knowledge17

WORK at LIGHTSPEED™

Unify Incident and Problem Management with Incident Alert

STEVE PLAMANN
IT SOLUTION CONSULTANT
Kimberly-Clark Corporation

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introduction of myself and Kimberly-Clark
- Share our transformation with Incident Alert
- Challenges we faced
- Solution utilizing ServiceNow Incident Alert Module
- Demo
- Lessons Learned
- Top 3 takeaways

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Steve Plamann

TITLE: IT Solution Consultant

FUNCTION: Information Technology (IT)

COMPANY: Kimberly-Clark Corporation

EXPERIENCE: 6 years in ITIL related roles

EXPERTISE: SharePoint, K2, ITIL, DBA, Automation, Service Desk, Operations

ACHIEVEMENTS: ITIL Certified

CURRENT PROJECTS: Implement ServiceNow Service Portal and Service Catalog. Automating IT

© 2017 ServiceNow All Rights Reserved

My Company

NAME: Kimberly-Clark Corporation

INDUSTRY: Consumer Goods

MARKET FOCUS: We are passionate about providing people with ESSENTIALS for a better life by adding convenience to daily routines with some of the world's most recognized products

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: To provide branded, single-use products in three business areas: Personal Care, Consumer Tissue and K-C Professional

COMPANY-WIDE INITIATIVES: Manage portfolio to balance growth, margin, cash flow, Invest in brands, innovation, growth initiatives, Deliver sustainable cost reduction, Disciplined capital management

Logos shown are trademarks or registered trademarks of their respective owners and not ServiceNow

© 2017 ServiceNow All Rights Reserved

Session Overview

Reduce Effort and Improve Efficiency with Incident Alert!



Objective

- Share how K-C leveraged Incident Alert to simplify and improve an established critical outage process



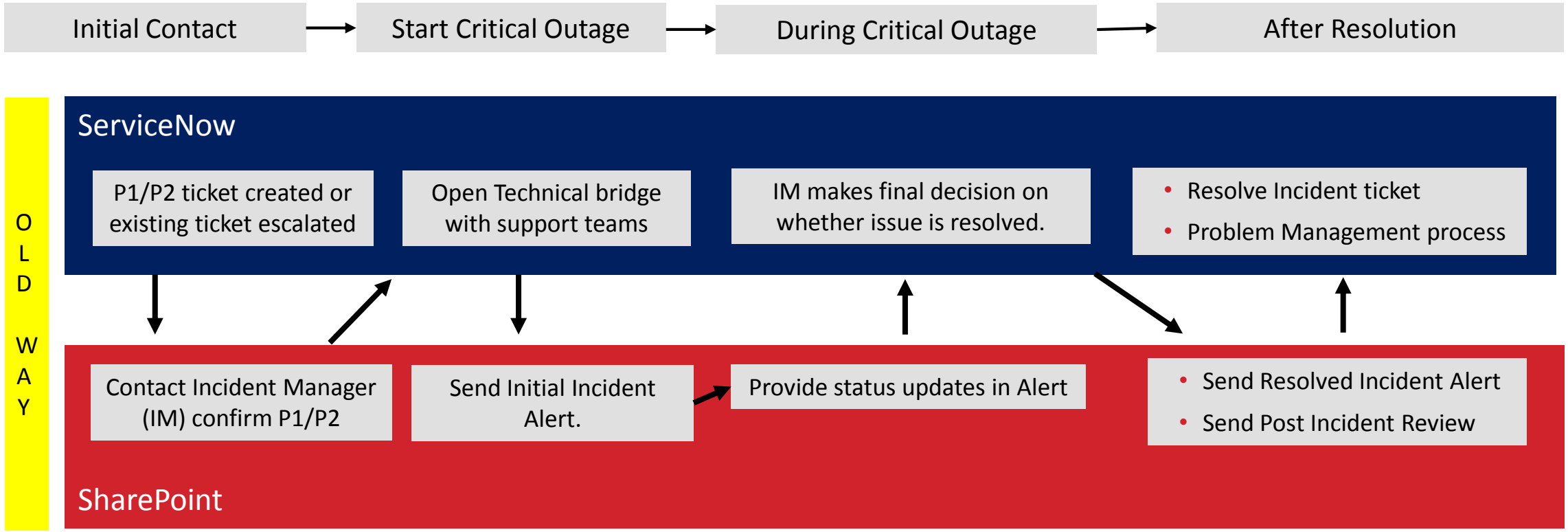
What You Will Learn

- Using multiple tools resulted in inconsistent communications, prioritization and root cause analysis
- Being open to continuously improve, enabled us to take advantage of the ServiceNow Incident Alert module
- Launching the ServiceNow solution resulted in: time saved, complexity eliminated, compliance and reporting improved

© 2017 ServiceNow All Rights Reserved

Challenges with Old Way – Where to Go for What?

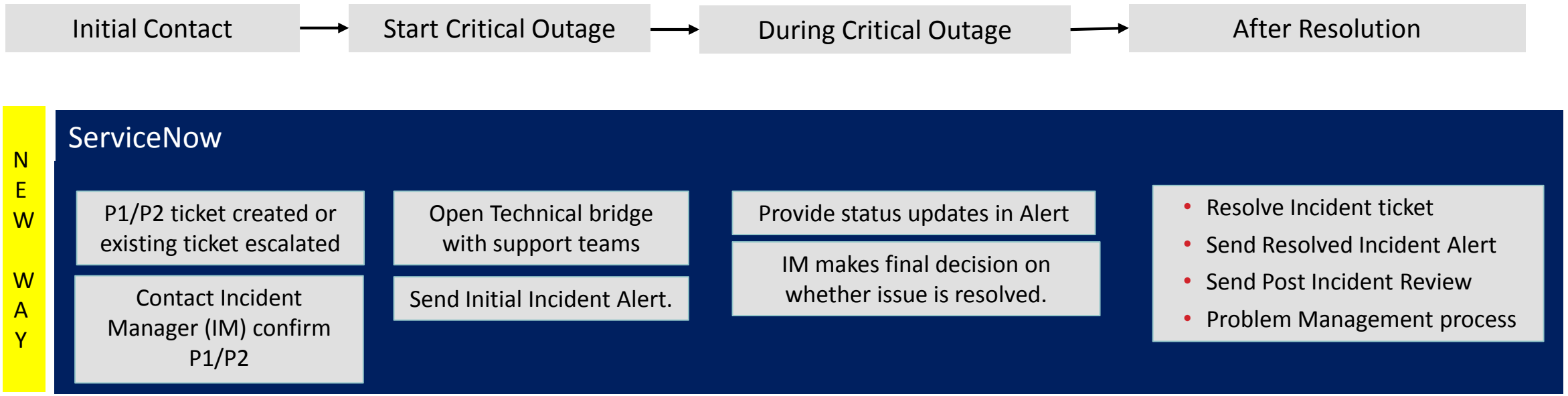
Critical incidents impacting K-C used multiple tools to communicate and store information. Resulting in inconsistent notifications, prioritization and root cause analysis.



© 2017 ServiceNow All Rights Reserved

New Way with Single Solution through ServiceNow

Unify Incident and Problem Management by implementing Incident Alert module



© 2017 ServiceNow All Rights Reserved

Incident Alert Approach



NOTIFICATIONS – Keep it simple



ALERTS – Ensure consistent messaging



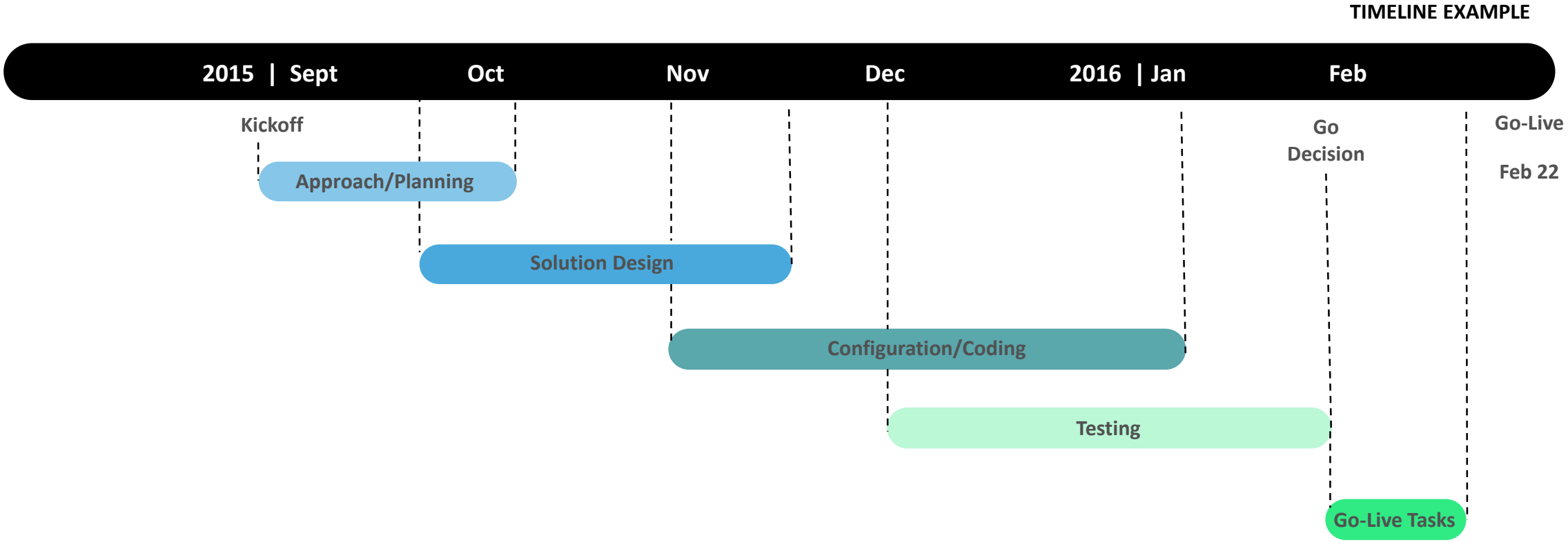
AUTOMATION – Keep the process moving



ACCESS – Control is key

© 2017 ServiceNow All Rights Reserved

Solution – Timeline

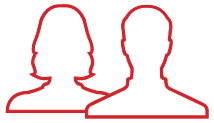


© 2017 ServiceNow All Rights Reserved

Solution – ServiceNow Incident Alert



INCIDENT ALERT – Communicate the Priority



RESPONSIBILITY – Know Your Role



3 KEY GOALS – Keep Stakeholders Updated



ALERT MESSAGING – Understand Your Audience

© 2017 ServiceNow All Rights Reserved

Incident Alert Demo

Meeting start time: Tuesday, April 4, 2017 12:46:14 PM

Organizer: Plamann, Steve

© 2017 ServiceNow All Rights Reserved

Value Outcomes

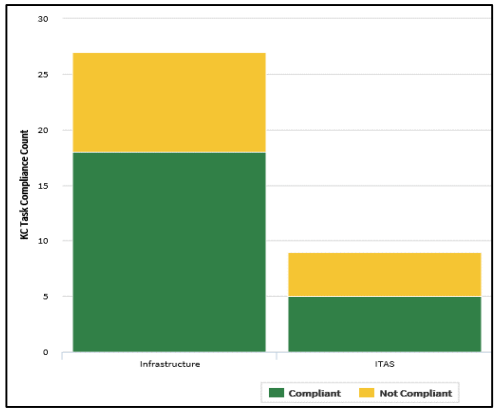
	BEFORE	AFTER
COMMUNICATION	• 900 subscribers • Insufficient information about issue and Incident Manager • Limited visibility	• 1,920 subscribed, including Leaders • Concise information about issue and Incident Manager • Informing and engaging IT, Incident resolution 50% faster
LOCATION OF INFORMATION	Multiple tools: ServiceNow and multiple SharePoint sites	All in ServiceNow: • Incident ticket triggers Alert • Alert triggers Post Incident communication to Stakeholders and Problem ticket
CRITICAL OUTAGE PROCESS COMPLIANCE	• Manual compliance creation • Unrestricted Incident manager selection • 50-60% compliance Q1 2016 • Minimal problem solving – 265 actions	• Compliance record automatically created • Restricted list of trained Incident Managers • 92% compliance Q2-Q4 2016 and 97% in 2017 • Engaged problem solving – 534 actions

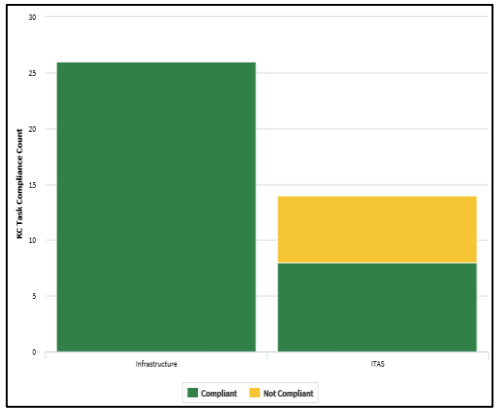
© 2017 ServiceNow All Rights Reserved

Critical Outage Process Compliance

Implemented Incident Alert Q2 of 2016

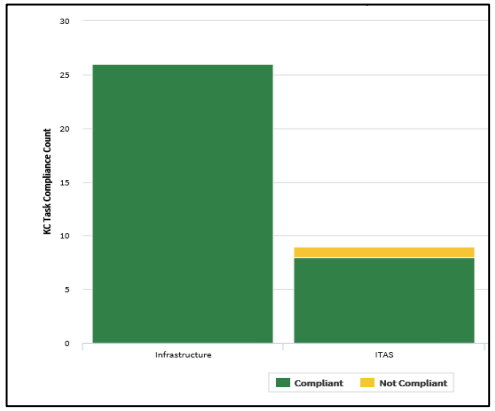
Q1

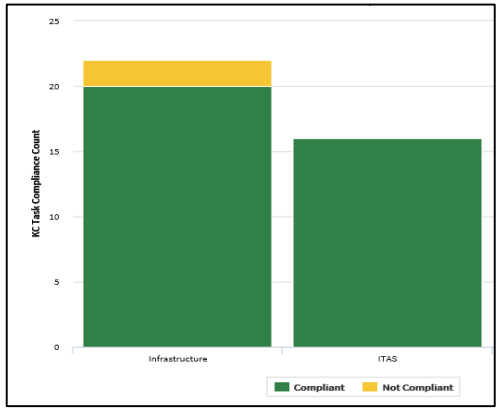




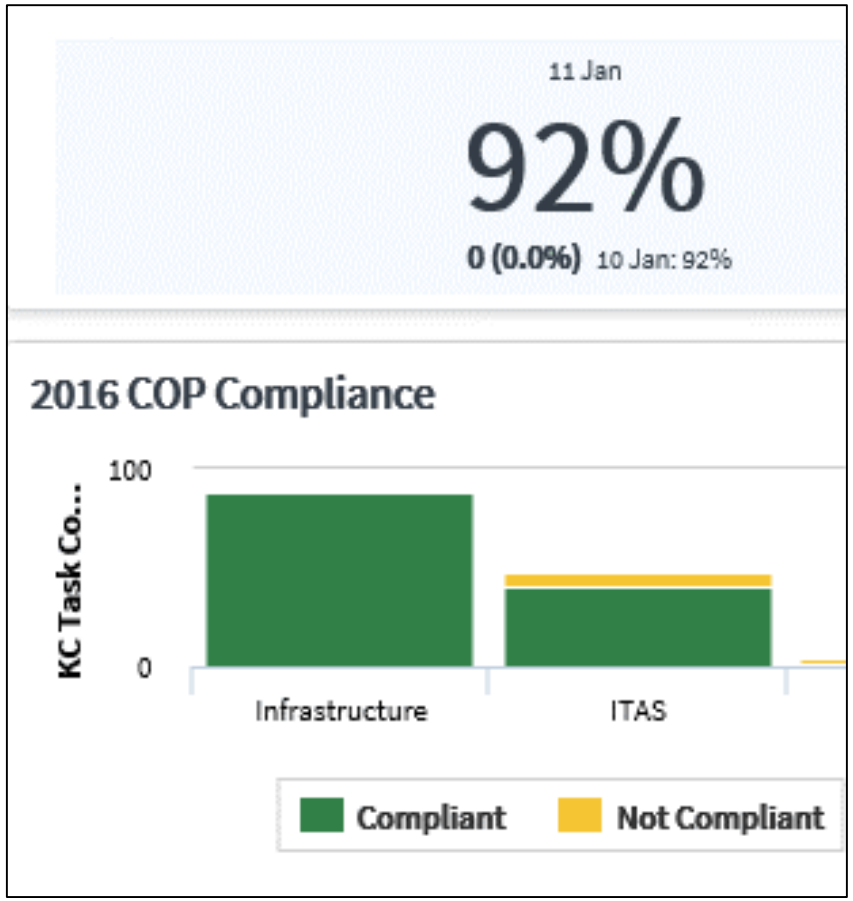
Q2

Q3





Q4

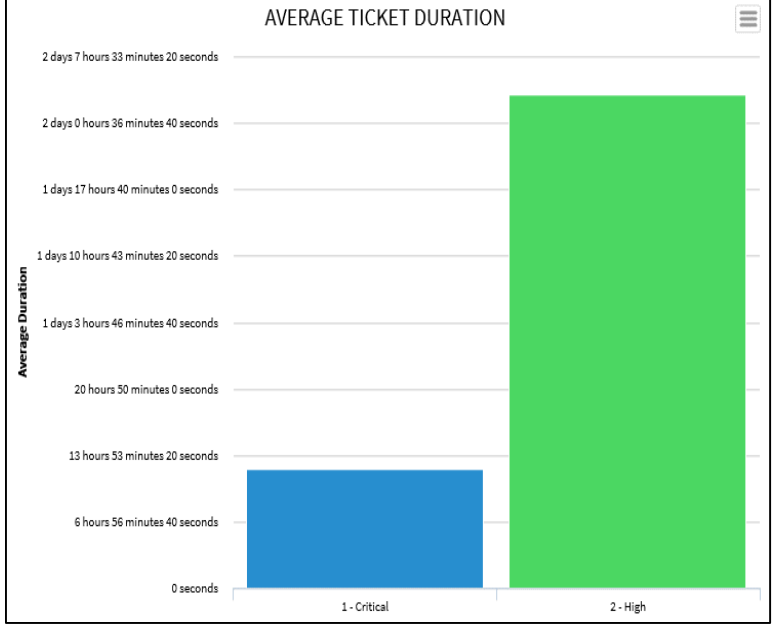


© 2017 ServiceNow All Rights Reserved

Resolution of Priority Incidents 50% faster!

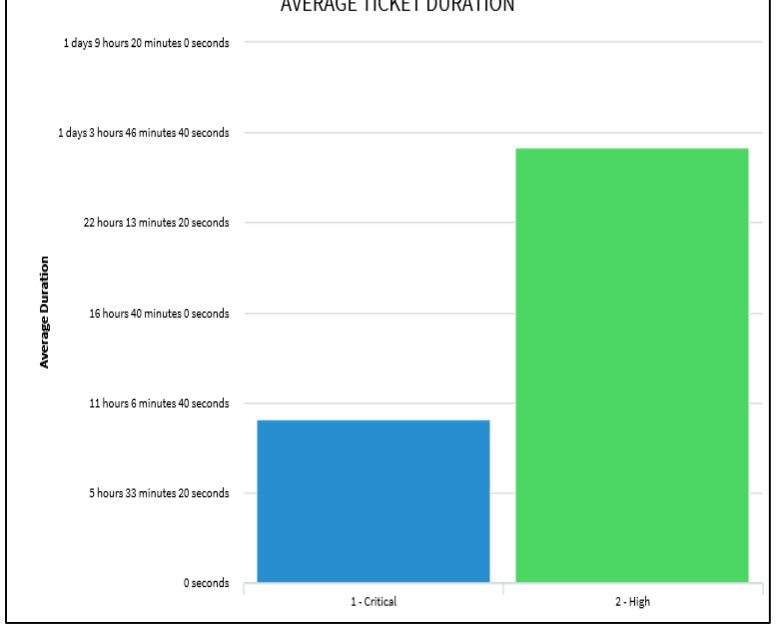
2015

Priority	Average
1 - Critical	12 Hours 29 Minutes 55 Seconds
2 - High	2 Days 3 Hours 38 Minutes 18 Seconds



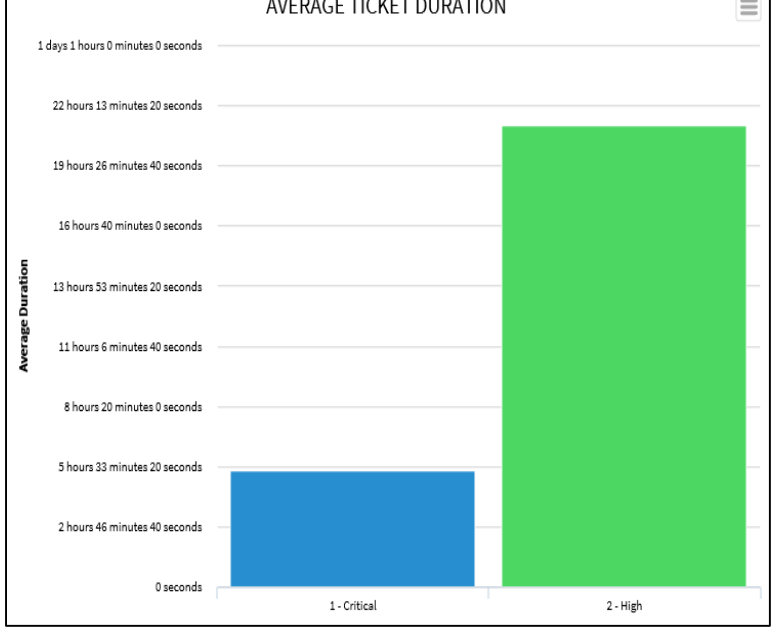
2016

Priority	Average
1 - Critical	10 Hours 5 Minutes 15 Seconds
2 - High	1 Days 2 Hours 51 Minutes 29 Seconds



2017

Priority	Average
1 - Critical	5 Hours 21 Minutes 19 Seconds
2 - High	21 Hours 19 Minutes 15 Seconds



© 2017 ServiceNow All Rights Reserved

Lessons Learned

1. New tools are great, but understand their limitations!
2. Templates provide less value than originally expected.
3. Be aware of communications triggered by automation.
4. Consolidate emails to avoid confusion.
5. Value the power of training and documentation!

© 2017 ServiceNow All Rights Reserved

Our Next Steps

- Push Incident Alert notification to ServiceNow Mobile App
- Extend visibility of ServiceNow on Mobile devices

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Leverage the Incident Alert module to enhance communication of critical issues impacting business

2

Use Incident Alert to integrate Incident and Problem Management information into a single view in ServiceNow

3

Simplify alert subscription using a single ServiceNow group

© 2017 ServiceNow All Rights Reserved

Thank You

STEVE PLAMANN
IT SOLUTION CONSULTANT
Kimberly-Clark Corporation

#Know17

© 2017 ServiceNow All Rights Reserved

Q & A

STEVE PLAMANN
IT SOLUTION CONSULTANT
Kimberly-Clark Corporation

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Steve Plamann

IT Solution Consultant

imberly-Clark Corporation

© 2017 ServiceNow All Rights Reserved