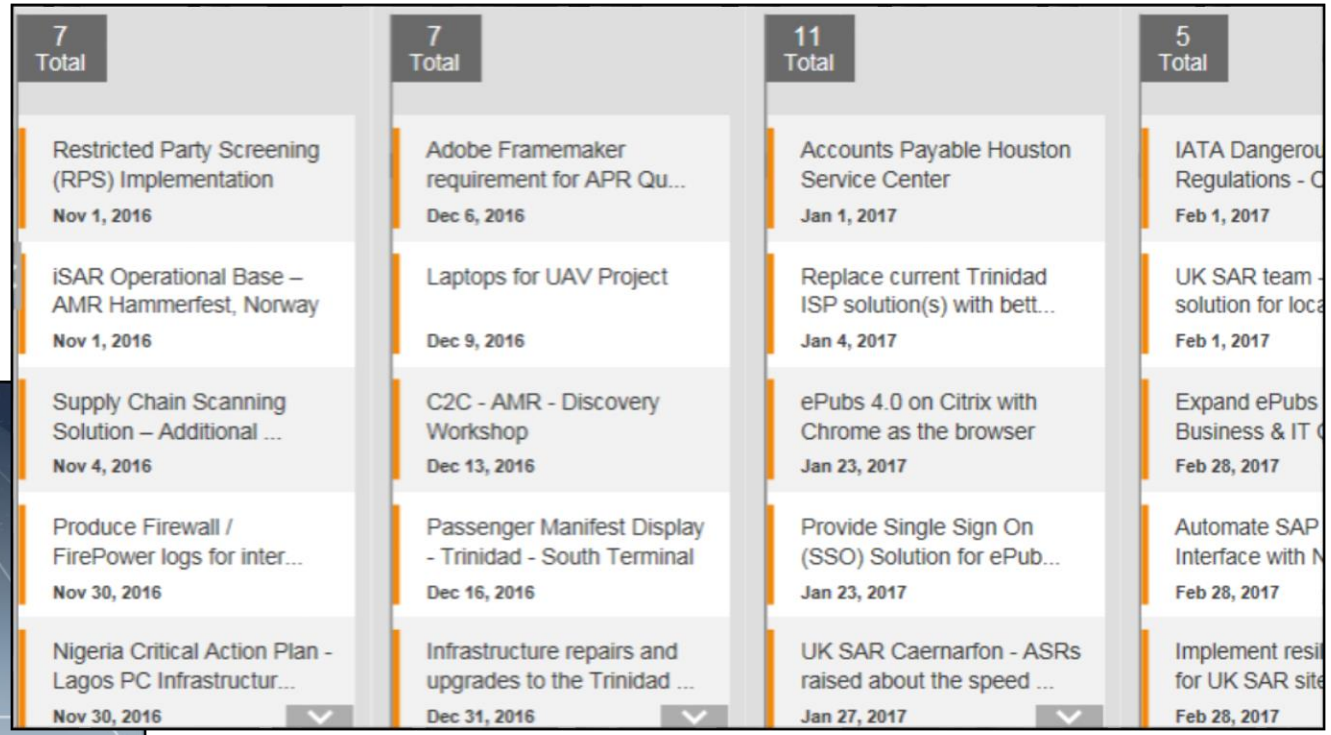


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Demand, Time Tracking and Financial Allocations

- All IT using Demand for Work Intake
- All application teams using SDLC for application development and maintenance





- IT Financial bridge built using Demand
- Time spent on unplanned projects work in PPM timecards

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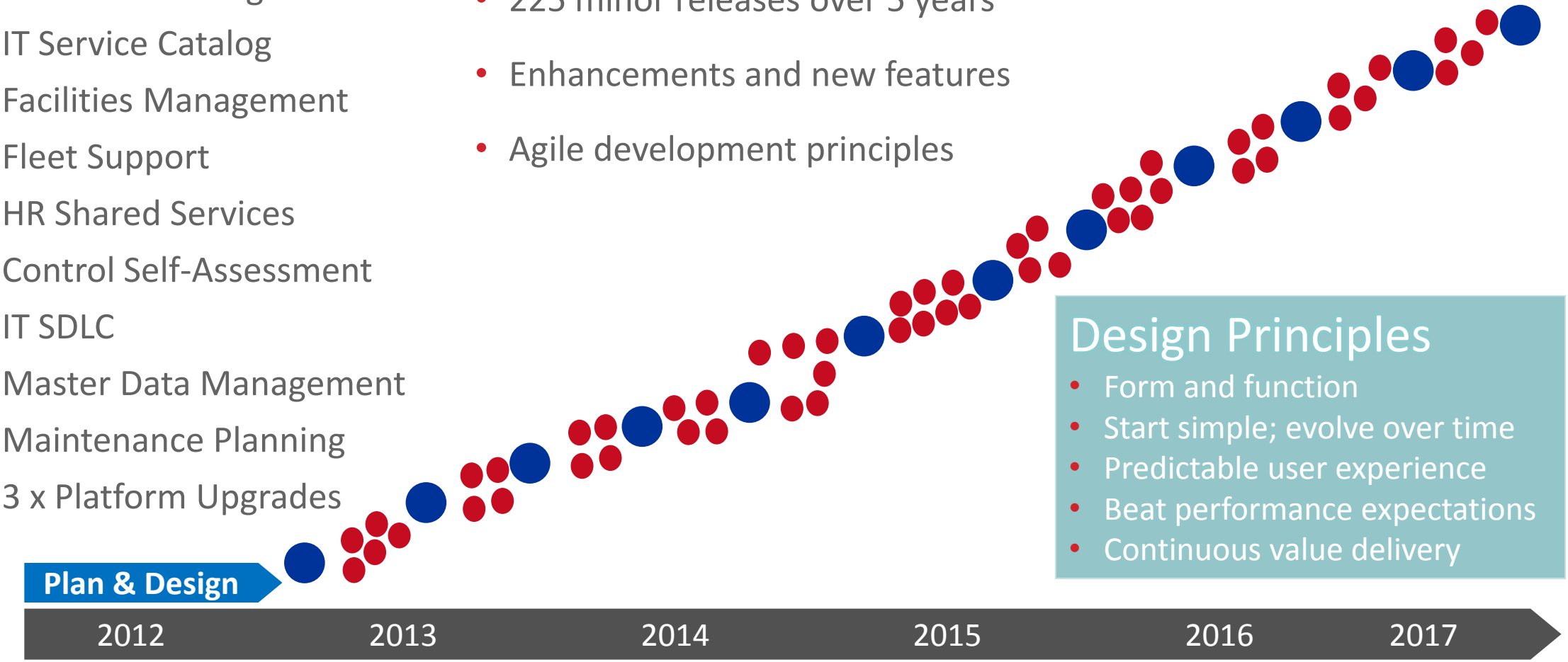
Solution Development Methodology

Major Releases (12)

- IT Service Management
- IT Service Catalog
- Facilities Management
- Fleet Support
- HR Shared Services
- Control Self-Assessment
- IT SDLC
- Master Data Management
- Maintenance Planning
- 3 x Platform Upgrades

Minor Releases (225)

- 225 minor releases over 5 years
- Enhancements and new features
- Agile development principles



Design Principles

- Form and function
- Start simple; evolve over time
- Predictable user experience
- Beat performance expectations
- Continuous value delivery

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Value Outcomes: IT Request Automation



Catalog Items



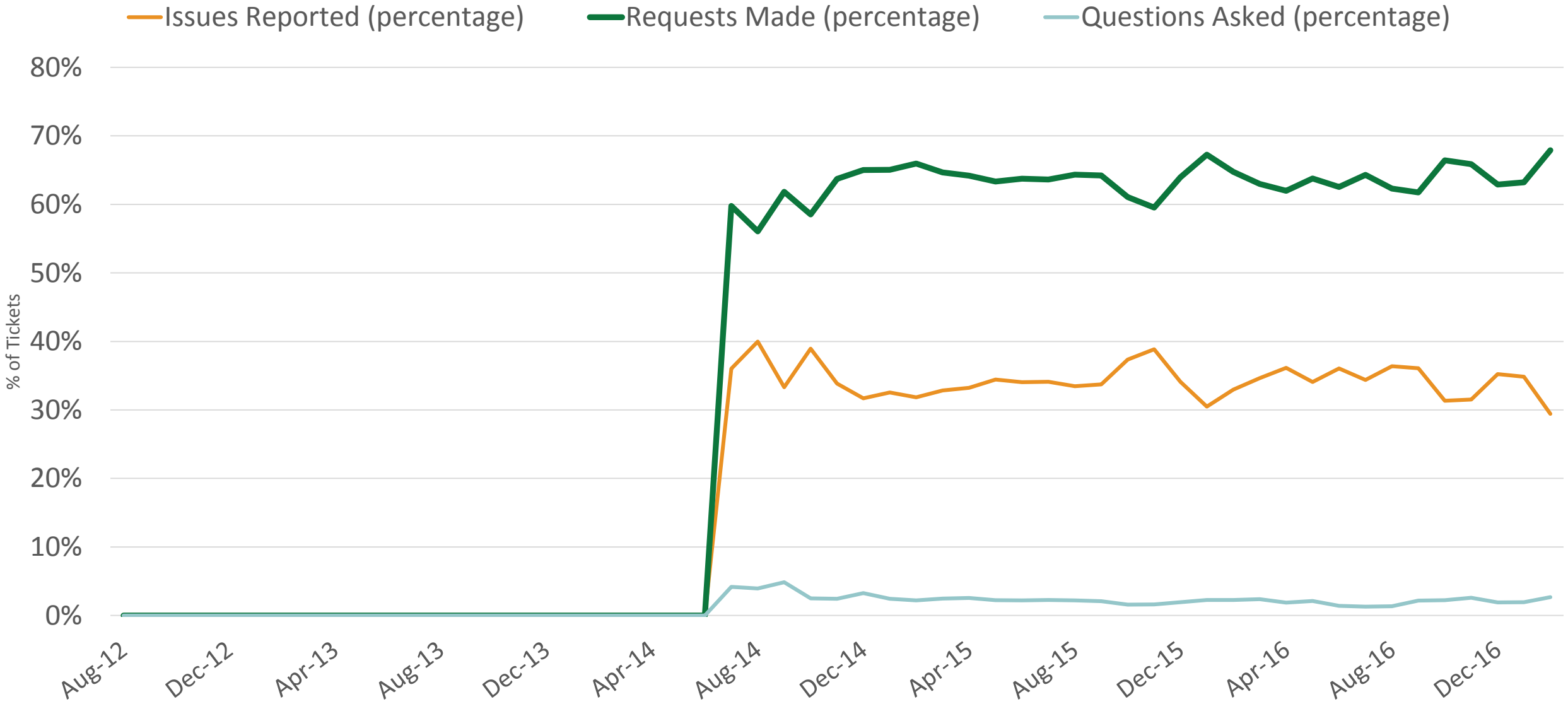
Catalog Requests



Automated fulfillment

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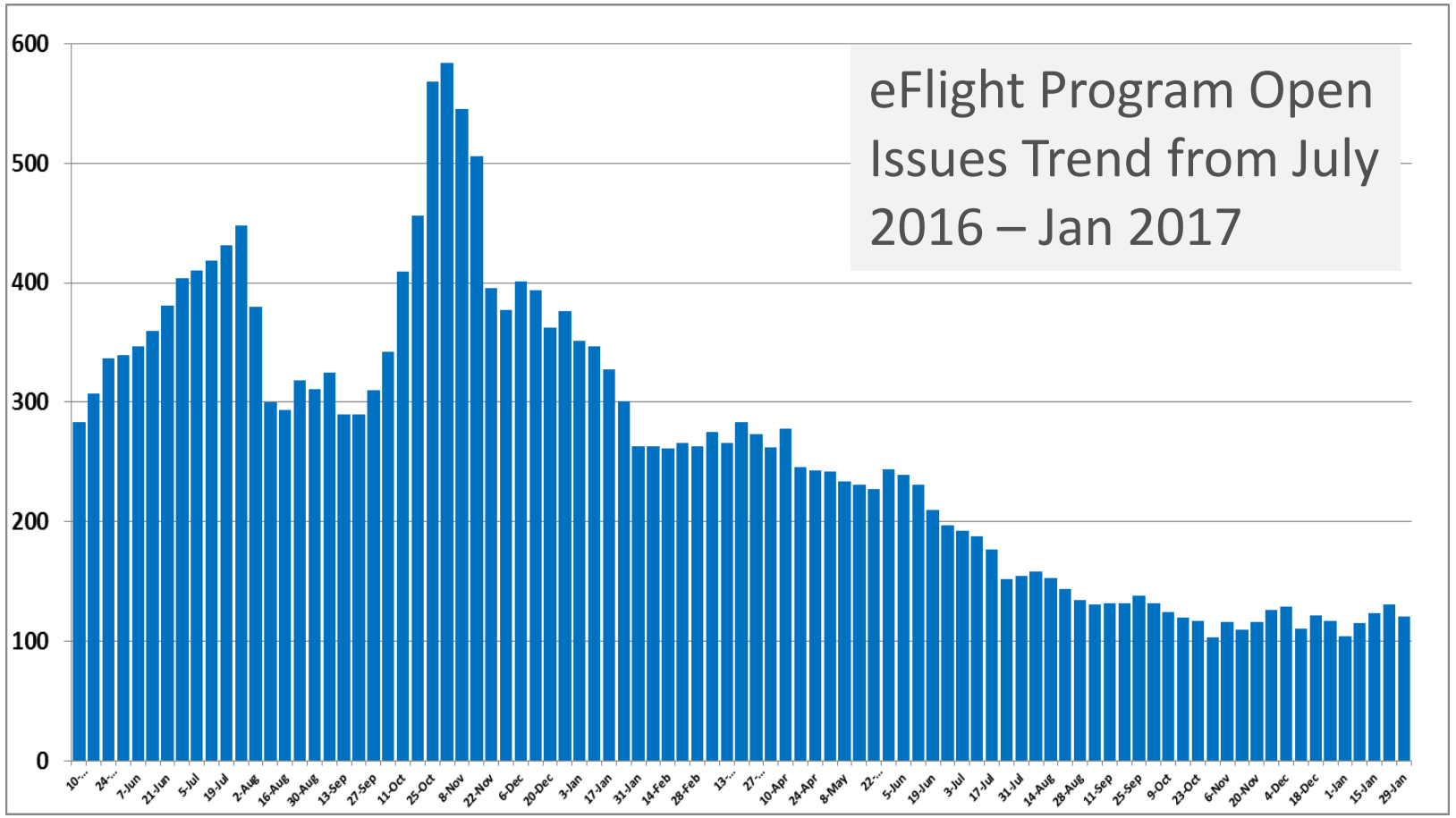
Issues, Requests and Questions



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Business Impact: Managing Hyper-Care for Global Flight Ops Platform Deployment

- Used the ServiceDesk to manage the deployment of global programs
- Helped decision making around resourcing, training, knowledge gaps, process improvements



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Our Next Steps

- Platform Upgrade to Istanbul Release
- IT Asset Management
  - Mobile devices and Electronic Flight Bags (EFBs)
  - Computers, COTS, software licenses
  - Software distribution
- PPM and SDLC
  - On-board infrastructure teams on to SDLC
  - More support for IT Financial management through the use of Demand and PPM
- Mobility
  - Use cases for Fleet Support, IT, and Facilities
- More Automation

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Top Takeaways

1

Streamline work intake process and create more transparency resulting in improved engagement with business leaders

2

Holistic view of all solution development activities and priorities for IT leadership and PMO

3

One standard set of IT Service Management processes for all applications and infrastructure services

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Thank You

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Adil Ahmed
Director, Information Architecture & Knowledge Systems
Bristow Group Inc.

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