knowledge17

WORK at LIGHTSPEED™

ITSM Proven Practices - Getting Started

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Agenda

- Proven Practices
- Background
- Challenges & Goals
- ITSM Guided Setup
- Value
- Timeline & Strategy
- Next Steps

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Speaker Introduction



NAME: Sheeba Srinivasan

TITLE: Product Manager

FUNCTION: ITSM

COMPANY: ServiceNow

EXPERIENCE: 10 years in IT Service Management, 2 years in Project Management, 4 years in Business Process Consulting, 3 years in Quality Management

EXPERTISE: ITIL processes, Project Management, Process improvement and reengineering, Quality Assurance

ACHIEVEMENTS: Consulted with over 20+ ServiceNow customers to align their processes to the capabilities of the ServiceNow cloud platform

CURRENT PROJECTS: Product owner for Incident, Problem and Guided Setup

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Proven Practices

Replicating activities or process that has been successfully implemented by multiple organizations. It is about learning from other experiences and NOT RE-INVENTING THE WHEEL

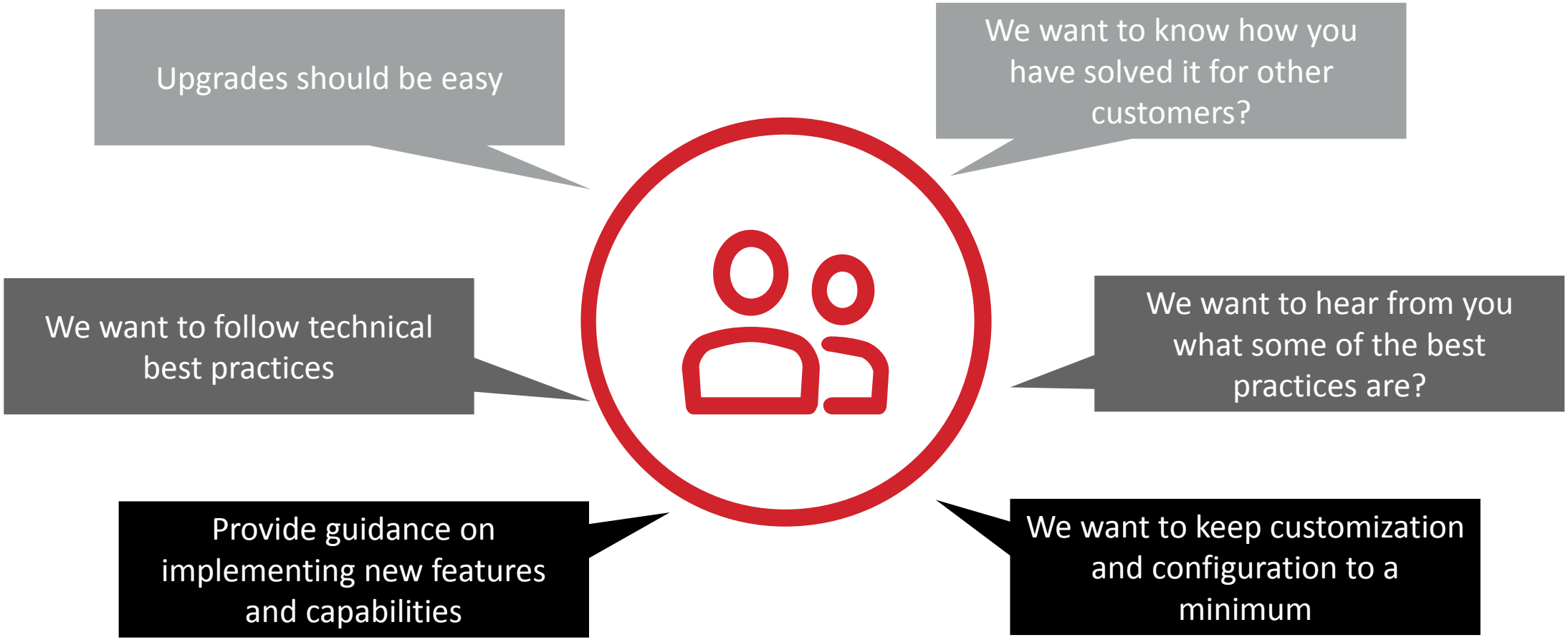
Learn and adapt proven practices that fit your environment

Processes defined are prescriptive, actionable and concise

Proven Practices

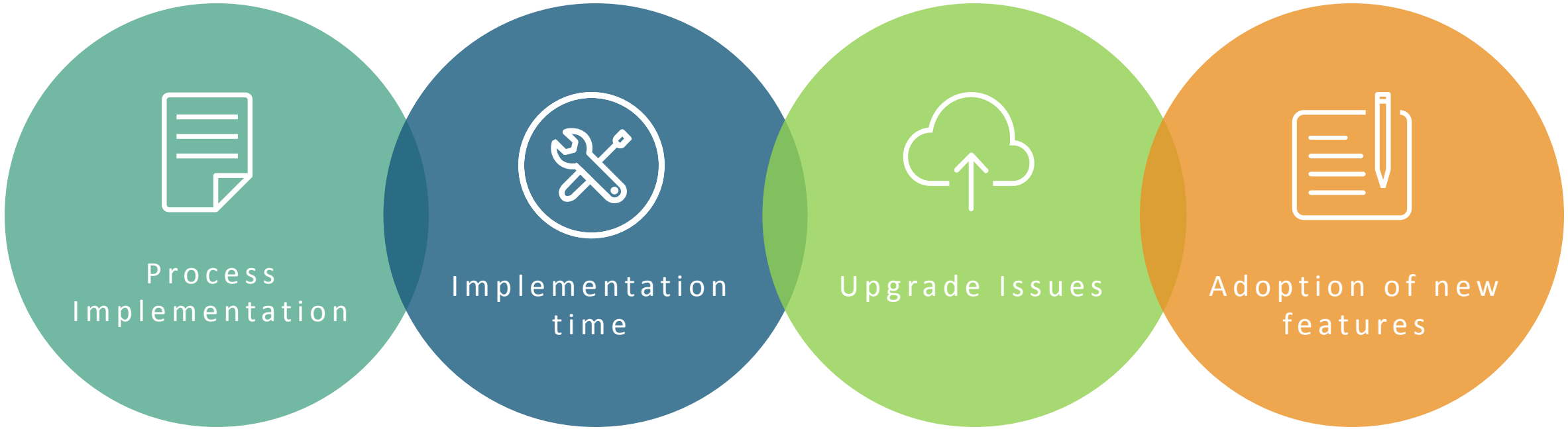
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Background



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Challenges



- Complex implementation of processes
- ITSM processes - one size does not fit all

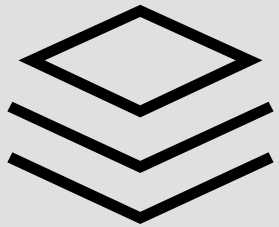
- Increased implementation time
- Flexible Platform - Multiple ways to implement a solution

- Customizations causing upgrade issues
- Time spent on the upgrade process

- Unable to take advantage of new features and capabilities due to customizations.

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ITSM Guided Setup – Goals



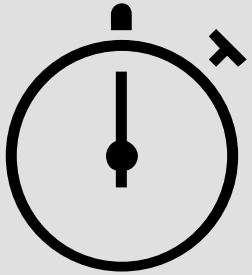
Standardize

Provide guidance on industry standard processes



Ease of use

Detailed technical instructions to guide the customers through configuration



Rapid time to value

Solutions designed for rapid implementation

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ITSM GUIDED SETUP

Is about providing customers with more than just an ITSM tool. It will offer guidance and recommendations based on proven practices so our customers can take advantage of many years of knowledge and experience gathered by ServiceNow implementations.



Core System Configurations



CMDB



Incident Management

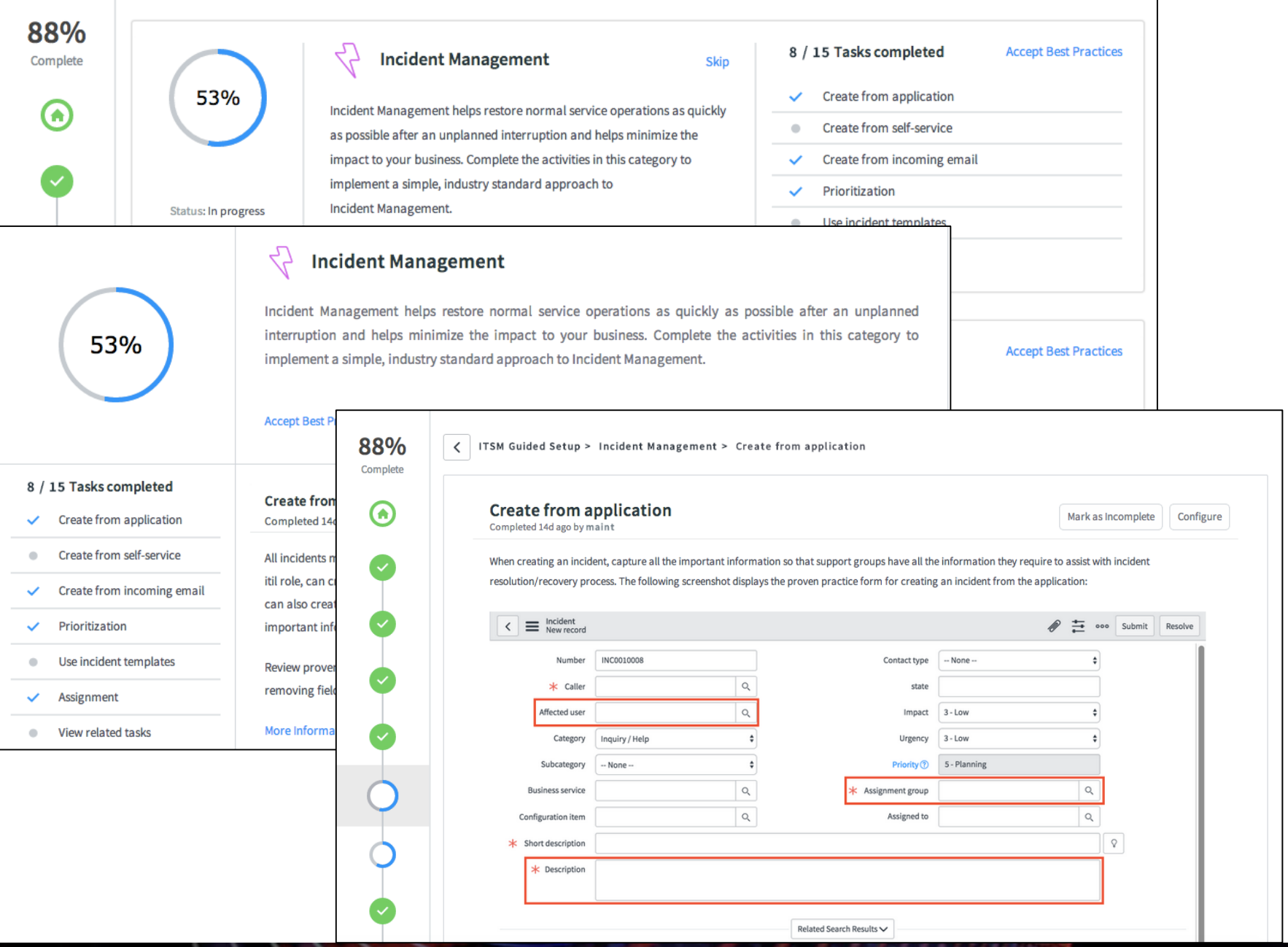


Change Management



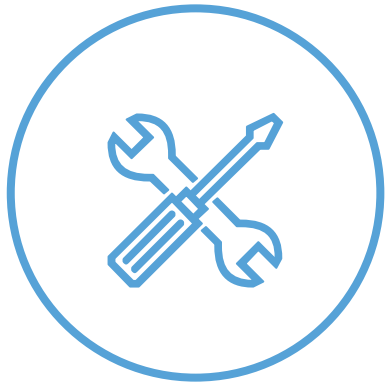
Project Communication

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Process driven tasks



More Information Page provides additional process and technical configuration details

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This presentation includes certain non-GAAP financial measures as defined by SEC rules. We have provided a reconciliation of those measures to the most directly comparable GAAP measures in the Appendix.

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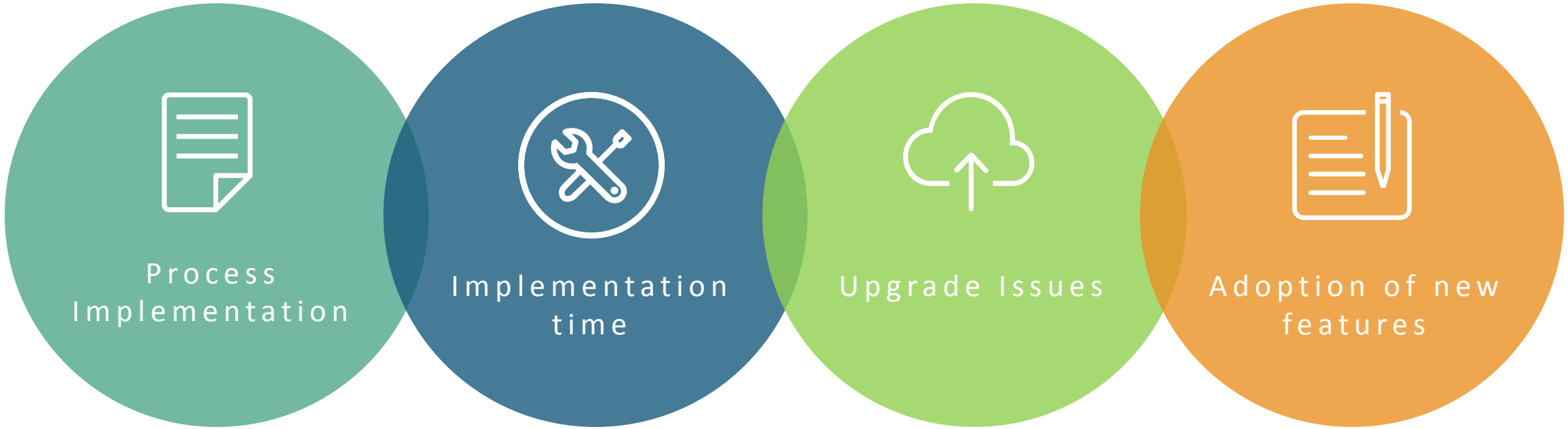
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ITSM Guided Setup – Demo

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ITSM Guided Setup – Value



- Standardize baseline process implementation
- Flexibility to learn and adapt practices that fit your environment

- Packaged configurations to reduce implementation time and cost

- Less number of upgrade issues by making these configurations available in the base product

- Guidance on new features and capabilities
- Adoption of new features should be easier with fewer customizations

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ITSM Guided Setup – Timeline & Strategy

Jakarta

- Process centric ITSM Guided Setup
- Proven practice process defined for Core System Setup, CMDB, Incident and Change Management.
- Proven Practices will be made available to all customers via Guided Setup.

K*

- Proven practice process defined for Service Catalog, Configuration and Request Management.
- Proven practice configurations for Core System Setup, CMDB, Incident and Change built into the product.

L*

- Proven practice process defined for Problem and Knowledge Management.
- Proven practice configurations for Service Catalog, Configuration and Request built into the product.



* Planned

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Guided Setup Framework – Next Steps

Benchmarks	Upgrades	Process Deviation
Provide recommendations based on benchmarking KPIs to encourage and enable process improvements	Updated best practices based on enhancements and guidance on new features	Identify best practice deviations based on current configurations and process maturity Recommendations for resolving deviations

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Top Takeaways

1

Great first step when it comes to preparing for ServiceNow implementation

2

Baseline for all ITSM implementations

3

Learn and adapt proven practices that fit your environment

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Q & A

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Thank You

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