knowledge17

WORK at LIGHTSPEED™

The Resurgence of ITSM

OMAR MARTINEZ
SR. ITSM AND INNOVATION STRATEGIST
CHRISTUS Health

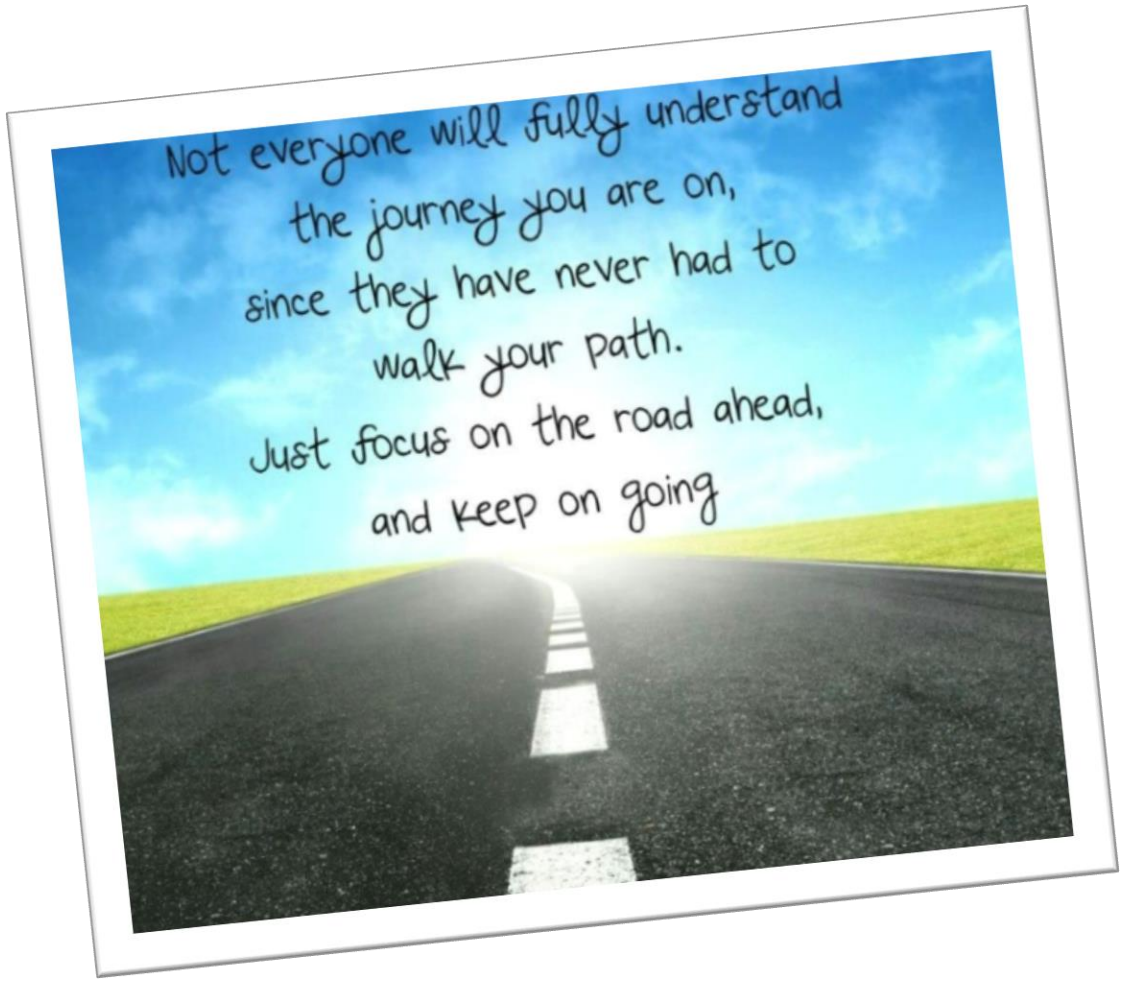
BENNETTA RABY
SYSTEM DIRECTOR OF STRATEGY, PERFORMANCE IMPROVEMENT AND INNOVATION
CHRISTUS Health

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servicenow

Agenda

- Who is the SPI Team a.k.a. Snaasy
- Where we started
- The Resurgence of ITSM
- The Road Ahead…



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Speaker Introduction



NAME: Bennetta Raby MS, PMP, LSSBB

TITLE: System Director of Strategy, Performance Improvement and Innovation

FUNCTION: Strategy

COMPANY: CHRISTUS Health

EXPERIENCE: 25 years IT, Strategy, Delivery and Innovation

EXPERTISE: Strategic Delivery, Quality, Automation and Innovation Practice

ACHIEVEMENTS: Led team to become 1st Service Automation revenue generating department, 90% of Enterprise Platform allocated cost centers, built a Strategy Execution Gap and Performance Improvement Portfolio utilizing the Service Now Platform to drive Operational, Quality and Innovation Excellence, developed a multi-disciplinary Service Now Governance Committee and platform Roadmap

CURRENT PROJECTS: Driving process efficiencies. Automating all service procurements…HR, Clinical, Business, Financial

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Speaker Introduction



NAME: Omar Martinez

TITLE: IT Service Management Strategist and Innovation Lead

FUNCTION: Development Operations/Design/Platform Strategy

COMPANY: CHRISTUS Healthcare Systems

EXPERIENCE: 20 years of Information Technology and Service Management subject matter expert (SME)

EXPERTISE: DevOps, Automation and Innovation Strategy, Service and Program Management

ACHIEVEMENTS: CMDB Next Gen remediation, Scrum Master, Idea Portal, Creator and producer of SpiCast and Service Management Coffee Talk with Leadership Podcast, Lead integration specialist for Latin America (Chile, Colombia and Mexico), Custom Developer of shared services portals. Pioneered the revolutionary role of ITSM Strategist

CURRENT PROJECTS: Next Generation Service Catalogs (HR and Information Management), Revenue Management Productivity Tool, Project Portfolio Redesign, Merger/Acquisition & Divestiture Integration

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About CHRISTUS Healthcare Systems (U.S., Latin America)



NAME: CHRISTUS Healthcare Systems

INDUSTRY: Healthcare, IT Services and Innovation

MARKET FOCUS: $6.5b+ healthcare system, $200m IT operating budget, 40,000 employees, Texas, Louisiana, New Mexico, Chile, Muguerza and Colombia

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Hospitals, affiliated and CHRISTUS affiliated physicians, academic medical institution, health plan

COMPANY-WIDE INITIATIVES: Asset growth, clinical and operational excellence, service automation, regulatory and security compliance

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Session Overview



Objectives

- Achieve unprecedented agility, collaboration and innovation using ServiceNow as the platform



What You Will Learn

- How to identify the keys and gaps of your current platform strategy
- Learn about Enterprise socialization and collaboration opportunities
- Who do you need on your team and the leadership support required to succeed
- Key lessons learned on our journey

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The Resurgence of ITSM

Setting the Stage

- Industry trends
  - Difficult to demonstrating IT Service Management success
  - Customer Demands have changed
  - “Shadow Service Organizations” have emerged
  - Regulatory hurdles and compliance

- “Supply vs. Demand” pressures
  - Increasing demand for service management automation
  - Need for an internal Consulting & DevOps engine
  - Need for a Service Management Strategy

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The Resurgence of ITSM (cont.)

Setting the Stage

- Corporate Transformation Program
  - Legacy processes and infrastructures redesigned to meet new modes of operation… Seamless service delivery
  - Interoperability between shared services processes and data management
  - Corporate Governance Team - Shared ideas , drivers and business requirements with key customers /stakeholders
  - Performance measurements (analytics, dashboards that highlight true issues)
  - Enabler / Driver vs. supporter

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The Resurgence of ITSM (cont.)

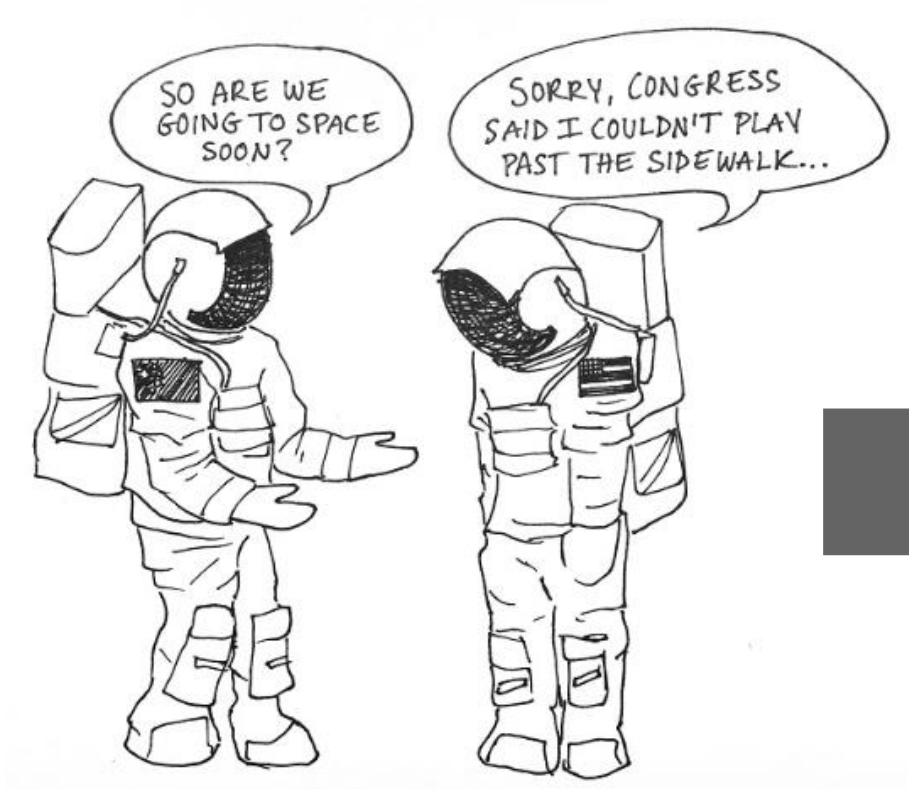
Setting the Stage

- Departmental Program drivers and goals
  - Push for new delivery process improvements (ideation, demand, agile)
  - Organizational alignment of “Service Delivery “ organizations
  - Motivate the desired department-level knowledge, tools and techniques accelerating the journey of excellence

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Initial Challenges and Goals

- Adoption
- Effective Demand Management
- Determining Technical Innovation versus Process Improvement
- We had to teach the heart of ITSM
- Expand user base beyond IT



Next

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Solution at a Glance

Engagement, Small Wins and Continuous Delivery









Small Packages + Agility + Value = Strong Relationships

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Solution – Strategy or Approach or Methodology

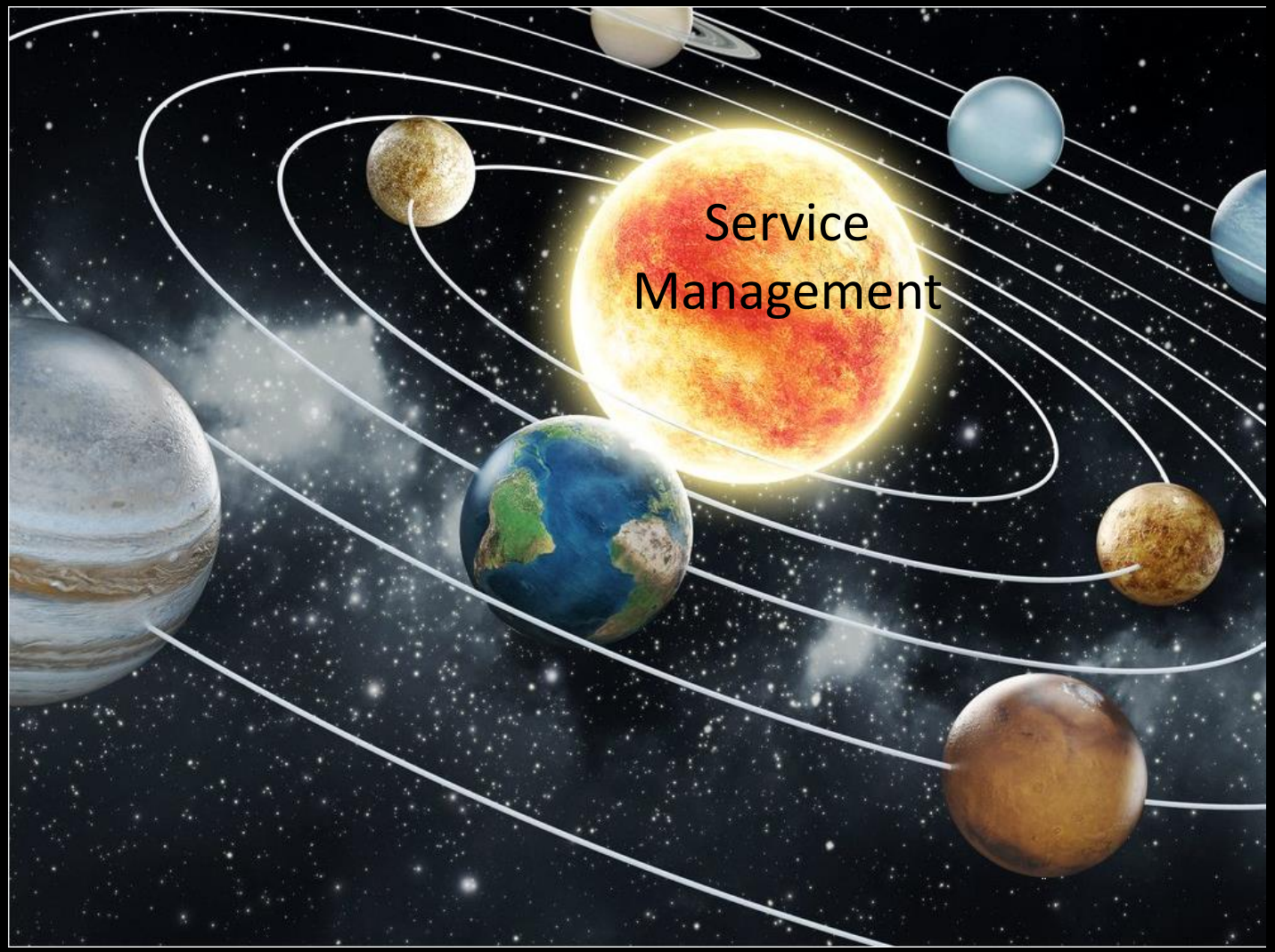
- Round with the enterprise and offer solutions
- Become agile in delivering ServiceNow as a Service
- Give everyone a chance to take advantage of the system
- Demonstrate value at every turn



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Solutions…Infinity and Beyond!

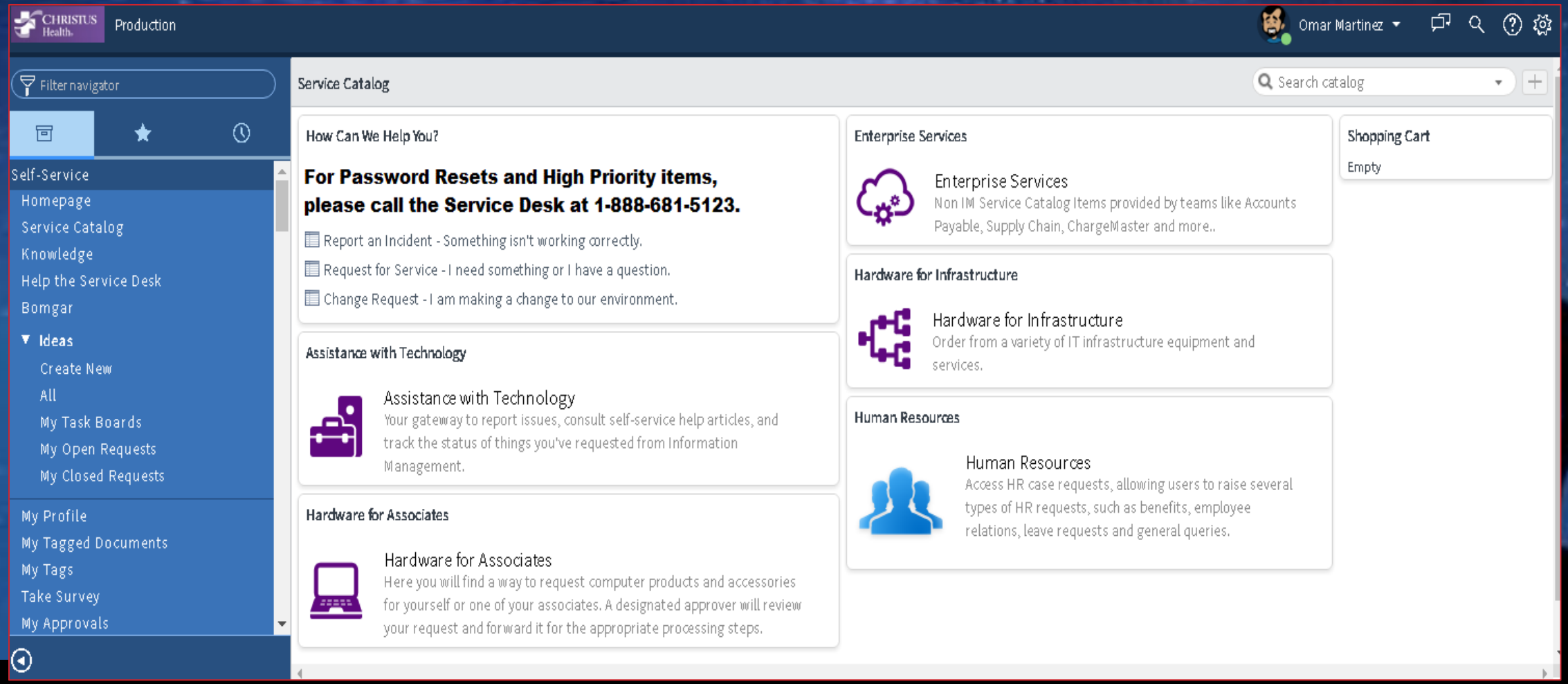
- 3 custom apps
- Enterprise
- International
- HR
- Asset



- Change
- Problem
- Incident
- Project
- Idea and
- Demand

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Take a Peek…



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Outcomes = Added Value



1000+
Stories



24,000
LOC



540+
New Users

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Next Steps

- Facilitate the creative process of generating, developing, and communicating new ideas across the enterprise…INNOVATE
- Standardization and rapid onboarding for newly acquired entities
- Service Watch
- Fueling decision support
- Increase Professional Services offering by 5%
- Continue to working at Light speed!



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Q & A

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Take the Survey

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

Thank You

Omar Martinez

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