knowledge17

WORK at LIGHTSPEED™

The Problem with IT Problem Management

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Agenda

- Introductions & Objective
- Problem Management and our Journey with ServiceNow
- Simplification: Process & Solution
- Key Accomplishments
- Lessons earned/Key Takeaways

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Speaker Introduction



NAME: Jigar Patel

TITLE: ITSM Process Specialist

FUNCTION: Information Technology

COMPANY: Bristol-Myers Squibb Company

EXPERIENCE: 5 years as ITSM Process Specialist; over 15 years in IT

EXPERTISE: ITSM Processes, ITIL, Integrations, Reporting & Performance Analytics

ACHIEVEMENTS: Implemented ServiceNow at BMS (Primary accountability for Incident Management and related Integrations); Implemented Incident Prioritization model which reduced P1 incidents by over 90%; Redesigned Problem Management process

CURRENT PROJECTS: Implement Performance Analytics; Reporting Strategy; Shift left initiative (Incident)

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Session Overview



Objectives

- IT Problem Management redesign journey

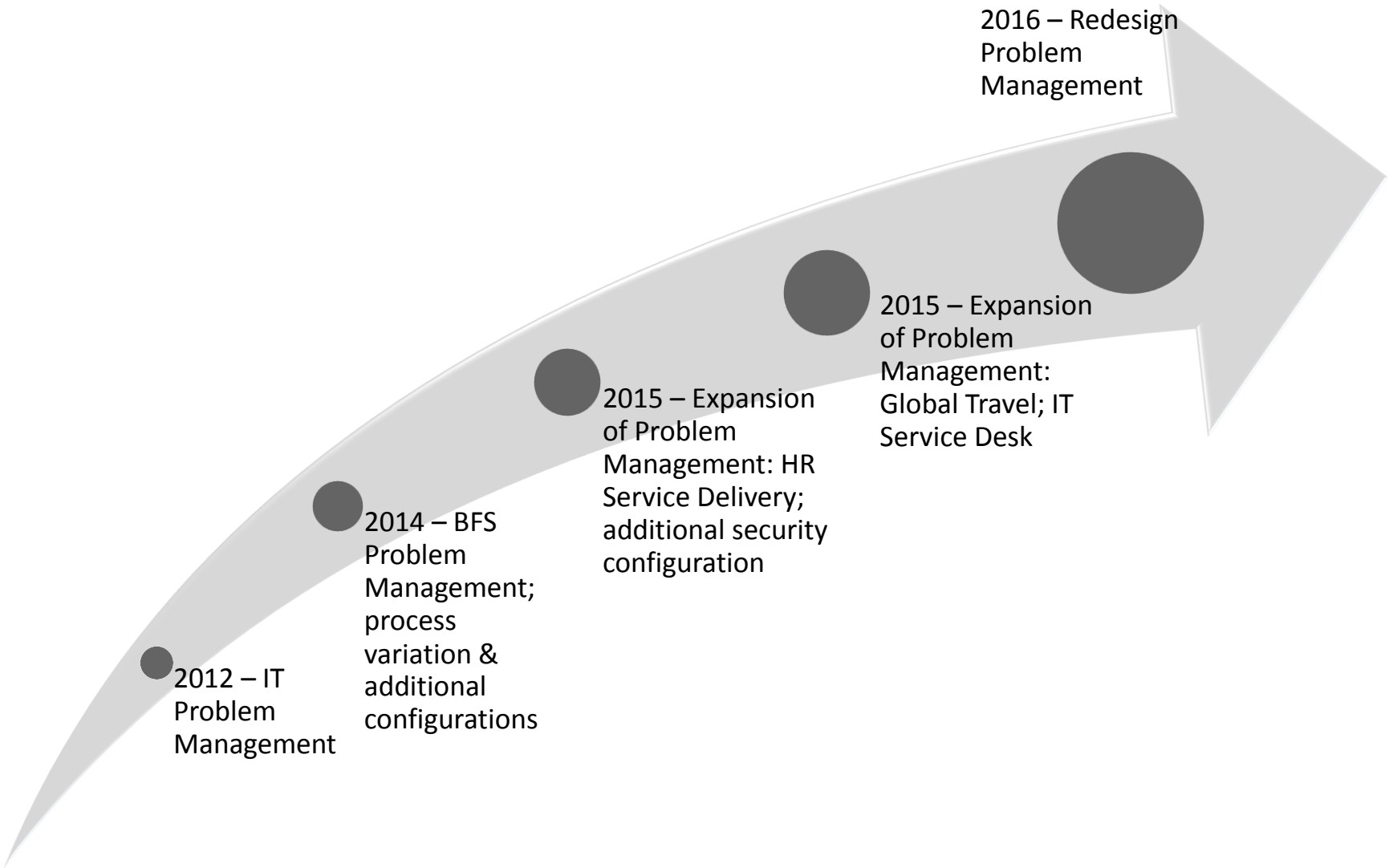


What You Will Learn

- Approach for IT Problem Management implementation and simplification
- How to leverage ServiceNow to enable “just in time” training
- Our experience can help how you automate controls and manage QA expectations without complicated manual processes
- How to improve cycle time for Problem resolution

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Background



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Challenges

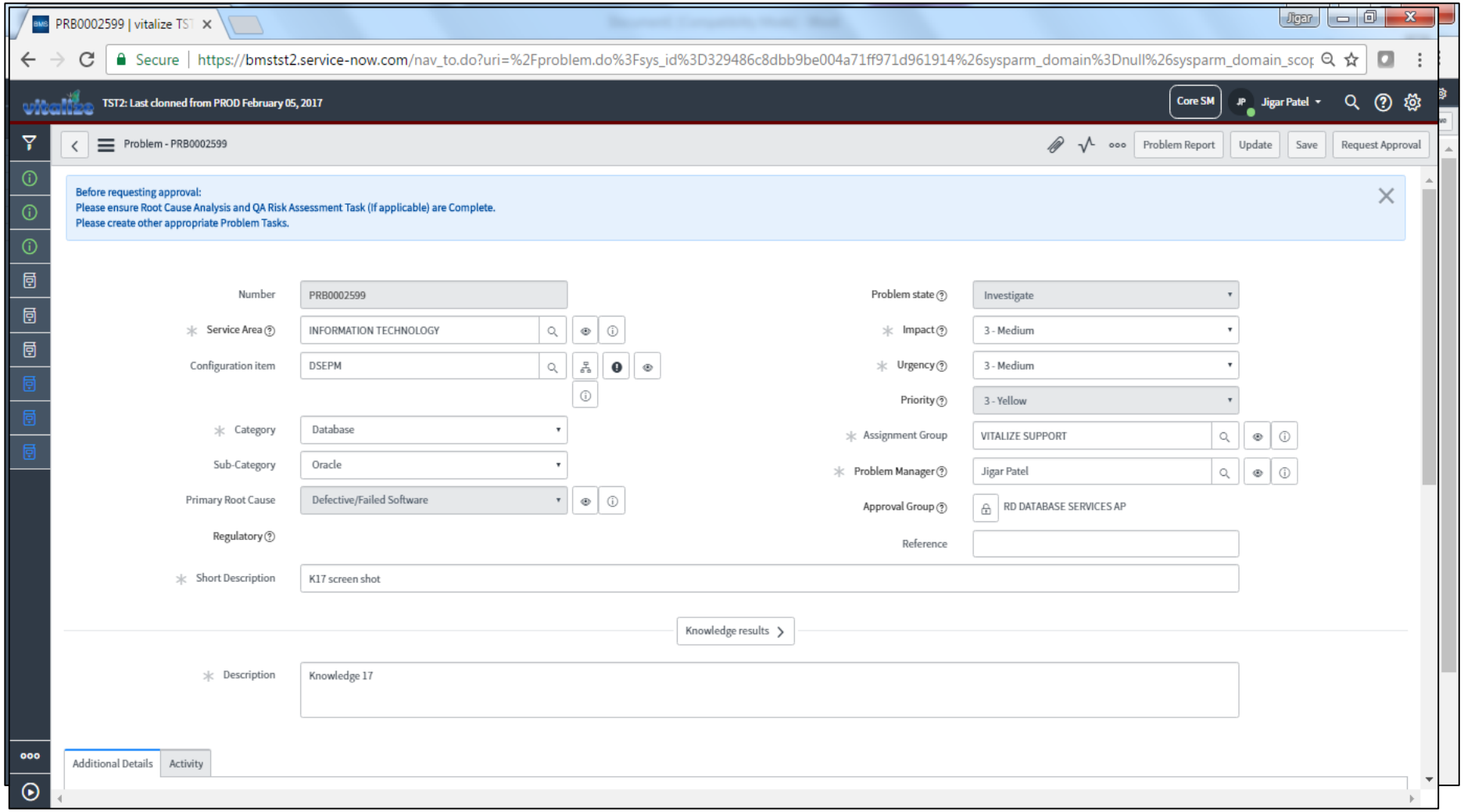
- Problem Management perceived as a functional activity
- Long Cycle time
- Multiple approvals
- Detailed form with some redundancy
- Prioritization model primarily based on regulatory impact
- Limited capability to manage proactive problems
- Detailed training required prior to system access

Goals

- Expand use of Problem Management
- Simplify process; Approvals, QA Engagement
- Redefine Prioritization model
- Minimize training burden

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Solution at a Glance



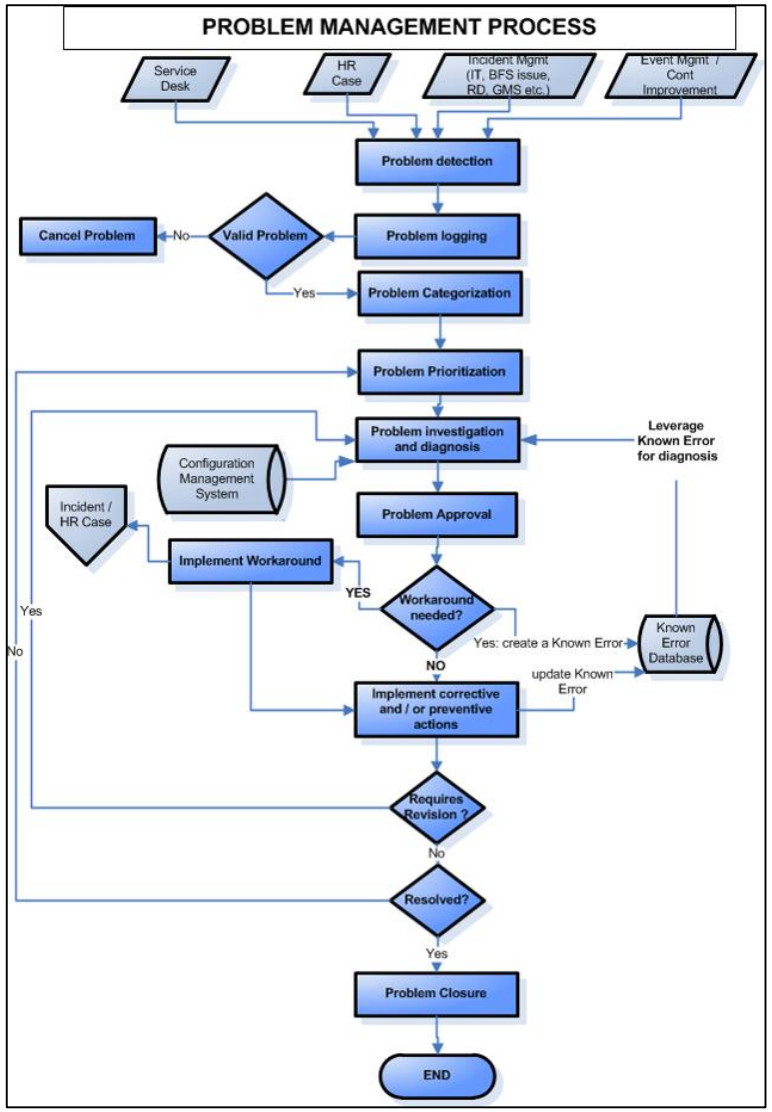
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Guiding Principles & Approach

- Adopt best practices to standardize, not to differentiate
- Leverage standard tool capabilities to the maximum; balance with business critical requirements
- Enable an “information” mindset
- The user experience should be a positive one
- Recognize and respond appropriately to dynamic tensions
- Redesign Process > Define Requirements > Configure vitalize (ServiceNow)

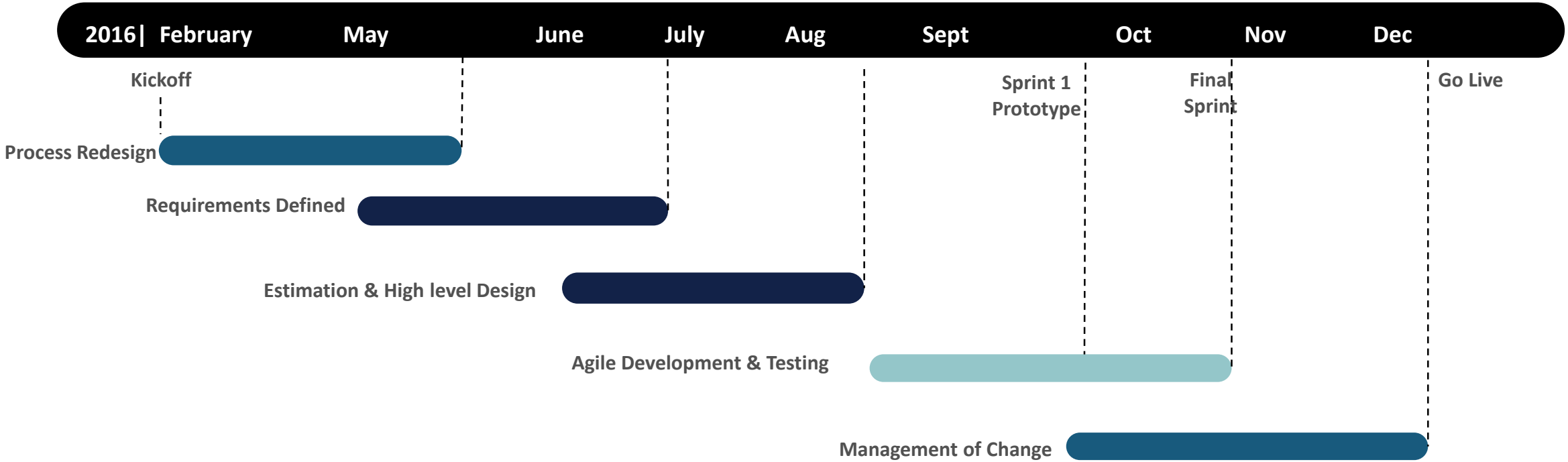
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Process Flow



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Solution – Timeline



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Solution

- Single workflow with system rules
  - Based on Priority
  - Task creation
  - Messages
- Group based approvals
- Process Integrations
  - Incident
  - Change
  - SACM
  - Known Error Database

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Solution – Relevant Data

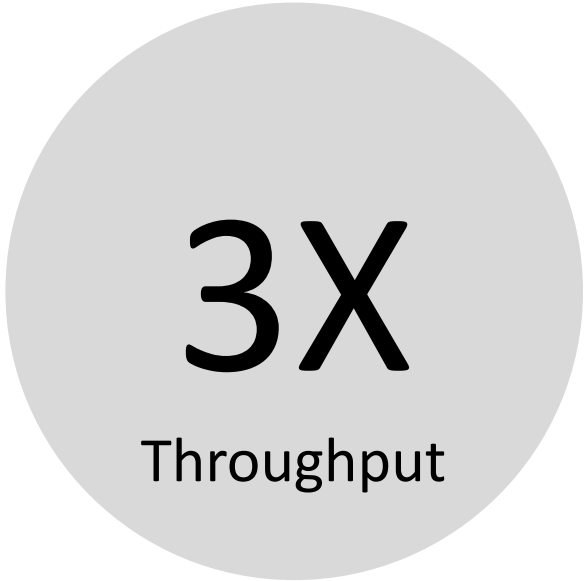
- User experience
  - Simple (1 workflow, 40% field reduction, 70% notification reduction)
  - Just in time training (system messages, tool tips, knowledge, notification, job aid, ~~formal training~~)
- Prioritization Model
  - Based on Impact & Urgency
  - Increased Control (QA task automation) & flexibility based on Priority
- Approval (>50% reduction)
  - Group based
  - System approvals for due date extensions

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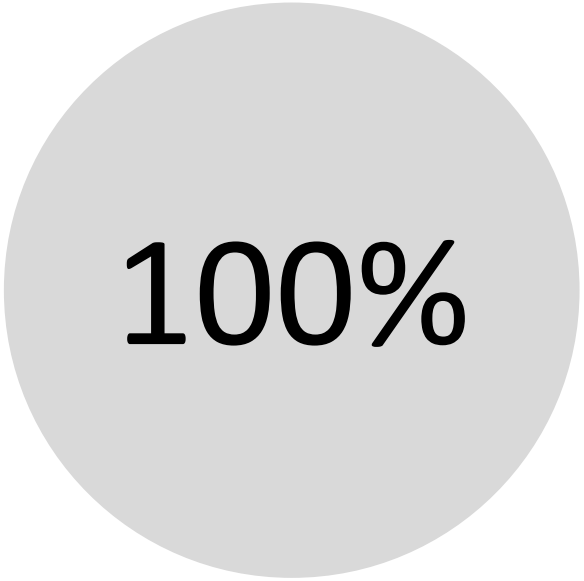
Value Outcomes



Number of teams managing IT Problems



IT Problems closed in the same quarter increased three fold



Compliance KPI adherence

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Lessons Learned

1. Simplicity trumps Complexity
2. Management of Change
3. Leveraging ServiceNow enabled us to combine Problem Management & Speed
4. Team effort

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Our Next Steps

- Continue to mature Problem Management
  - Expansion of Scope
  - Use by additional teams
- Refine system rules
- Governance

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Top Takeaways

1

Leverage Just in time training using ServiceNow

2

Less is more

3

Communication is the key

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Q & A

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Thank You

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