knowledge17

WORK at LIGHTSPEED™

BRE4080 - Implementing PPM the Government Way: It's a Whole Different World!

LAWRENCE ABEYTA
ITSM MANAGER
NuAxis Innovations

CASEY BARELA
SERVICENOW ADMIN
NuAxis Innovations

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servicenow

Speaker Introduction



NAME: Lawrence Abeyta

TITLE: ITSM Manager

FUNCTION: IT Service Delivery

COMPANY: NuAxis Innovations

Experience: 23 years in IT performing all levels of IT Service Delivery

Expertise: Business & Systems Analysis, IT Governance, System Architecture, Business process redesign and automation, ITIL, CMMI, Project Management, System Integration, SLA & Contract Mgt

Achievements: Replaced several aging systems with ServiceNow + CMDB! NOSC Dashboard and alerting tied to ServiceNow, automation of several frequently used services.

Current Projects: Application Virtualization, Service Delivery Automation, Self-Service, PPM

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Speaker Introduction



NAME: Casey Barela

TITLE: ServiceNow Admin

FUNCTION: IT Service Delivery

COMPANY: NuAxis Innovations

Experience: 15 years in Enterprise / Corporate IT Support.

Expertise: ITSM Ticketing Systems, Custom ITSM Tools and Scripts Development, Service Desk Leadership, SLA/SLO Attainment Management and Reporting, System integrations, Remote support tools.

Achievements: Certified ServiceNow System Administrator, Deployed 2FA SSO Solution in ServiceNow and other ITSM platforms (eg. Bomgar ect.)

Current Projects: ServiceNow Rest API Integration, Upgrading ServiceNow CMS to Service Portal (Istanbul), API Integration of SolarWinds and Tenable.

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My Company

NAME: NuAxis Innovations

INDUSTRY: Government, Healthcare

MARKET FOCUS: Solution-driven IT infrastructure support contractor for the Federal Government that delivers value and expertise

Primary Solutions:

- IT Service Management & Consolidation
- Enterprise IT Infrastructure Support
- Agile Development for Gov
- Health IT
- Cloud Readiness and Migration Support

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- Mission
  - The Bureau of Safety and Environmental Enforcement (BSEE) works to promote safety, protect the environment, and conserve resources offshore through vigorous regulatory oversight and enforcement.
  - The Mission of the Bureau of Ocean Energy Management (BOEM) is to manage development of U.S. Outer Continental Shelf energy and mineral resources in an environmentally and economically responsible way.
  - For the benefit of all Americans, ONRR collects, accounts for, and verifies natural resource and energy revenues due to States, American Indians, and the U.S. Treasury.
- Size
  - ~3,000 internal users, ~5,000 external users.
  - 3 Major sites, 14 smaller sites across the US.







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Session Overview



Objectives

- Review how we implemented PPM at DOI-BSEE and some of the lessons learned



What You Will Learn

- Building the Business Case
- Timeline to implementation
- Getting Buy-in
- Demonstrating value to stakeholders
- Building dependencies
- Impact to Change Management
- Take-aways & Lessons Learned

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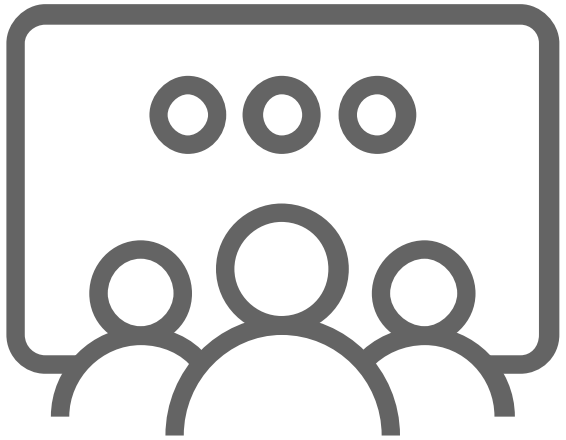
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Business Case

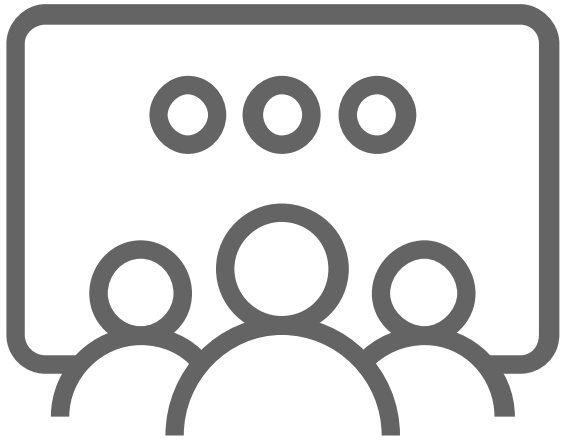
CHANGE REVIEW MEETING



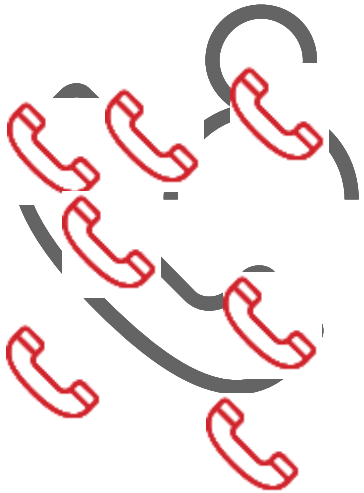
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Business Case

CHANGE REVIEW MEETING



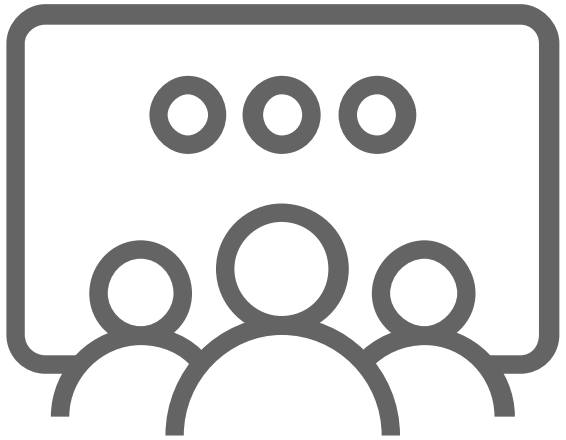
PROJECT APPROVAL



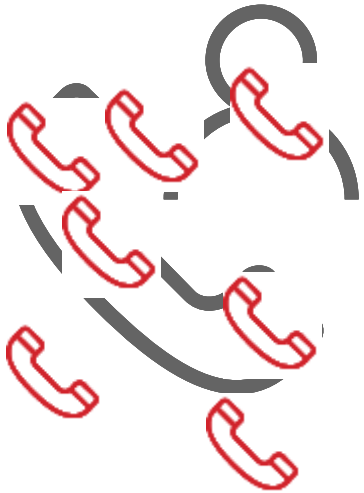
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Business Case

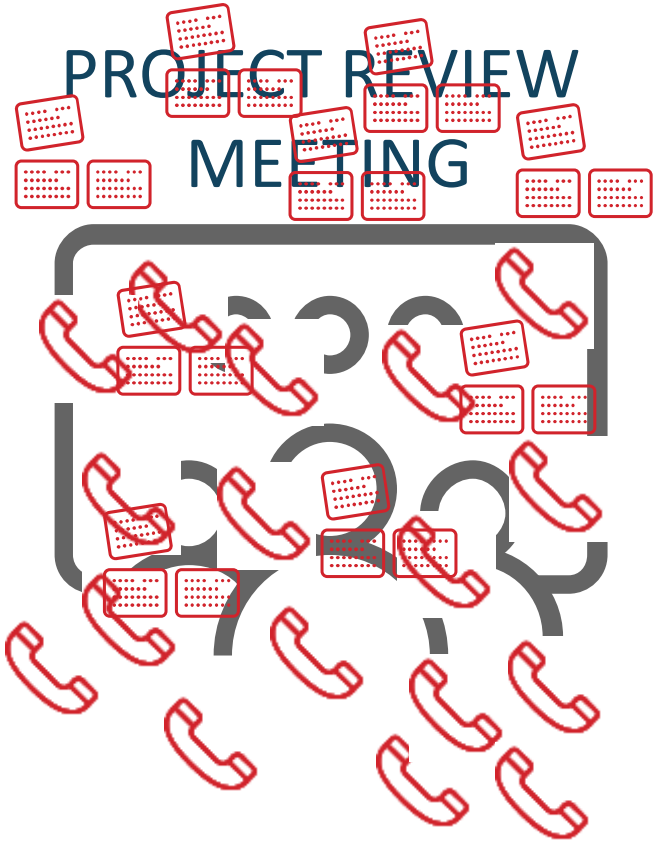
CHANGE REVIEW MEETING



PROJECT APPROVAL



PROJECT REVIEW MEETING



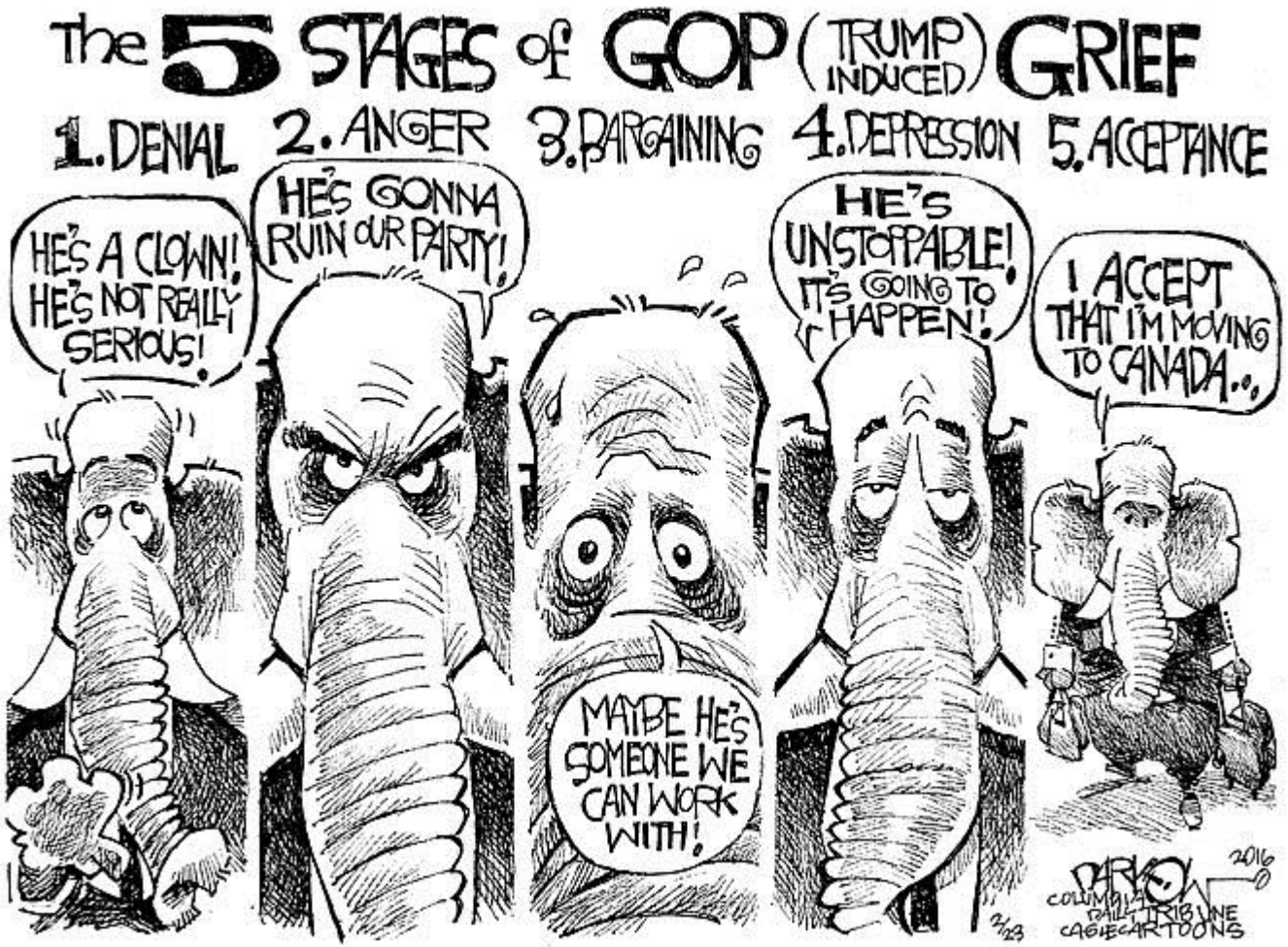
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Change is HARD!

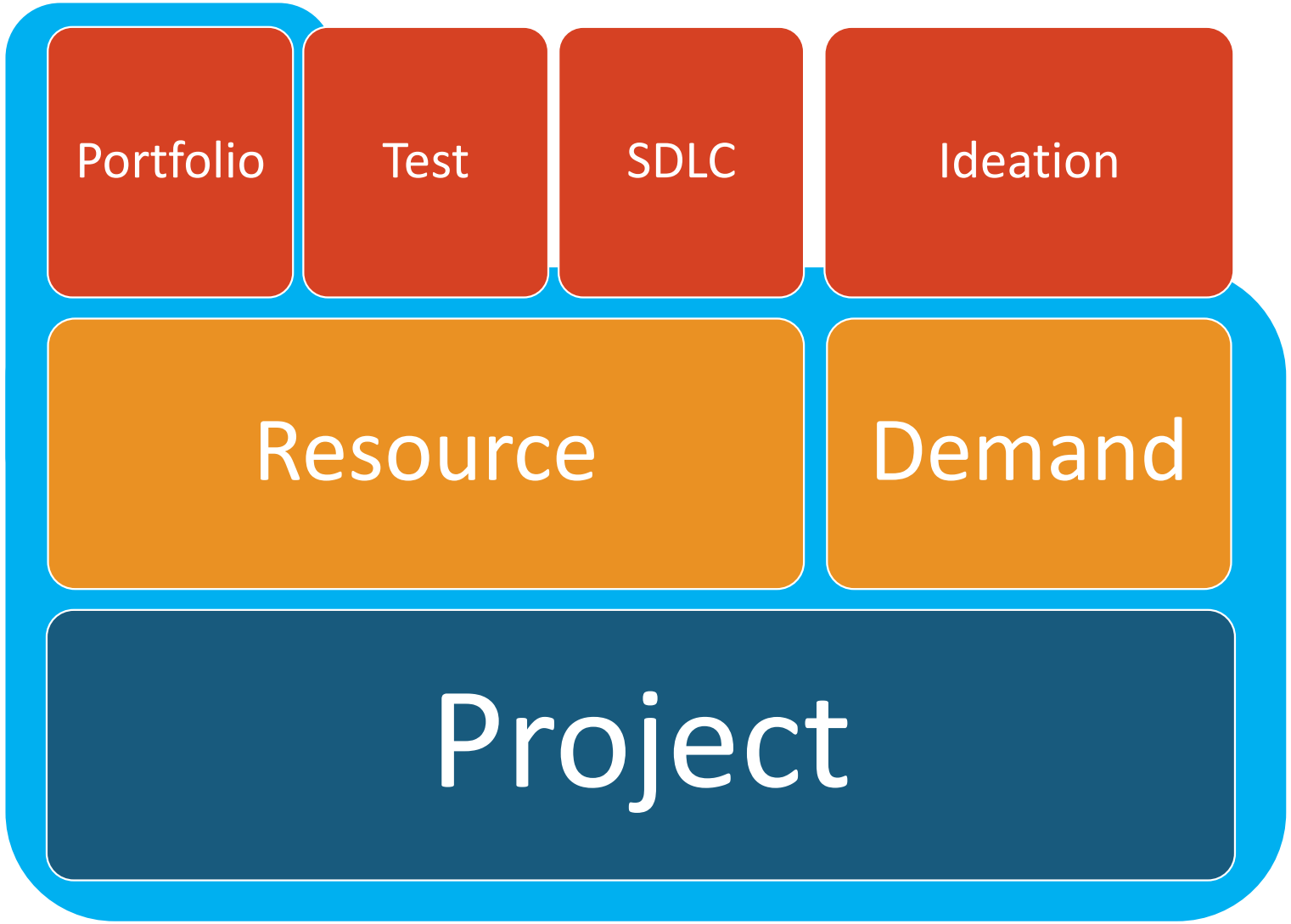


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Change is HARD! Especially in Government



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The Solution

CR

- Justification
- Requirements
- Risks
- Assessments
- Approvals
- Tasks



Demand

- Justification
- Requirements
- Assessments
- Decisions
- Approvals

Project

- Tasks (w/ Link to CR)
- Baselines
- Risks
- Issues

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Demand

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Project

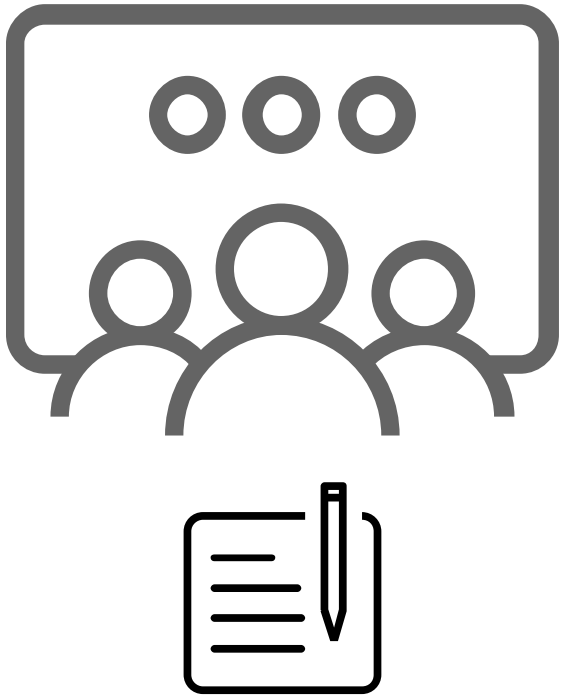
- Tasks (w/ Link to CR)
- Baselines
- Risks
- Issues

Resource Plans

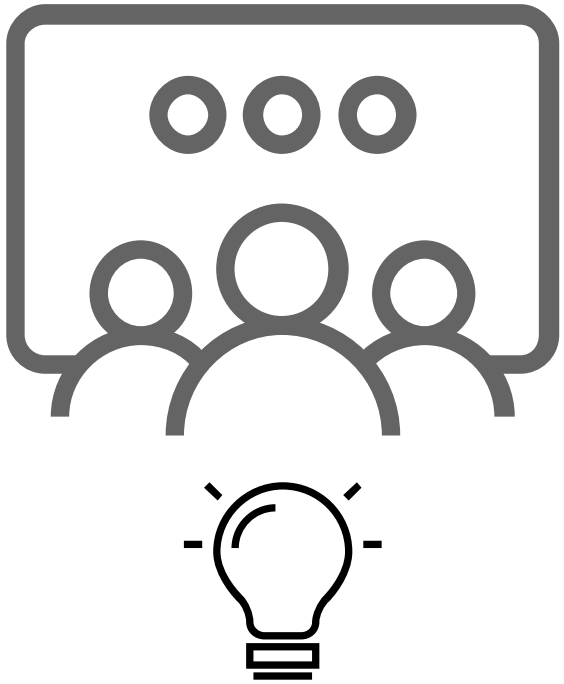
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The Solution

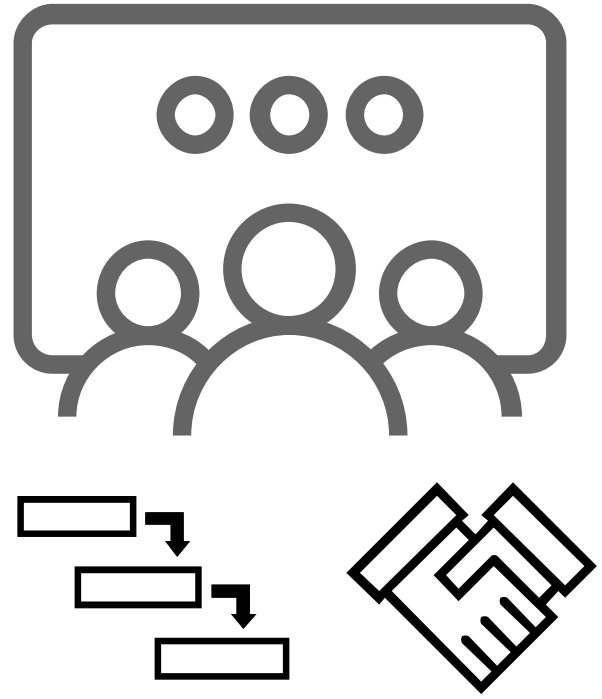
CHANGE REVIEW MEETING



PROJECT APPROVAL MEETING

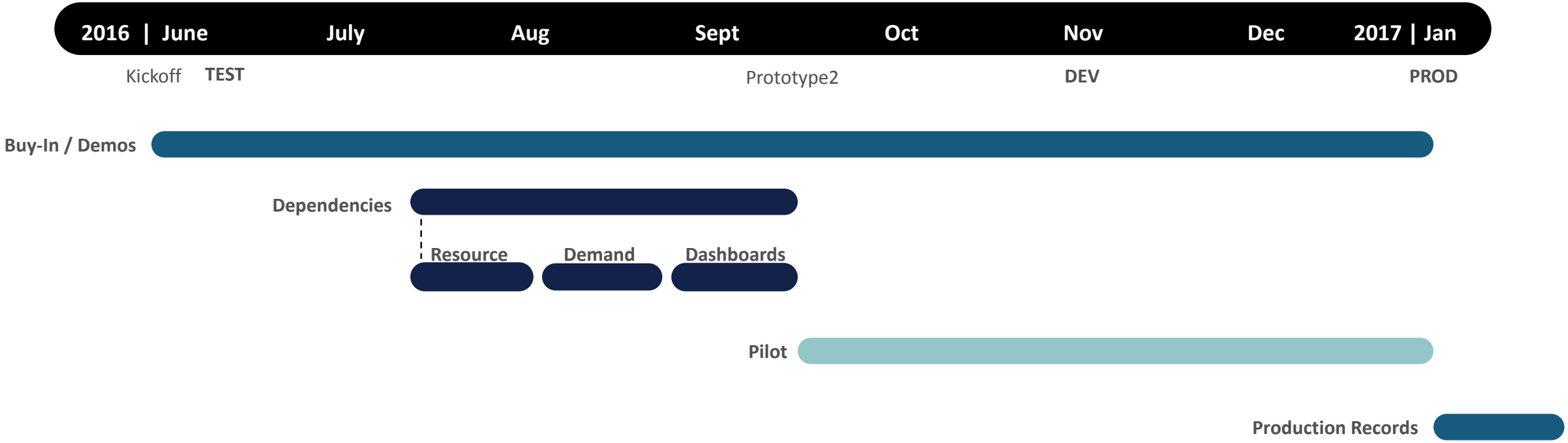


PROJECT REVIEW MEETING



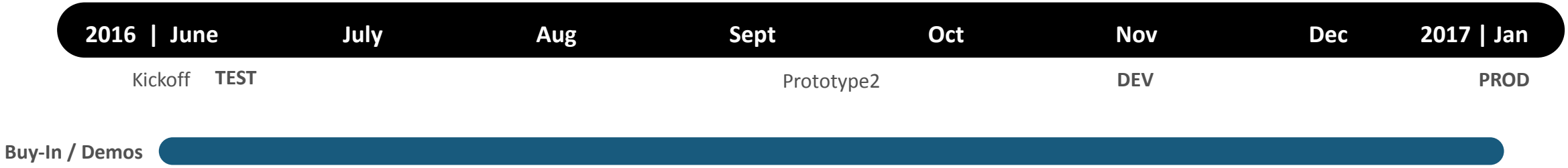
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Timeline



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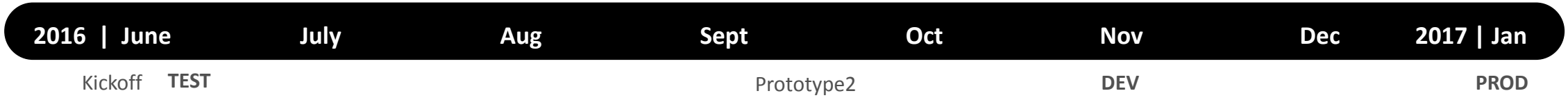
Getting Buy-In

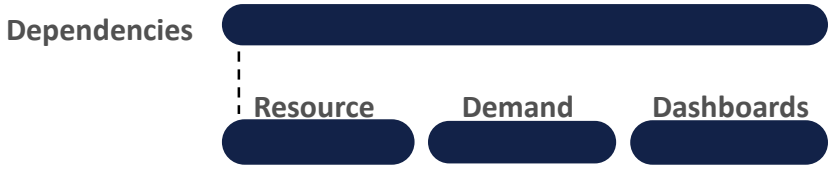


- Extremely critical!
- Communicate and Demonstrate value
- Ask for Pilot

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Build Dependencies





- Resource
- Demand Assessments
- Demand Workbench
- Dashboards

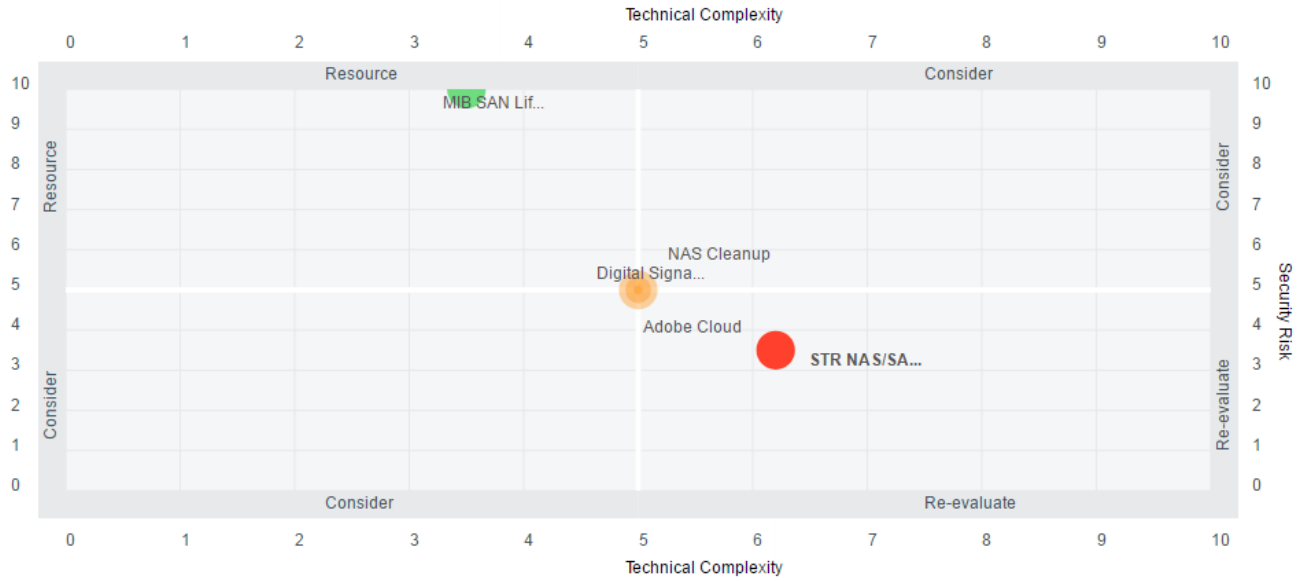
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Customizations to Demand Workbench

ⓘ	Security	u_score_security	Decimal
ⓘ	Technical	u_score_technical	Decimal

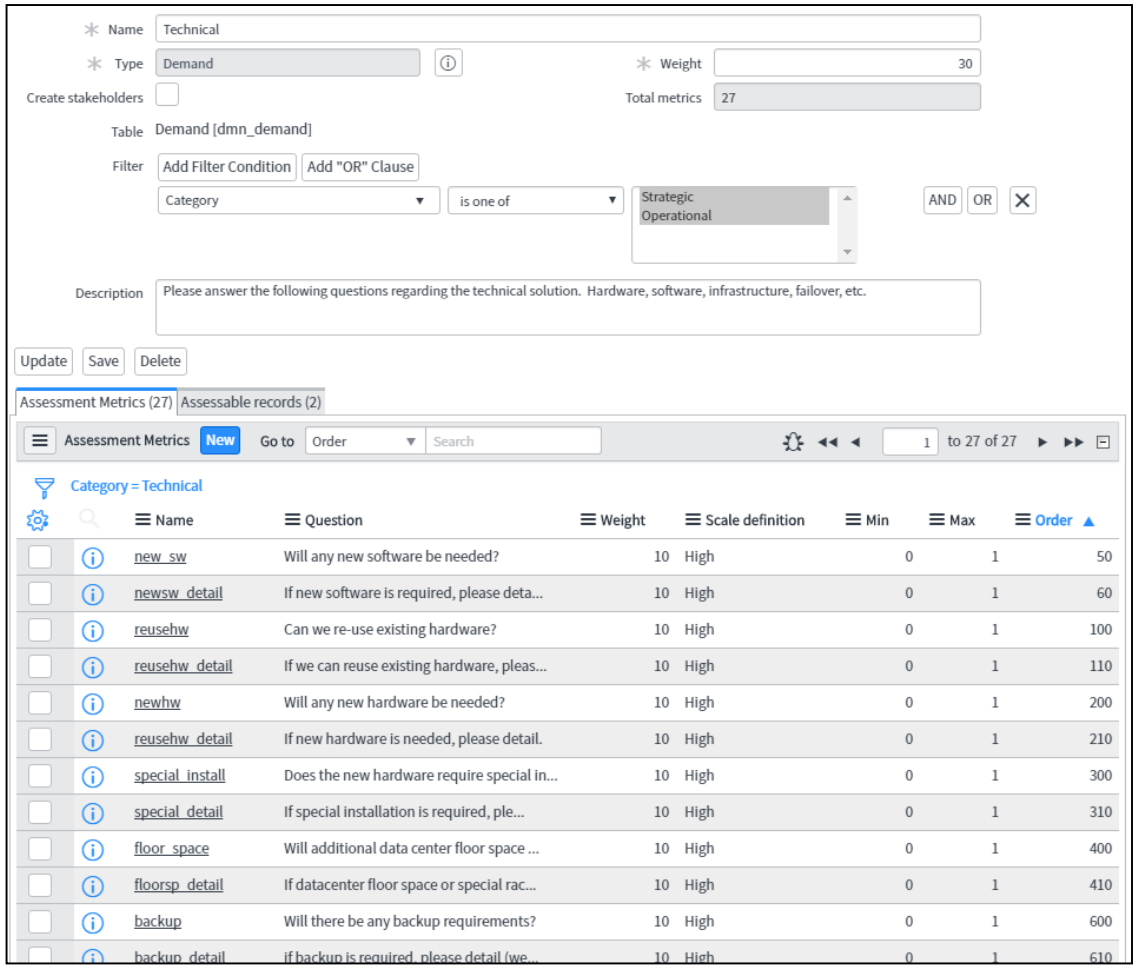
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	Search	Search	Search	Search	Search	Search
ⓘ	NAS Cleanup DMND0001102	EITCS	Project Work in Progress	5	5	

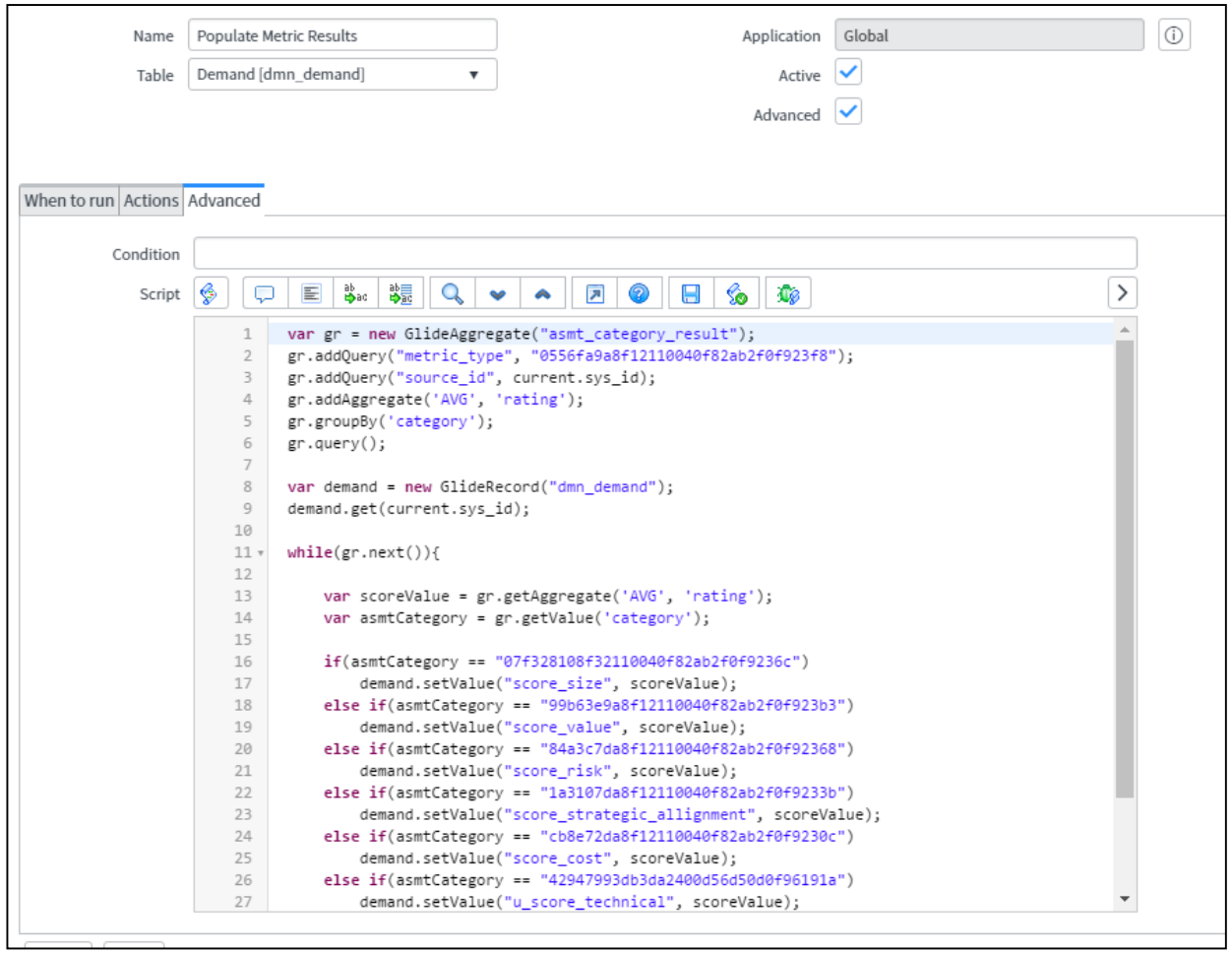
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Top right label	Re-evaluate
Bottom left label	Resource
Bottom right label	Consider
Quadrant label color	#455464
Table	Demand [dmn_demand]
X Field	Technical
Y Field	Security
Z Field	Size
List View	Workbench
Default	☑
Application	Global
Top left color	#FF9416
Top right color	#FF402C
Bottom left color	#4BD762
Bottom right color	#FF9416
X Label	Technical Complexity
Y Label	Security Risk
Z Label	Size



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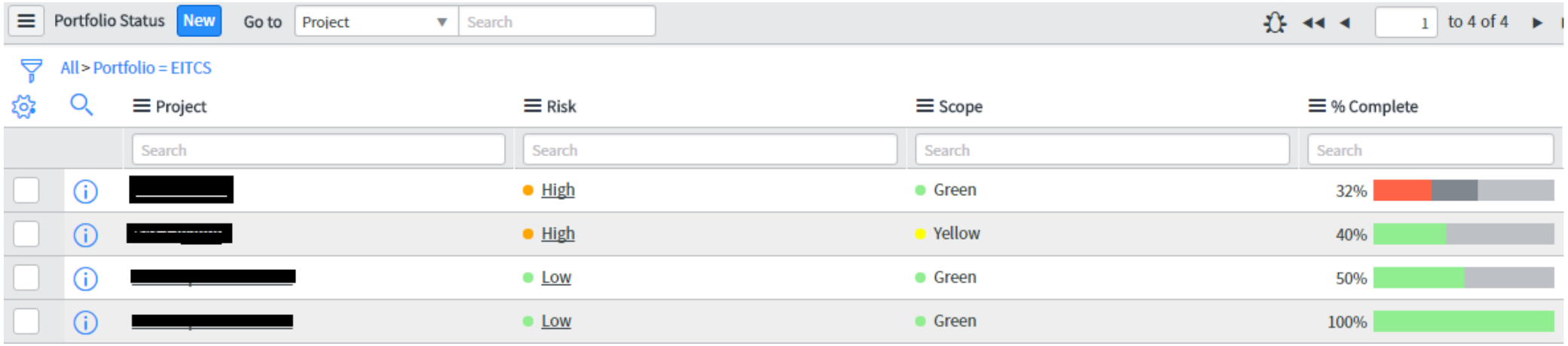
Customizations to Demand Assessments

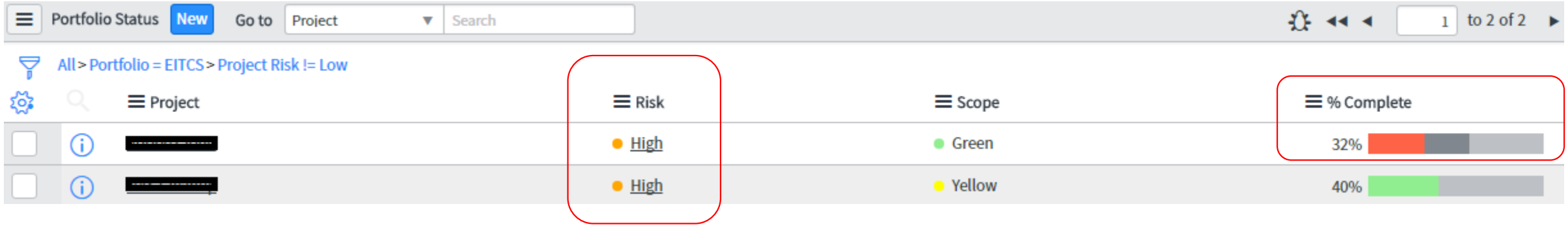




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Dashboards





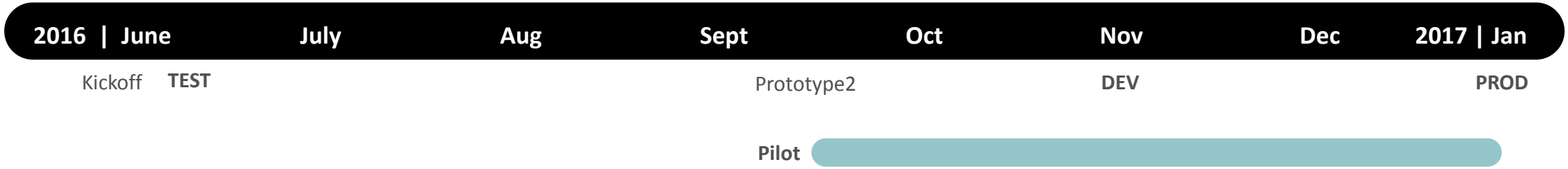
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Dashboards



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Final Touches



- Build final models
- Modify to suit, adjust as necessary
- Test-drive workflows
- Impact to Change Mgt Processes
- Start Training Operational Teams

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Impact to Change Mgt Process

CR

- Justification
- Requirements
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- Approvals
- Tasks



Demand

- Justification
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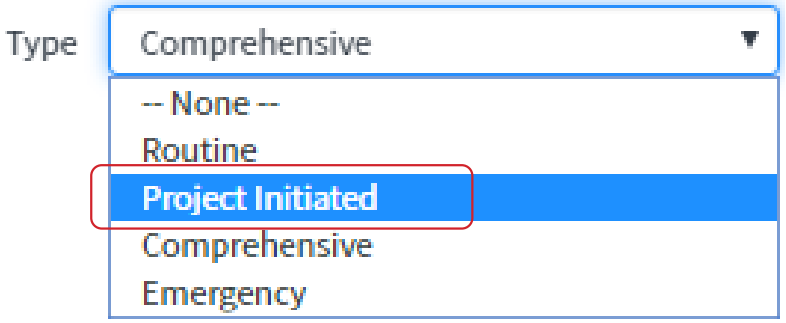
Project

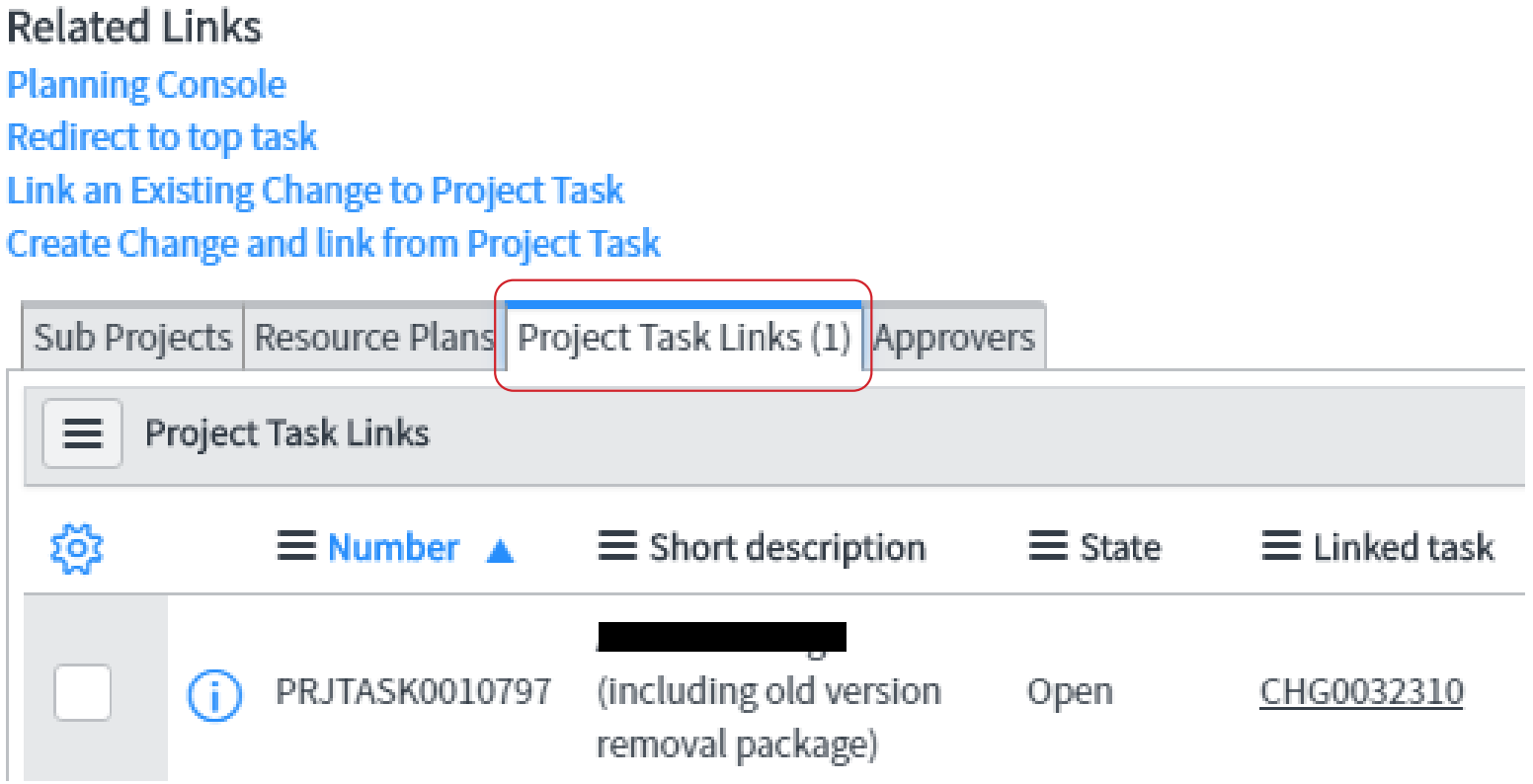
- Tasks (w/ Link to CR)
- Baselines
- Risks
- Issues

Resource Plans

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Impact to Change Mgt Process





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Training Operational Teams



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Training Operational Teams



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Bottom Line



Increased Focus



Greatly reduced manual data gathering/reporting



Greater Transparency

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Top Takeaways

1

Govt is different than Corp America

2

Consider impacts to Leadership and existing processes

3

Don’t forget the Operational Teams!

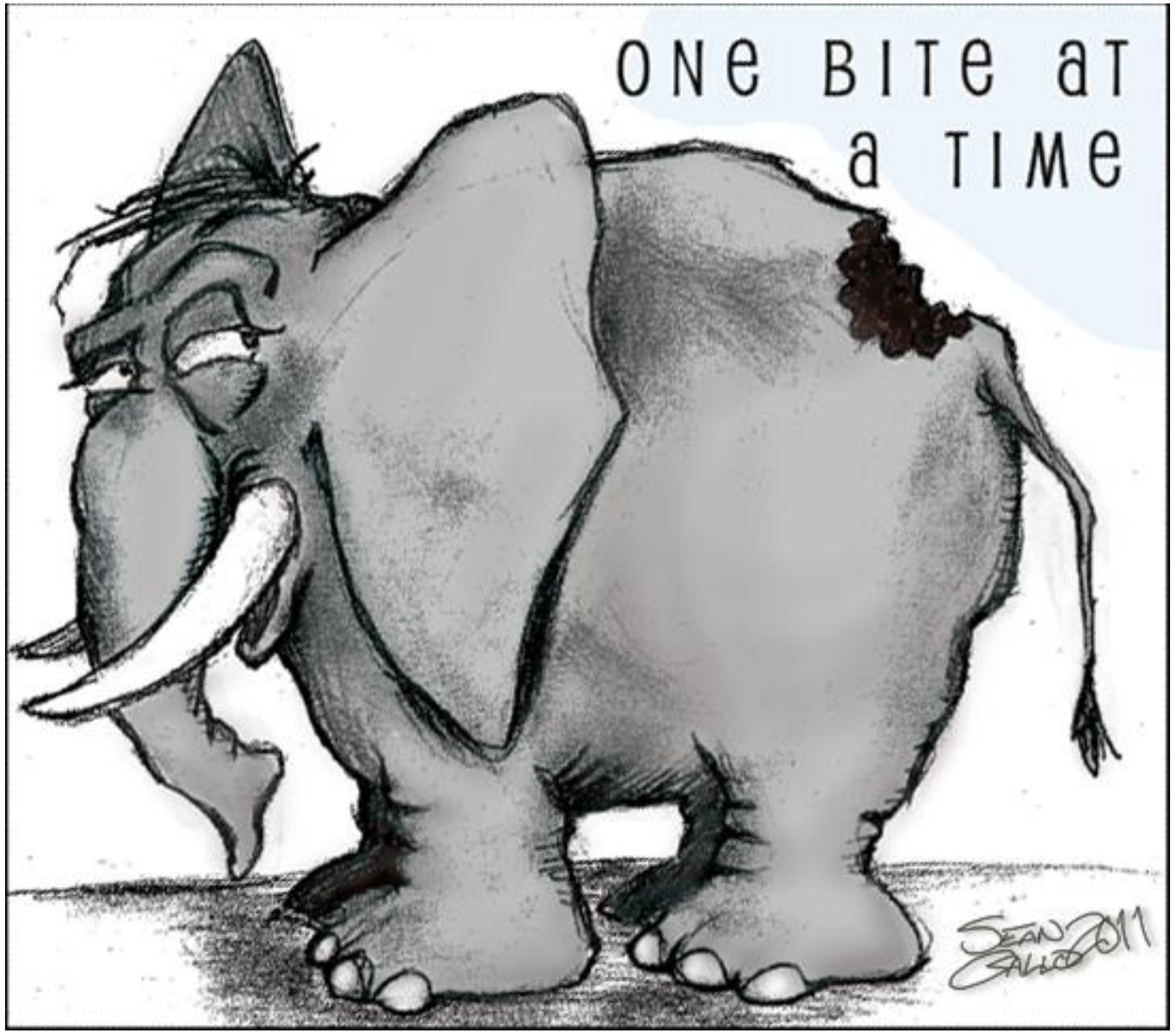
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Lessons Learned

1. FY Operational Hours
2. Custom Demand Assessments are hard
3. Impacts to other related processes (Change Mgt)
4. Keep communicating

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Our Next Steps…



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Q & A

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Thank You

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