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WORK at LIGHTSPEED™

ServiceNow: Maturing to ISO 20000 Compliance

VINCENT BOUILLON
IT OPERATIONS MANAGER
Isabel Group

KENNY WEYTENS
ASSET AND CONFIGURATION MANAGER
Isabel Group

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servicenow

Agenda

- Introduction
- Why ISO 20000?
- 12 months: our approach
- Approach per process
- Benefits of using ServiceNow
- Key takeaways
- Q&A

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Speaker Introduction



NAME: Vincent Bouillon

TITLE: IT Operations Manager

FUNCTION: IT Operations Department

COMPANY: Isabel Group

EXPERIENCE: Back-Office Specialist (4 years), IT Business Expert (3 years), IT Manager (13 years)

EXPERTISE: People Management, IT Service Management, Project Management

ACHIEVEMENTS: Implement ServiceNow in 6 months at Isabel Group, improve it and make it a key contributor to the ISO 20000 certification as the 3rd company in Belgium

CURRENT PROJECTS: Improve process through continuous service improvement. Sourcing of Service Desk activities

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Speaker Introduction



NAME: Kenny Weytens

TITLE: Asset & Configuration Manager

FUNCTION: IT Operations Department

COMPANY: Isabel Group

EXPERIENCE: Asset & Config mgt (4 years), Config mgt analyst (6 years), Request fulfillment / Remote Desktop mgt (3 years)

EXPERTISE: Asset & Configuration management, IT purchasing

ACHIEVEMENTS: Introduce ISO 20000 compliant Asset & Configuration process, inventory Contracts + Software Licenses, build ITSM roadmap

CURRENT PROJECTS: Certificate management, Business Service Mapping

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About Isabel Group

NAME: Isabel Group

INDUSTRY: Fintech

MARKET FOCUS: Isabel Group provides on-line multibanking solutions to 30.000 B2B customers in the Corporate and Midsize market in Belgium

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: isabel 6 Multibank Transaction Platform (initiate payments, account information and reporting), zoomit Electronic Invoicing Platform, CODA BOX .com Electronic Statements Platform

COMPANY-WIDE INITIATIVES: Prepare the opening of the European payment market after PSD2 regulation, increase the speed of IT developments, build strong relations with customers & partners, address regulatory compliance

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Context – Setting the Stage

isabel6 in key figures:

- 25 banks connected
- 30.000 B2B customers
- 74.000 users
- 432 million transactions / year
- 2.6 TRILLION € transferred / year
  - = 216 billion € / month
  - = 7 billion € / day



→ In other words, if isabel6 is down for 2 days, the Belgian economy is standing still

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Session Overview



Objectives

- Share our journey to the ISO 20000 certification
- Show how ServiceNow played a key role



What You Will Learn

- How we implemented ServiceNow
- How our ServiceNow solution enables:
  - Incident Management
  - Problem Management
  - Change & Release Management
  - Configuration Management (CMDB)
- How to avoid pitfalls per process

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How to Become Compliant?

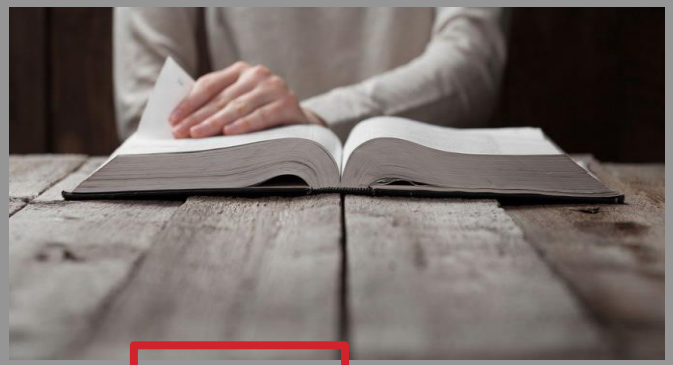




Wikipedia Definition:

"ISO/IEC 20000 is the first international standard for IT Service Management"

ISO 20000 Standards



Part 1 | Part 2

Defined IT Service Proposition

- Service
- Service
- Service
- Service
- Service
- Service
- Service
- Service

+ Management Control

Service Mgt System

CSI on 20+ Processes



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Timeframe Given = 12 Months

So We Had to Find the Way Forward





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Why ISO 20000?

Our ISO 20000 Project at a Glance

Executive Sponsors
COO & CIO

12 months

4 core team members @ 50%
+ 2 consultants

20+ Processes to mature

Certification was not the goal because we thought timing was too ambitious…

…We were wrong

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Timeline & Approach

2015 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec | 2016 Jan Feb Mar Apr May Jun Jul Aug

Project Start

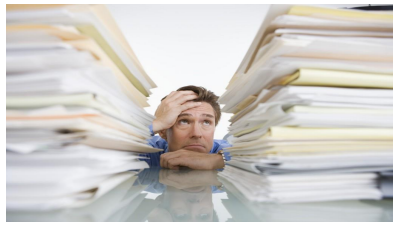
Exec Review

Exec Review

Exec Review

RCB Audit Phase 1 (Process)

RCB Audit Phase 2 (Evidence)



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RCB readiness check



Priority Processes

Design

Implement & Continuous Service Improvement

Incident mgt & Problem mgt

Other Processes

Design

Implement & Continuous Service Improvement

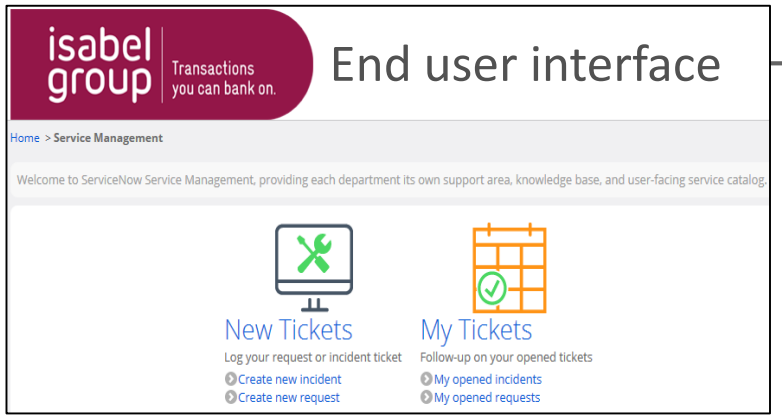
Change mgt
Release mgt &
Configuration mgt
(CMDB)

servicenow

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ServiceNow Set Up at Isabel Group

In 2014, we replaced HPSD (HP) and Atrium (BMC)



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- Incident Mgt
- Change & Release Mgt
- Problem Mgt
- Config Mgt (Discovery)

- Software Development Factory (Jira)
- Customer Care (MS Dynamics CRM)
- Business Intelligence
- Contract Mgt (MS Dynamics Nav)

File interface

Process interface

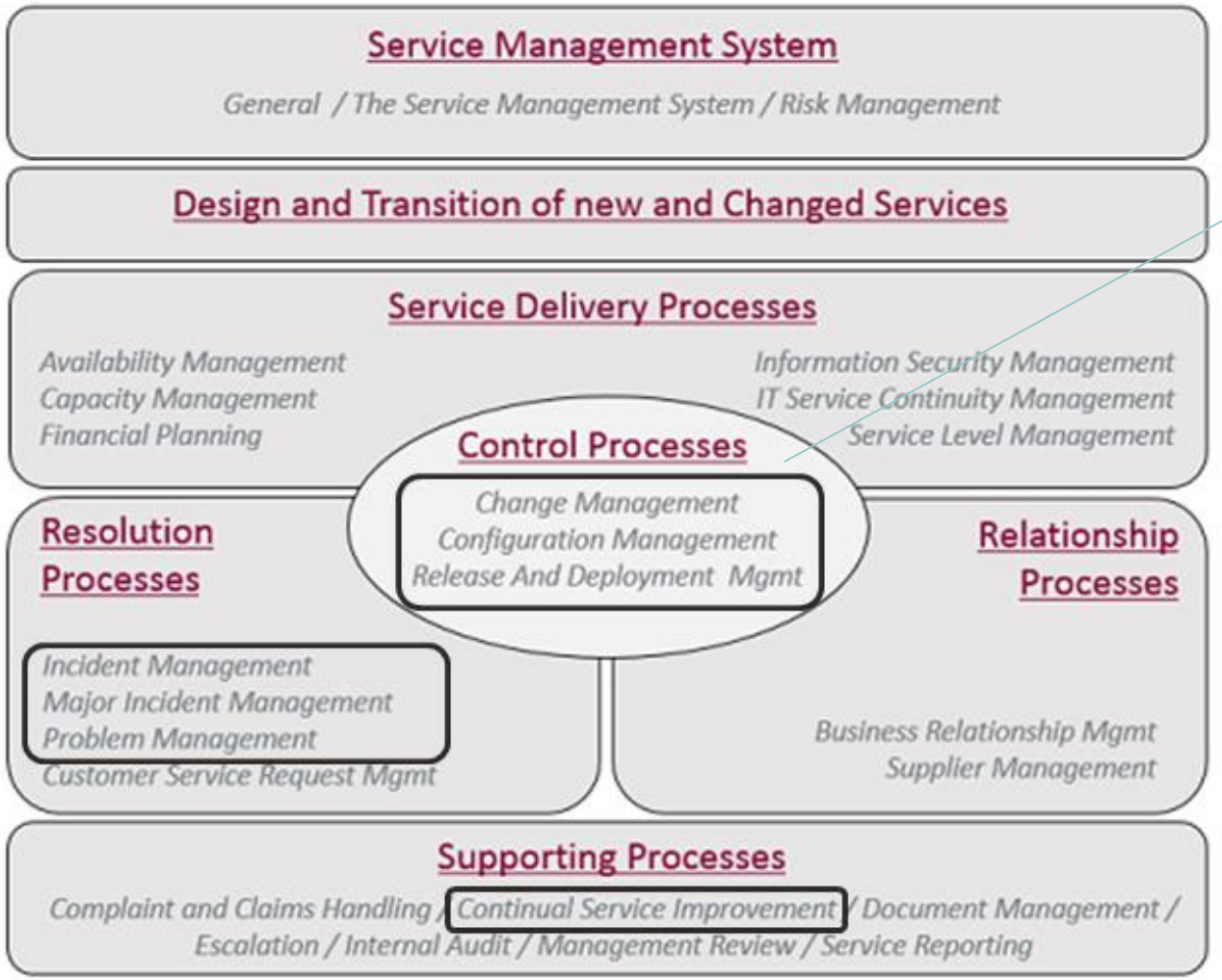
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Our Service Management System



We identified the processes we wanted to run in ServiceNow

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Approach Per Process



Incident Management



Problem Management



Change & Release Management



Configuration Management



Continuous Service Improvement

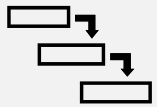
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Approach Per Process

Incident Management


Complexity

Low – 1st process we started with


Approach

New process + Out of the box


Success

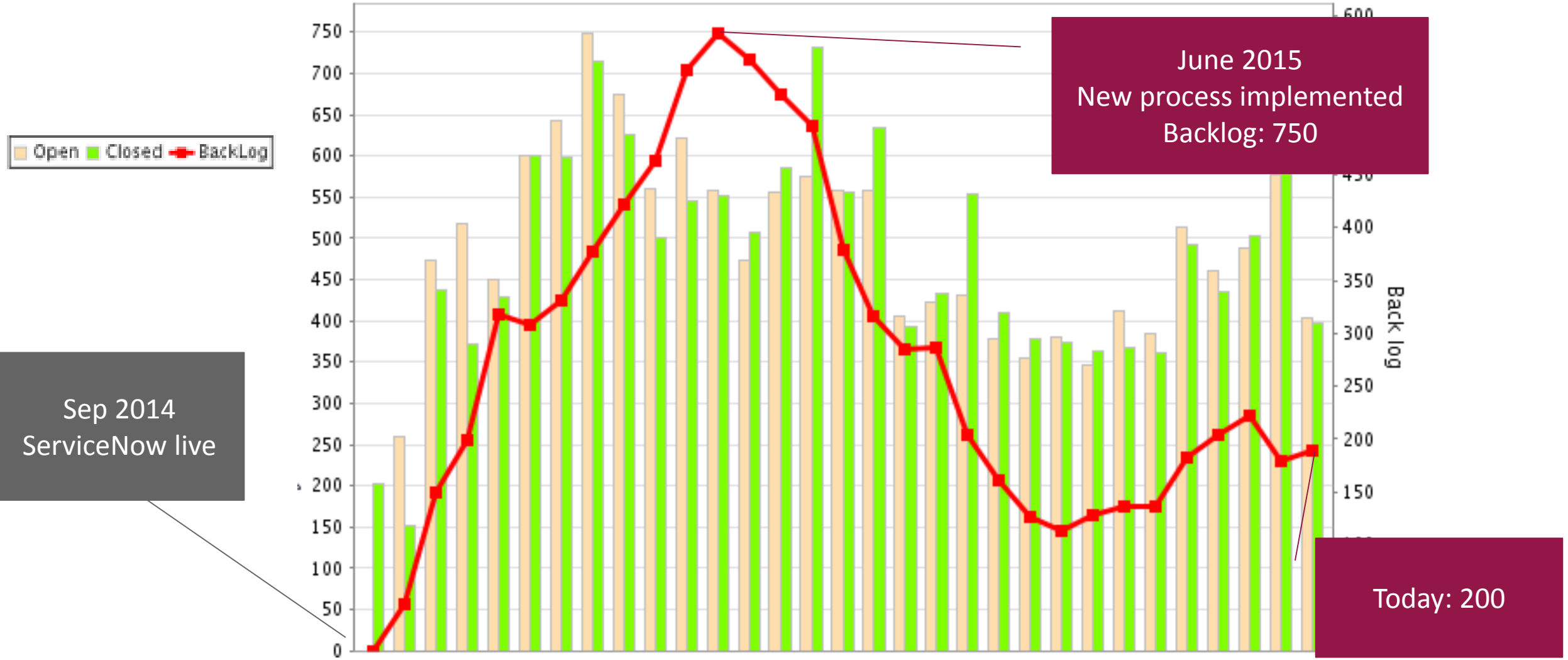
Low configuration


Lessons Learned

Easy to start with + Link with other processes (change & problem)

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Value Outcome: Significant Incidents Backlog Reduction



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Approach Per Process

Incident Management

Problem Management

Complexity: Medium

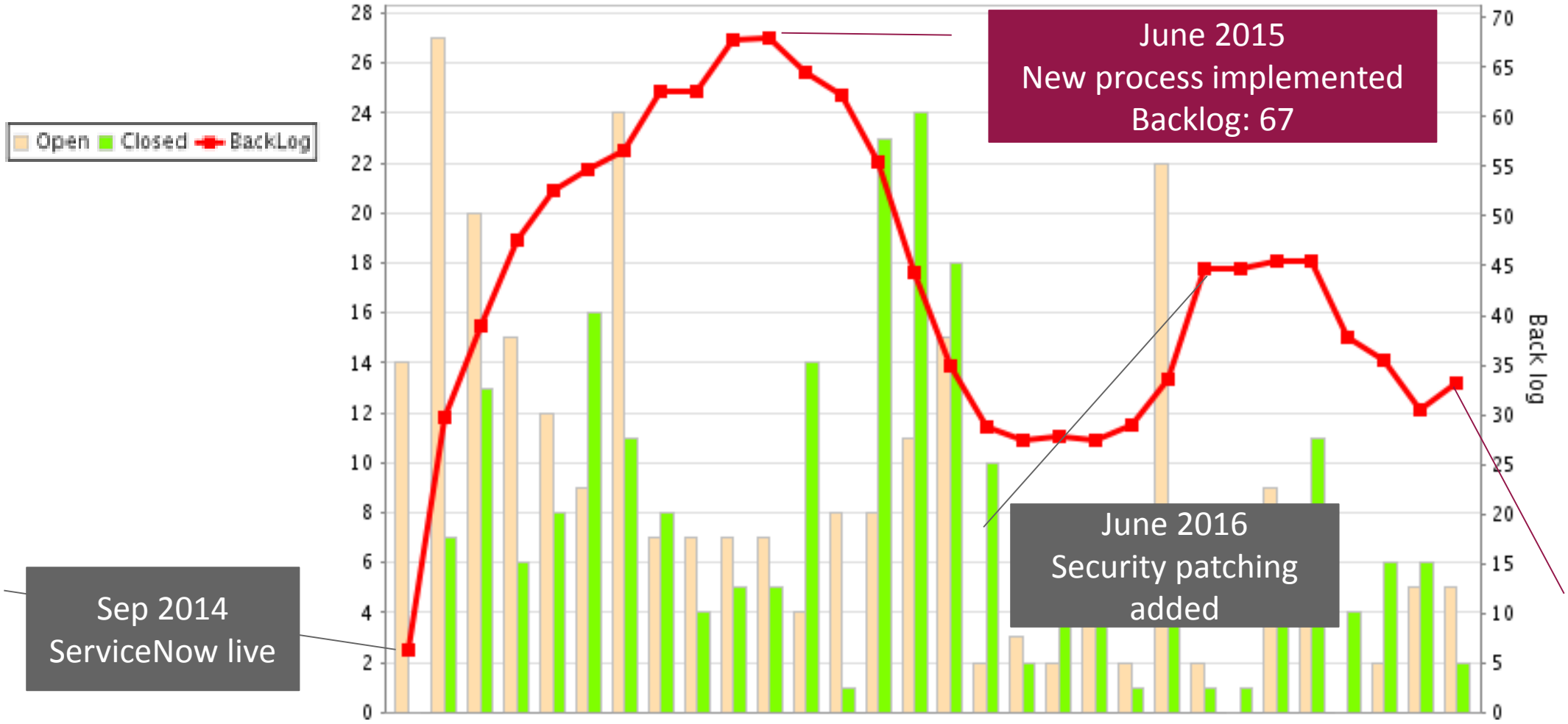
Approach: New process + Out of the box

Success: Low configuration

Lessons Learned: Get mgt controls on the process

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Value Outcome: Significant Problems Backlog Reduction



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Approach Per Process

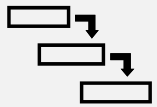
Incident Management

Problem Management

Change & Release Management


Complexity

High


Approach

Existing process + heavy customizations


Success

More mgt controls & reports


Lessons Learned

Compliance is not efficiency

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Optimize Your Process

Incident Management

Problem Management

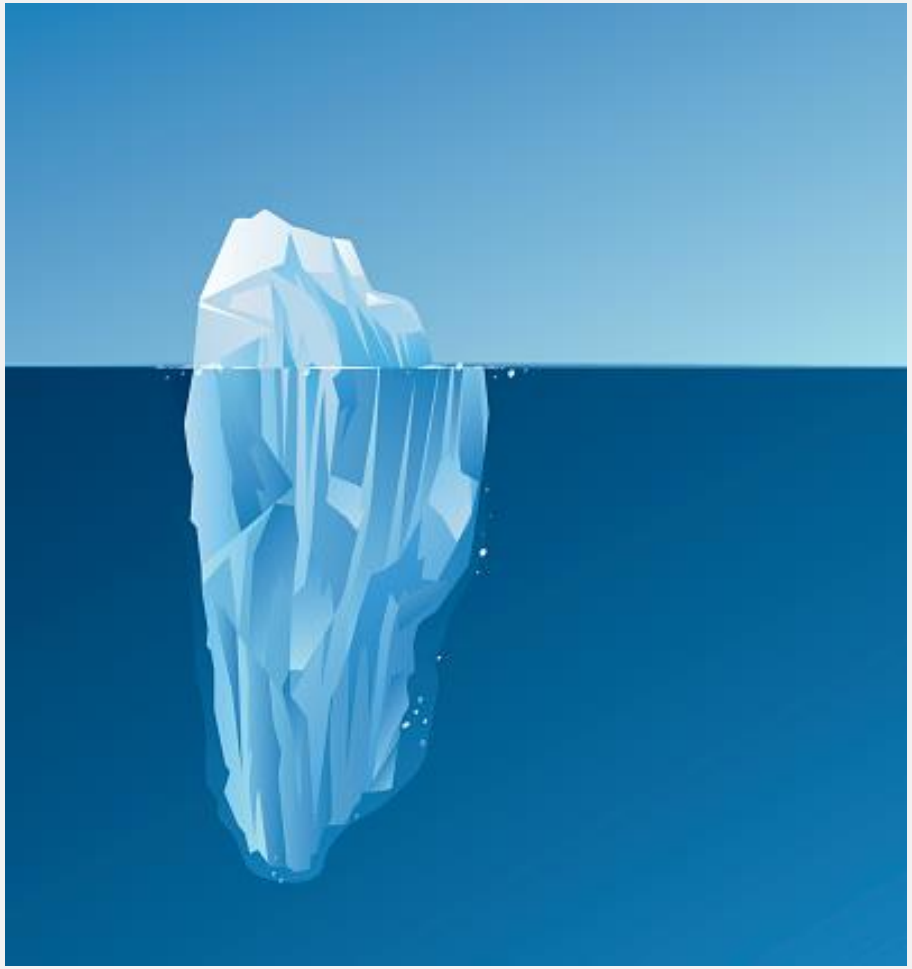
Change & Release Management



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Approach Per Process

- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management



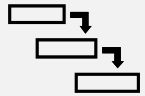
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Approach Per Process

- Incident Management
- Problem Management
- Change & Release Management
- **Configuration Management**


Complexity

Very high


Approach

New process / no data migration


Success

Support other processes


Lessons Learned

Done today beats never perfect


Roadmap

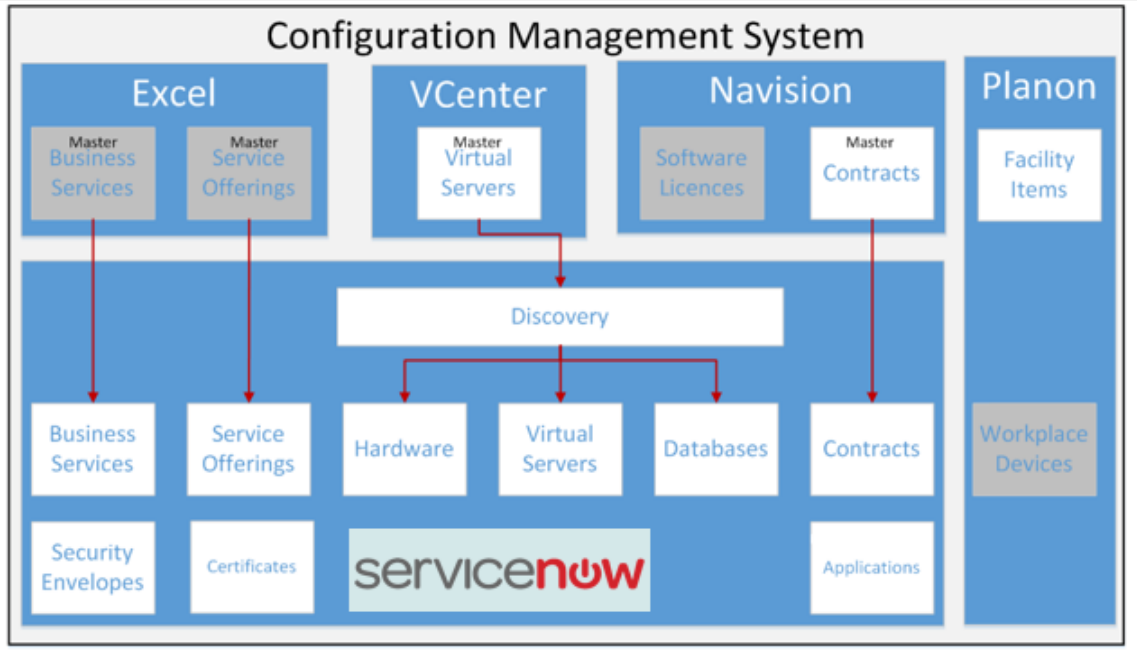
Mature Discovery + SAM

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Approach Per Process

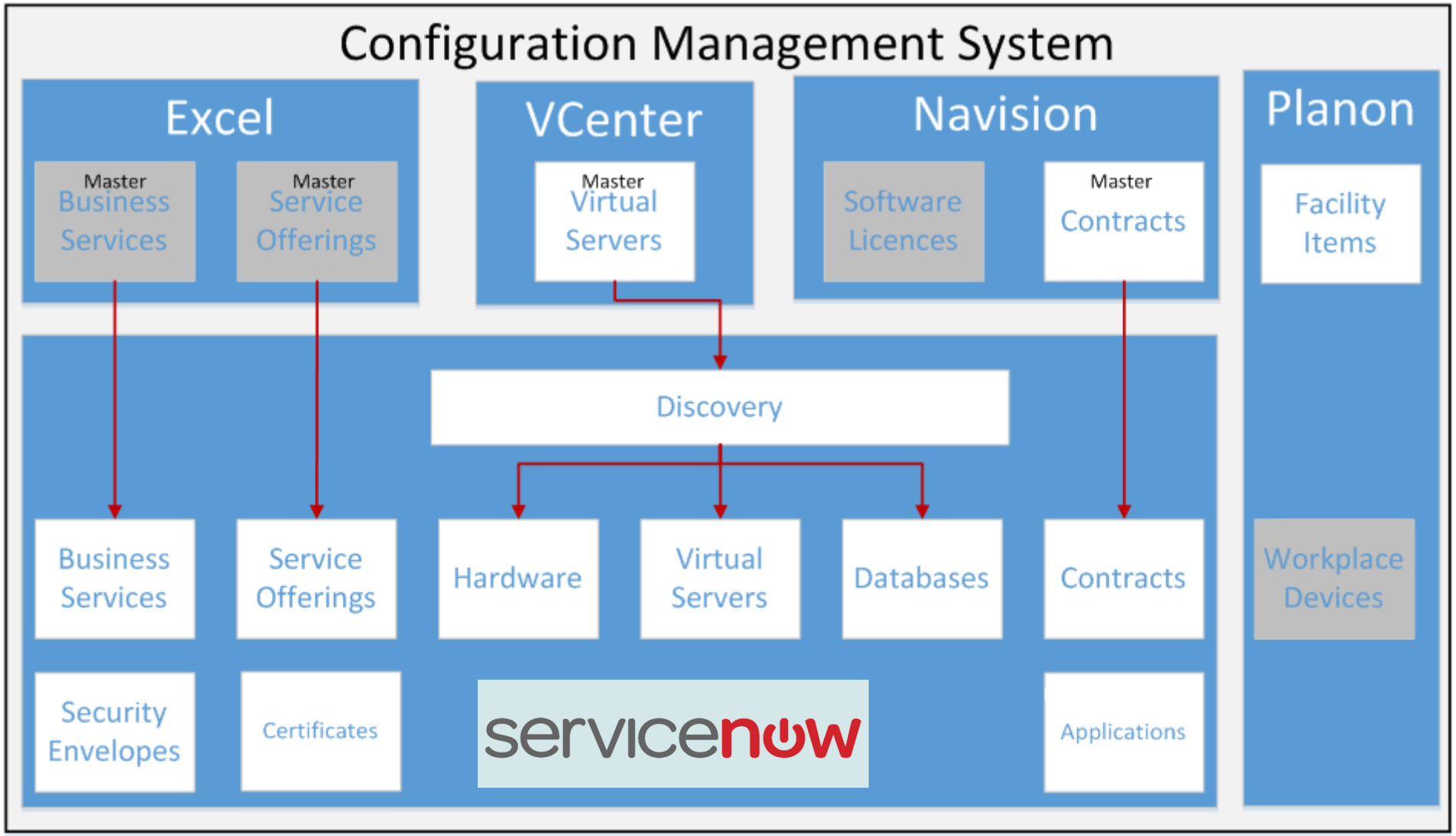
- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management

Single CMDB



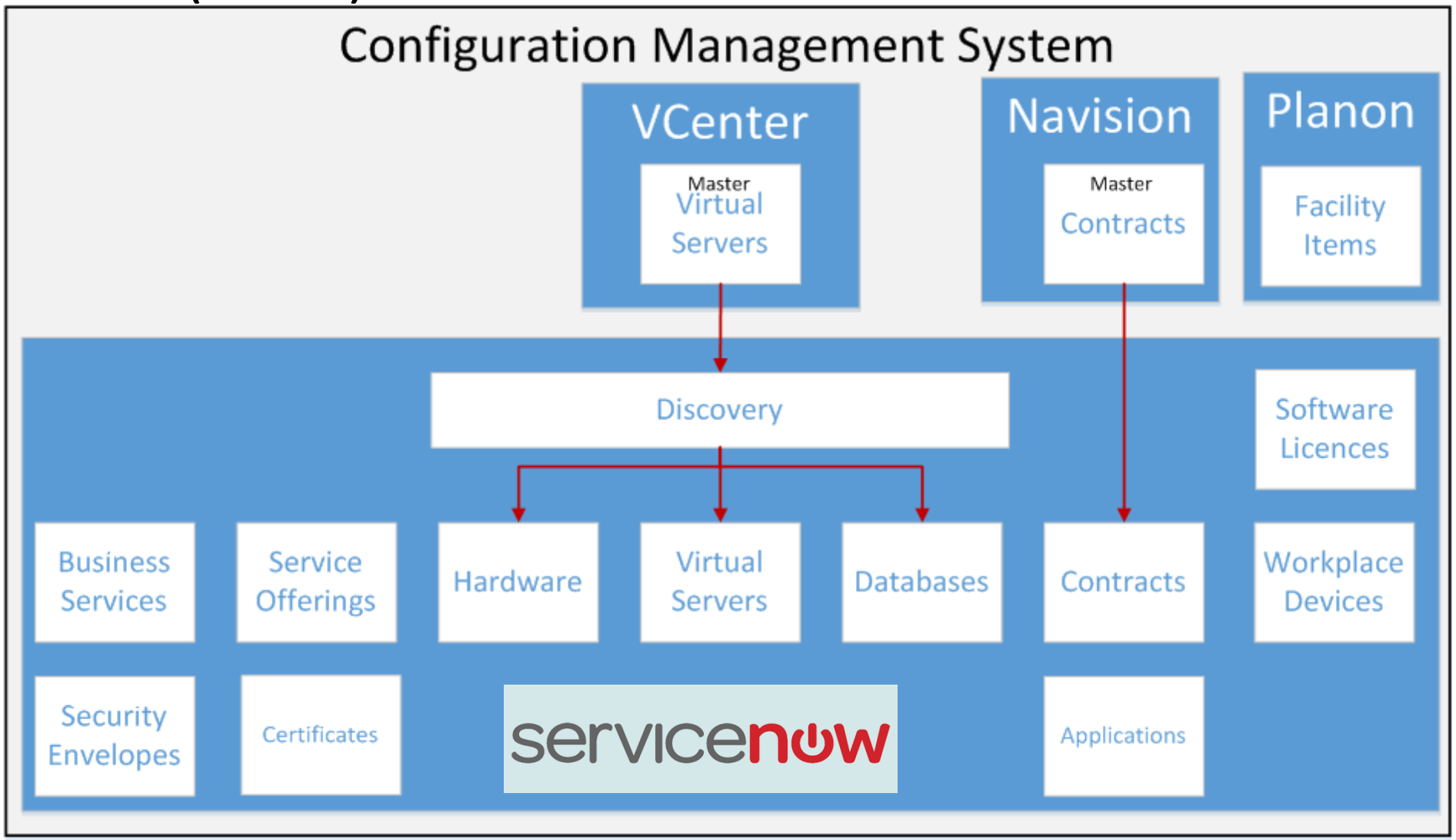
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Single CMDB (As-Is)



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Single CMDB (To Be)



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Verifying Our CMDB

- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management

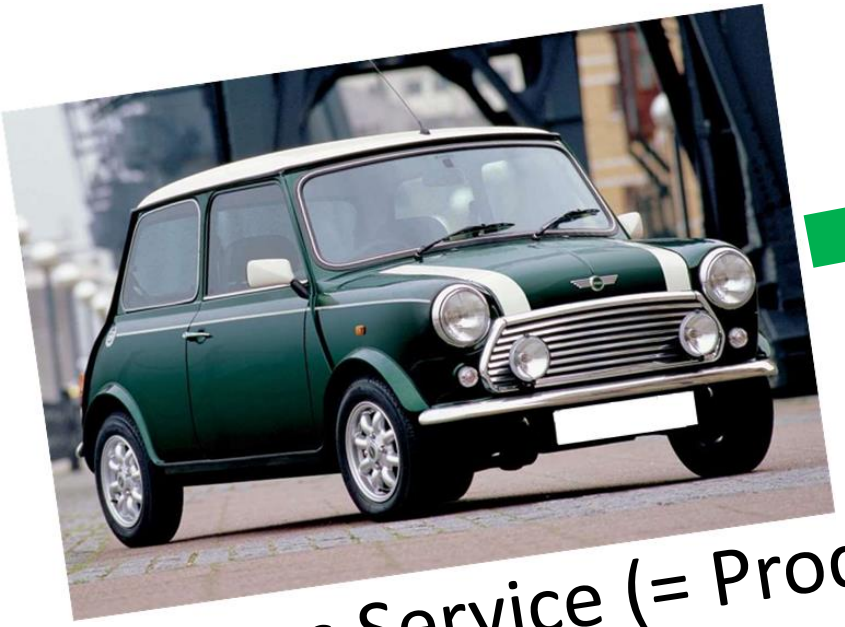
Asset tag	Hardware Status [Hardware]	Substatus [Hardware]
14587	In Stock	Disposable
52521	Installed	In Use
052596	Installed	In Use
11420	Retired	Scrapped
9974	Retired	Scrapped
014477	Installed	In Use
051955	Installed	In Use

Data Certification plugin

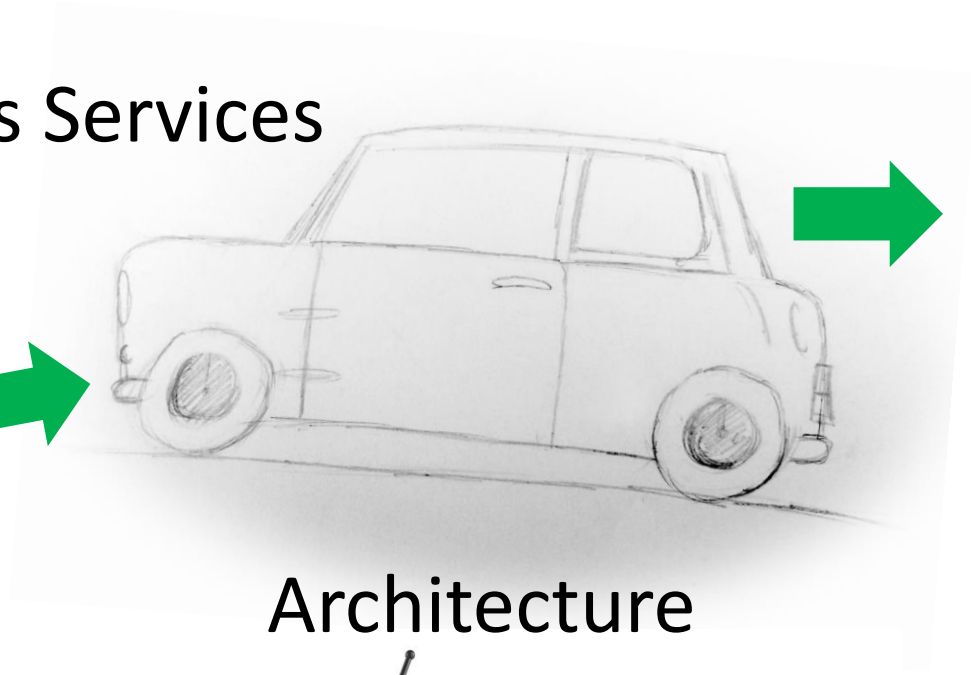
		Actual	December 2016
CFG - CMDB quality - Applications	(%)	100	100
CFG - CMDB quality - Databases	(%)	97	97
CFG - CMDB quality - Hardware	(%)	96	94
CFG - CMDB quality - Virtual Servers	(%)	99	90
CFG - CMDB quality - Contracts	(%)	90	88
CFG - CMDB quality - Certificates	(%)	88	87
CFG - CMDB quality - Security Envelopes	(%)	83	83
CFG - CMDB quality - Business Services	(%)	99	99
CFG - CMDB quality - Service Offering	(%)	100	100

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Mapping Our Business Services



Business Service (= Product)



Architecture





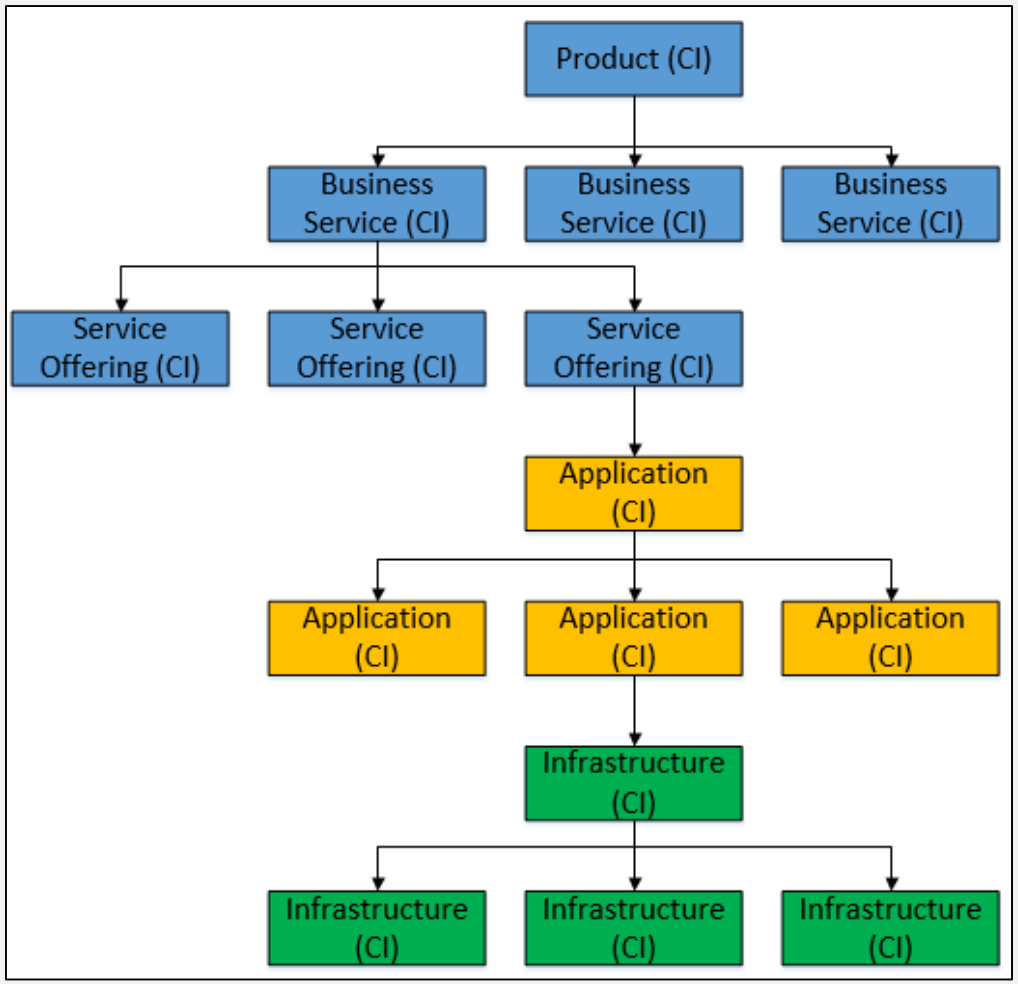


Applicative Components

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Mapping Our Business Services

- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management



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Value of CMDB (1/2) – Contract Management

- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management →

Dynamics NAV → servicenow

Contract Management

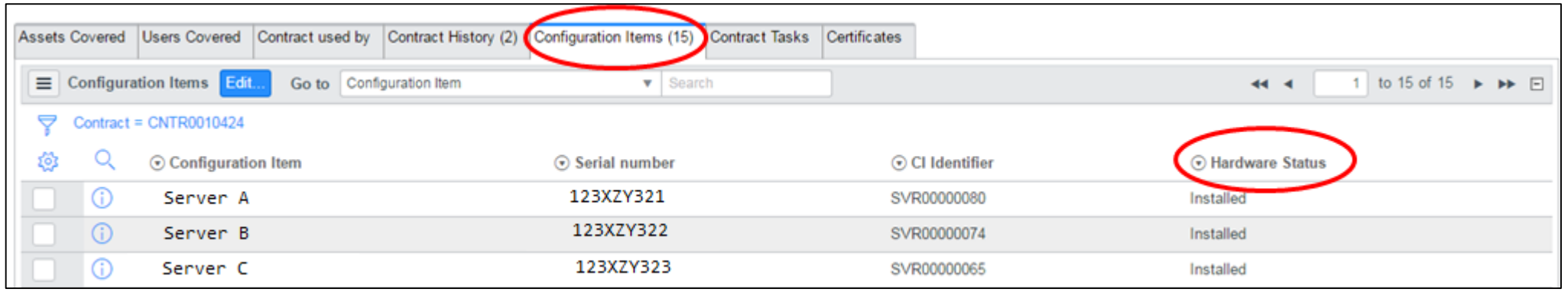
Expiring Contracts

Contract number	Short description	Ends ▲
BO1600113	Service HUB	31-12-2016
BO1500347	interface - recurring service fee	31-12-2016
BO1600016	Proximus lijnen	31-12-2016
BO1600138	Service contract/ Navision support services	31-12-2016
BO1600093	IBM server M4	09-02-2017
BO1600004	Maintenance renewal Storwize	28-02-2017
BO1600066	Juniper Contract 514	28-02-2017
BO1600068	Juniper contract 514	28-02-2017
3381	VMWare Renewals	28-02-2017
BO1500156	HW - Maintenance	28-02-2017
BO1500129	DC4 Racks & Cage - Service Fee	28-02-2017

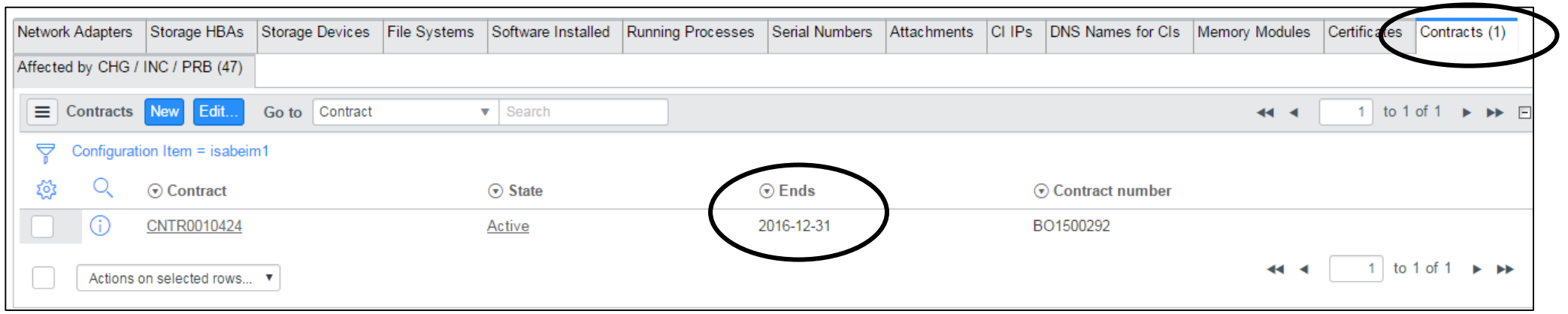
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Value of CMDB (1/2) – Contract Management

Contract view



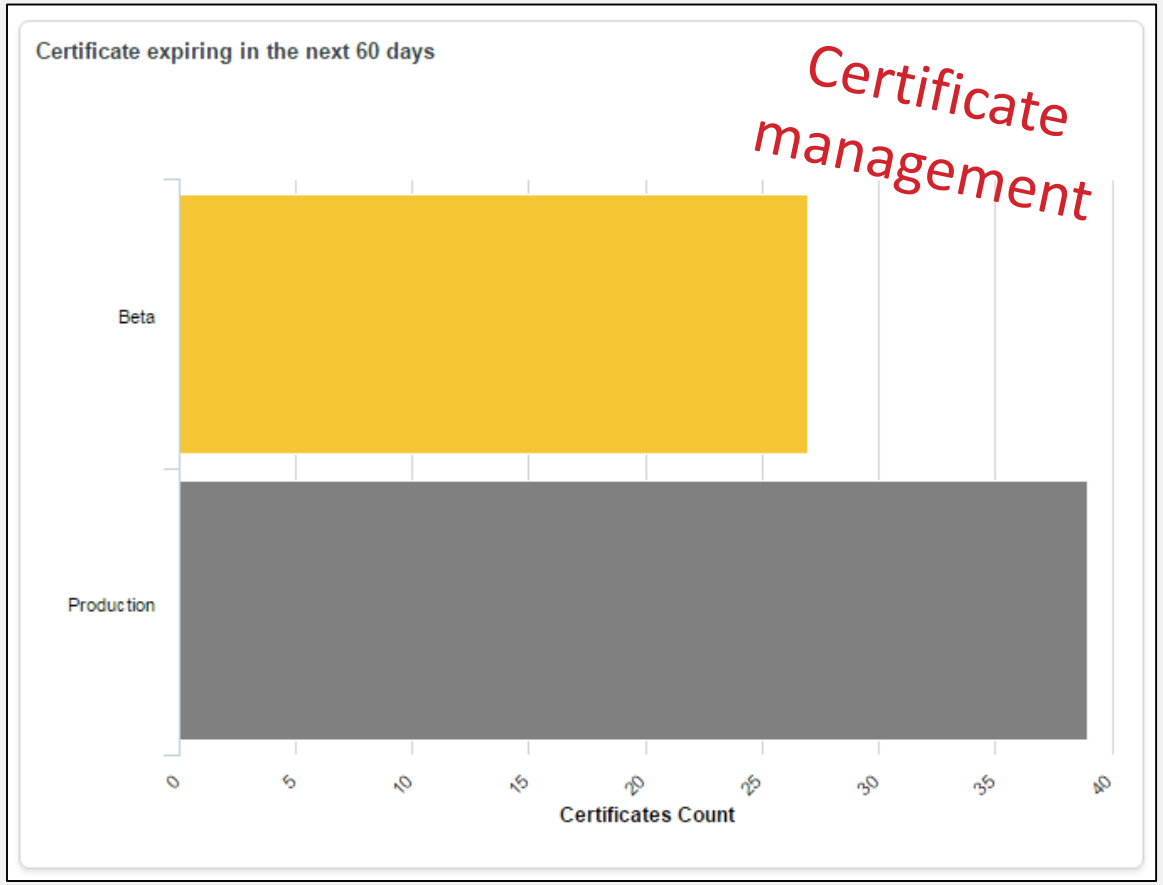
Asset view



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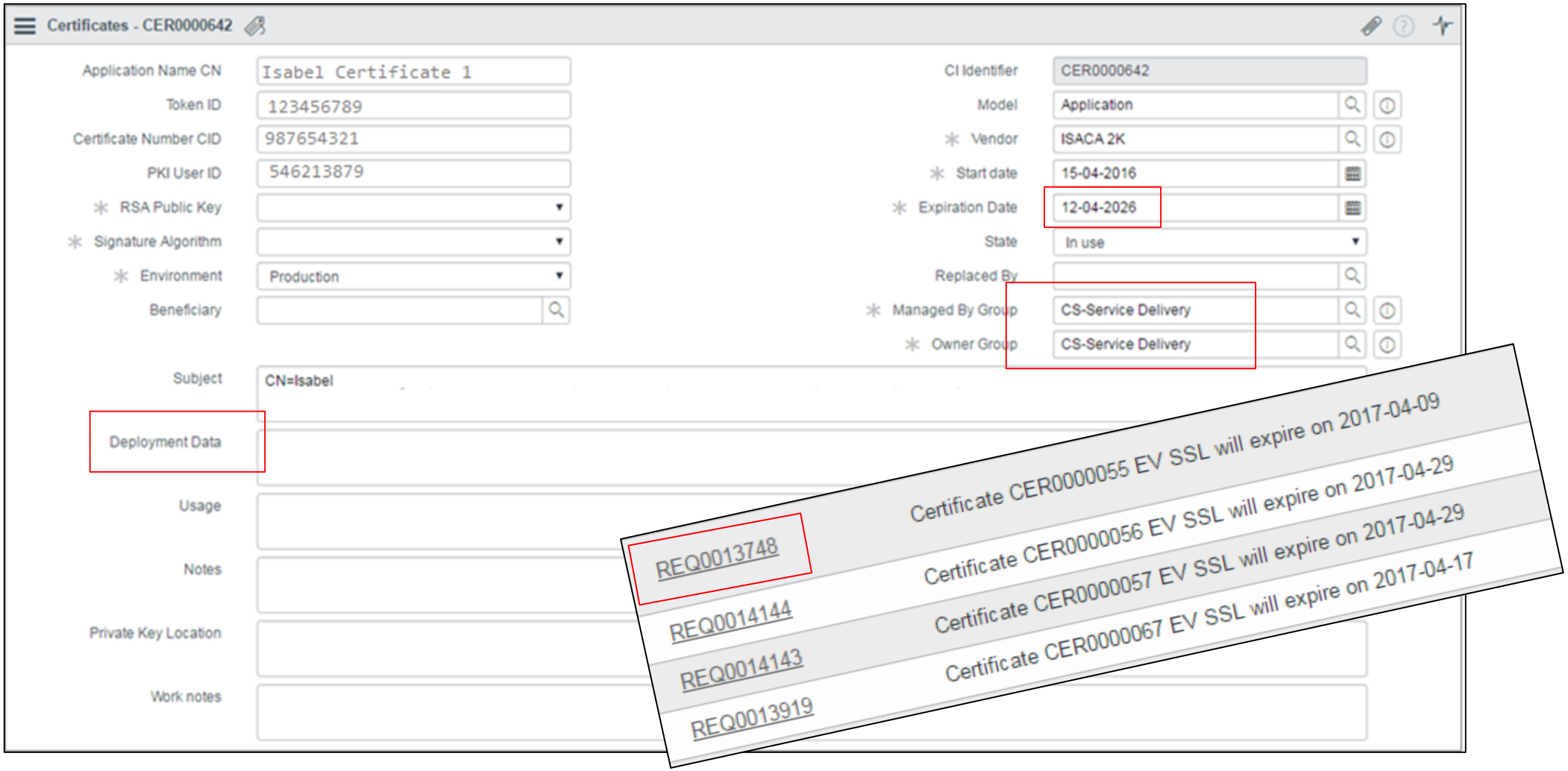
Value of CMDB (2/2) – Certificate Management

- Incident Management
- Problem Management
- Change & Release Management
- Configuration Management



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Value of CMDB (2/2) – Certificate Management



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Embed CSI in every process …

the road to maturity has no finish line



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8 Benefits of Using ServiceNow Platform



Ease of use



Customizability



Compliance



Documentation



Security



Improvements



Stability



Supporting tools

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These Are Our Lessons Learned

We had Executive level sponsors (COO & CIO)

Isabel Group speaks ITIL

We got experts on board

We had a dedicated project team

To keep in mind:

- Don’t start from an existing process → design your own from scratch
- Interpret requirements
- Your process is too heavy? It will not be applicable / applied
- ServiceNow was a real enabler (out of the box solution + customizations)

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Our Top Takeaways

1

Make choices: define what you really want to achieve, put it in a

roadmap

and give it a business value

Find inspiration at



2

Build your

in-house expertise

of ServiceNow and combine it with partners on site to speed up delivery

3

Keep it simple!

ISO20000 certification is not about being perfect from day 1 but a journey towards continuous service improvement

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Thank You

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Q & A

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Thank You

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