knowledge17

WORK at LIGHTSPEED™

What I Wish I Knew Back Then…

MIKE BRANNON
DIRECTOR, INFRASTRUCTURE & SECURITY
National Gypsum Company
#WishIKnewK17

© 2017 ServiceNow All Rights Reserved

servicenow

Speaker Introduction



NAME: Mike Brannon

TITLE: Director, Infrastructure & Security

FUNCTION: IT Management

COMPANY: National Gypsum Company

EXPERIENCE: 32 years at National Gypsum, 40 years in IT -- Still learning every day!

EXPERTISE: Long term IT manager – Started as a Developer then rotated into lots of roles…

ACHIEVEMENTS: Team win at Knowledge16 Hackathon, Lots of project completions at NGC, Raising 5 kids

CURRENT PROJECTS: Fully deployed IPC & Requests for IT and business process support, Working on Knowledge, Discovery and Asset management NEXT – CMDB getting built – Deploying project (PPM / Business Management)

LARGE SAP deployment underway – Office 365 and Windows 10 Migration

© 2017 ServiceNow All Rights Reserved

About National Gypsum Company



NAME: National Gypsum Company

INDUSTRY: Construction Materials Manufacturing

MARKET FOCUS: "Build A Better Future" – Customer Service that makes a big difference… Innovative products and services

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Gypsum Drywall – Gold Bond Brand, Higher Performance – AskForPurple (High Impact, Mold Resistant, Sheathing), Cement Board, Roof Deck, Ceiling Board…

COMPANY-WIDE INITIATIVES: One Process – SAP Hana ERP – Integration, Customer Connections / Responsiveness – NGC4Me, eCommerce, "One & Done", Modernize Our Company: Plant Upgrades, Exit the Data Center – New Digital Workplace

© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- You're NEW to this – A new customer; A new attendee - How can you get the MOST from Knowledge17 and your engagement with our Community?



What You Will Learn

- What are the BEST things about Knowledge? How to get the most out of it!
- What are the hidden gems – What were my big surprises from last time?
- How can you (and your team) get the most from community interaction?
- What are the big takeaways? What should I plan to do next?

© 2017 ServiceNow All Rights Reserved

Context – Setting the Stage

- Knowledge is a HHUUUGGE Event
  - Population as big as a small town or a large school – 15,000 attendees!
  - LOTS of sharing and Sessions – Enormous amount of Learning Options
  - ServiceNow makes a huge investment of time, money, resources
  - Partners out in support and to share
  - Community of users – All levels of experience! Every role and use case present
- What Are Your Goals? Why Come and Be Here Now?
  - Take best advantage of ServiceNow capabilities – ServiceNow, Partner and Community help
  - Formal learning paths – sessions and classes – Live labs and demos
  - Phenomenal Networking

© 2017 ServiceNow All Rights Reserved











© 2017 ServiceNow All Rights Reserved

Approach to Knowledge17 Value Realization

- Plan your Solution Roadmap and Look closely at your most valuable backlog items
  - Talk to your internal ServiceNow product owners and stakeholders!
  - MAP Your Sessions and Identify “Good Targets” – Speakers / Topics – GET MISSILE LOCK
- Talk About Your Blockers and Issues
  - Who needs to go LEARN and Get the help your team needs?
  - Share the plan and the tasks! We got guidance for our deployment – bonded with partner team
- Get the right team members registered and focus on KEY TAKE-AWAYS
  - Labs / Learning / Q&A Answers to Project and Solution Issues and Needs
  - Connect with the best people to help continue journey – faster and better!

© 2017 ServiceNow All Rights Reserved

Lessons Learned

- Engage your whole ServiceNow Team: internal project team members – executive / business stakeholders and leaders
- Engage with Attendees – NETWORK Like Your Project Depends On It!
- Engage with ServiceNow/Partners – NETWORK Like Your Project Depends On It!
- Map Out Sessions and Meetings – Plan Your Knowledge Invasion!
- Bring It All Home – BIG Booster Should Help Realize Value and Results!
- Engage with ServiceNow User Group (SNUG) Program and setup Local Gatherings

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Plan Ahead –

Engage Your Team – Assign Roles / Goals

Link to VALUE of your Solution Roadmap

2

Engage

with Community

Join the Hackathon!

Solve Problems and Remove Your Big Blockers

3

Take It Home

Great Conversations & Some New Friends

Get SNUG Going

Online Sharing Beyond Event

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Mike Brannon

Director, Infrastructure & Security

National Gypsum Company

© 2017 ServiceNow All Rights Reserved

Q & A

MIKE BRANNON
DIRECTOR, INFRASTRUCTURE & SECURITY
National Gypsum Company
#WishIKnewK17

© 2017 ServiceNow All Rights Reserved