knowledge17

WORK at LIGHTSPEED™

What to Expect When You're Expecting to Upgrade to Service Portal: BD's Journey

TRISH JOHNSON
SR. MANAGER, SERVICE INTEGRATION PLATFORMS
Global Shared Services
Becton Dickinson

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servicenow

About Becton Dickinson

NAME: Becton Dickinson

INDUSTRY: Medical Supplies, Devices and Technology

MARKET FOCUS: BD is a global medical technology company that is advancing the world of health by improving medical discovery, diagnostics and the delivery of care

COMPANY-WIDE INITIATIVES: Innovation, customer centricity, scalability, organizational efficiency

PRODUCTS



Injection
A global leader for hypodermic needles and syringes



Infusion
Products and services to help optimize infusion therapy



Microbiology Solutions
A portfolio of microbiology products and services



Molecular Diagnostics
Automated systems offering a broad menu of high performing assays



Research Systems
A broad portfolio of antibody-based research reagents and kits



Clinical Systems
Innovations to keep you in a perpetual state of the art



Anesthesia
A range of anesthesia products for many applications



Diabetes Care
The world's leading brand of insulin delivery products



Women's Health & Cancer
Innovative products for the detection of cervical cancer



Industrial Microbiology
Solutions for pharmaceutical, personal care, food and academic markets

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Speaker Introduction



NAME: Trish Johnson

TITLE: Sr. Manager, Service Integration Platforms

FUNCTION: Global Shared Services

COMPANY: Becton Dickinson

EXPERIENCE: 20 years technology, 6 years ServiceNow

EXPERTISE: ServiceNow ITBM, SDLC, Governance, Running Global Service Teams, Being a ServiceNow Champion!

ACHIEVEMENTS: 6 BD Functions and 4 Shared Service Centers in 11 months, Implemented ServiceNow governance framework and SDLC for GSS, 60 catalog items live on the Service Portal for 65,000+ internal users as well as external BD Vendors and Customers across Finance, Sales, Supply Chain, Corporate Services, Legal, as well as Self-Service GSS Demand

CURRENT PROJECTS: Facilities Request Management, Performance Analytics on Custom Apps, Travel & Expense, Service Portal Enhancements, and the upcoming HR Service Portal!

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Why Are You Here?

- What you will learn
  - Understand the environment, challenges and opportunities
  - Realize the Do's and Don't around Service Portal
  - Realize the process for a successful Service Portal implementation
  - BD's Lessons Learned
  - See our Service Store for what's possible with the Service Portal!

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Agenda

- Drivers of the Change to Service Portal
- Business As Usual Planning
- What We Found
- What Was Accomplished
- Lessons Learned
- Q&A

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Who’s Thinking About Going from CMS to Service Portal?

#BDPortal #Know17

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Who’s Thinking About Going from CMS to Service Portal?

#BDPortal #Know17



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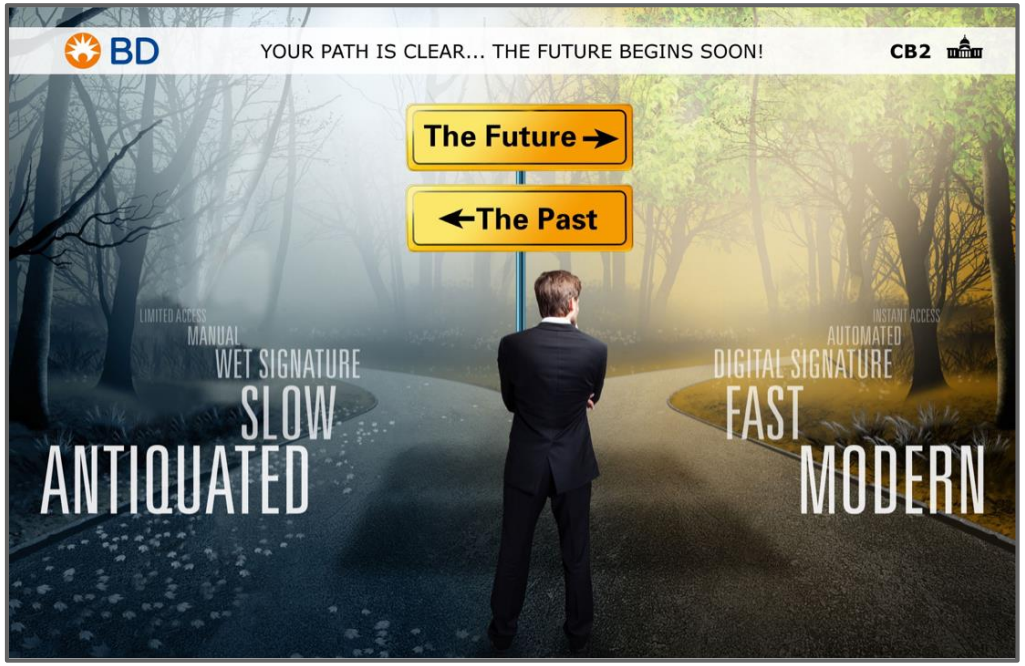
Why Change?

- GSS and ServiceNow
  - Long time customer of ServiceNow
  - Driving adoption at extremely fast rate in Global Shared Services
  - SERVICE PORTAL IS THE FUTURE OF SERVICENOW
  - We are early adopters and stay on the cutting edge of the platform
  - Long expectations of what the Service Portal can bring to our users

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Why Change?

- BD's Global Shared Service Business Goals
  - Customer Focused
  - Innovative
  - Improve operational efficiencies
  - Scalability
- Existing Situations
  - Enterprise Wide / Beyond It and to Vendors and Customer
  - Lack of personalization to easily access contextual information and services
  - Need to modernize BD services, processes and technology while improving self service

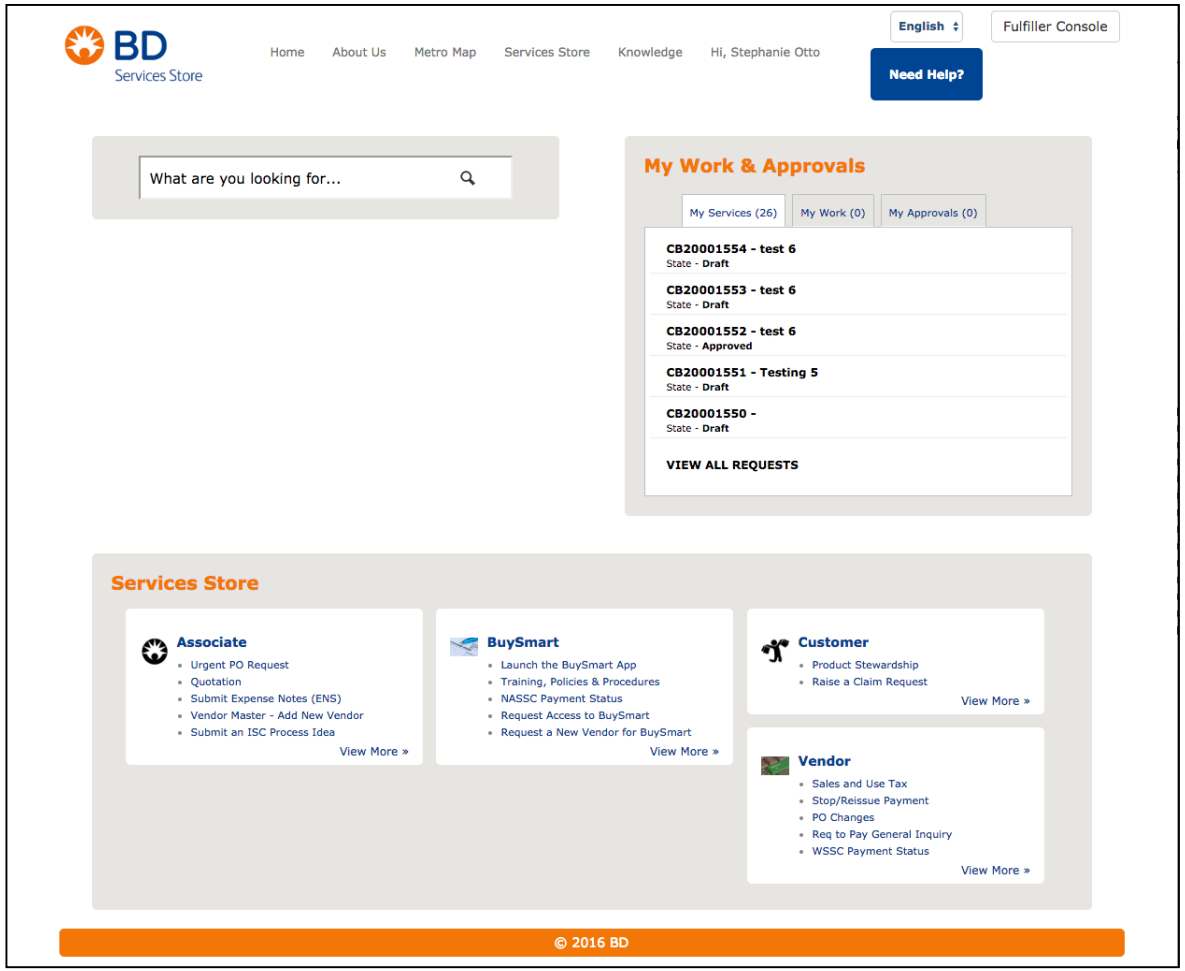


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The BD CMS Portal

- Custom CMS Portal
- 4 Stores and 4 Knowledge Bases
- Wizard on a tremendously complex custom app
- 50+ Record Producers to Service Management Suite
- 5 Languages enabled

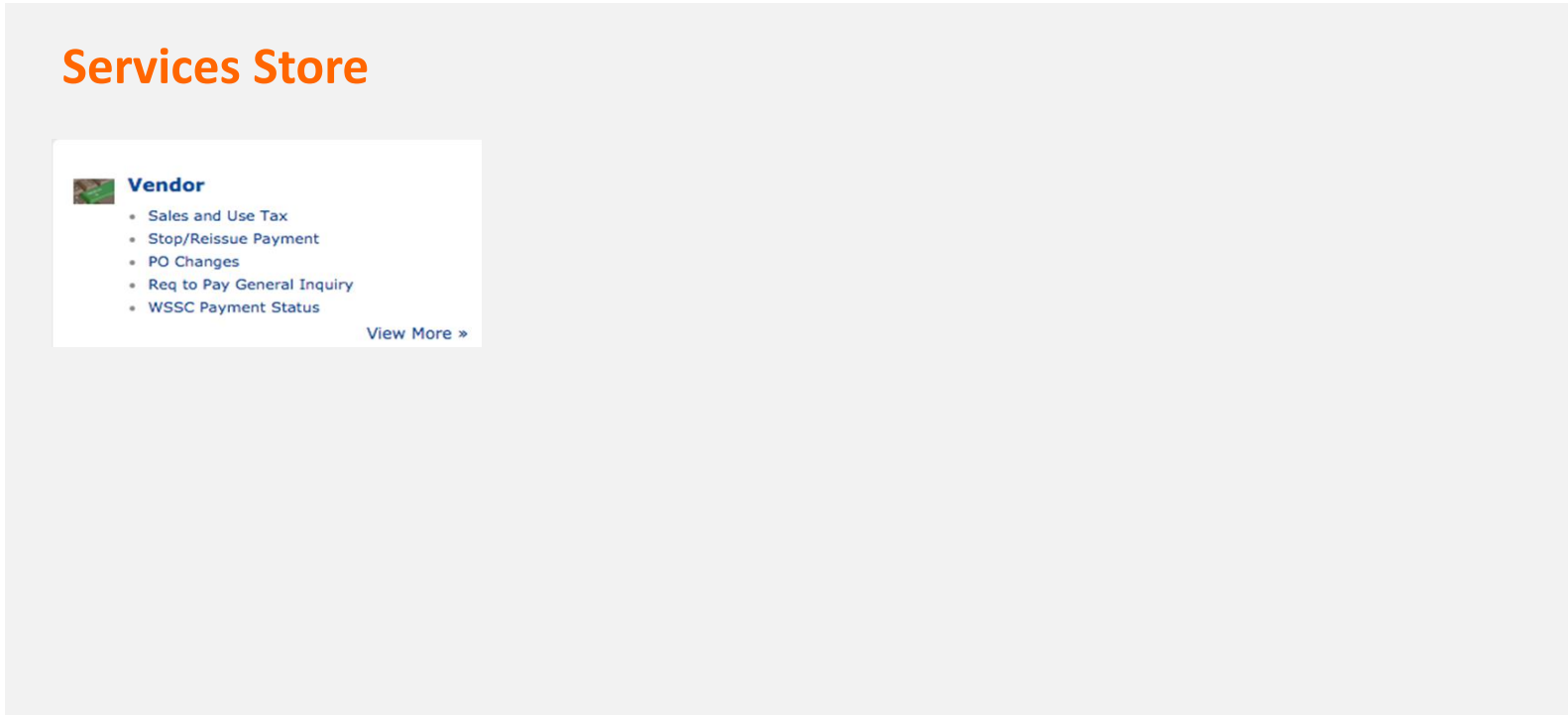
AND REALLY, REALLY MONOCHROMATIC!



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Audience Based Stores

- STORES viewable by WHO and WHERE you are
  - Associate
  - Vendor
  - Customer
  - North America
  - Europe
  - LATAM
  - Greater Asia



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Audience Based Catalog in Each Store

- CATALOG ITEMS in each store by WHO and WHERE you are
  - Associate
  - Vendor
  - Customer

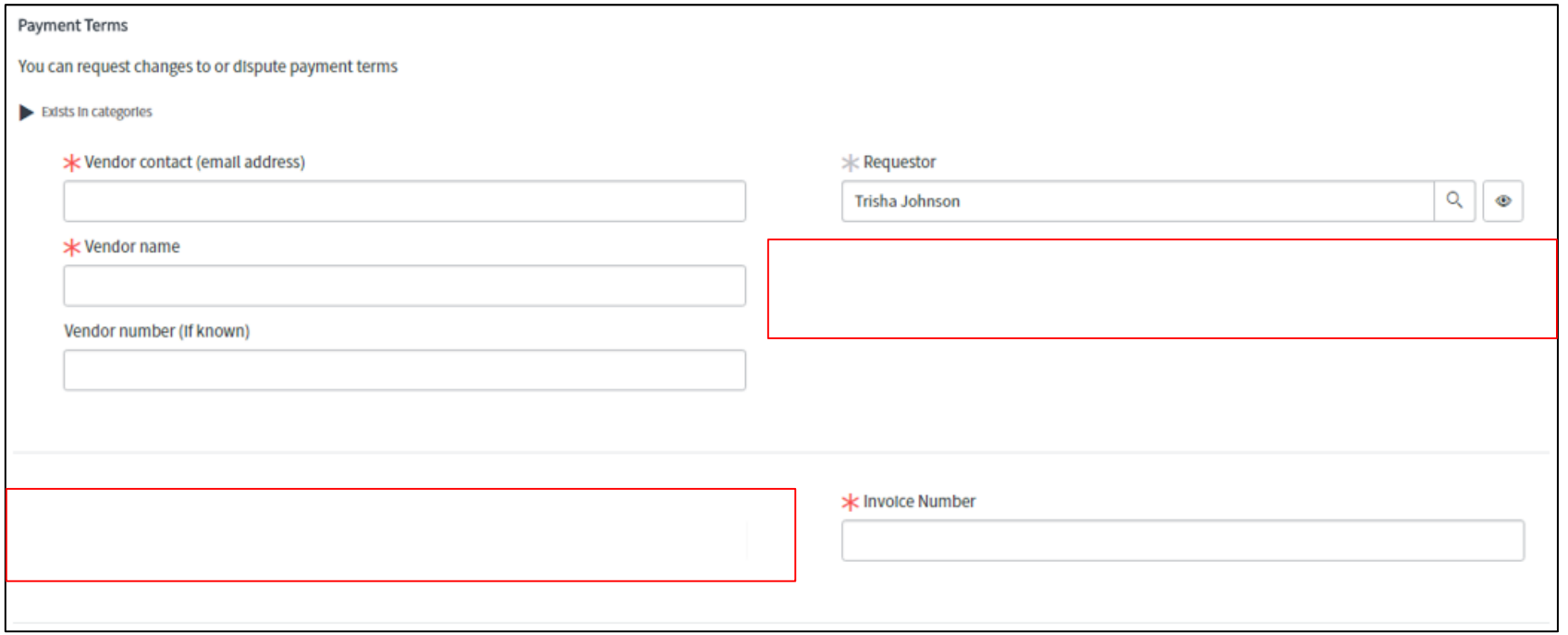
  - North America
  - Europe
  - LATAM
  - Greater Asia



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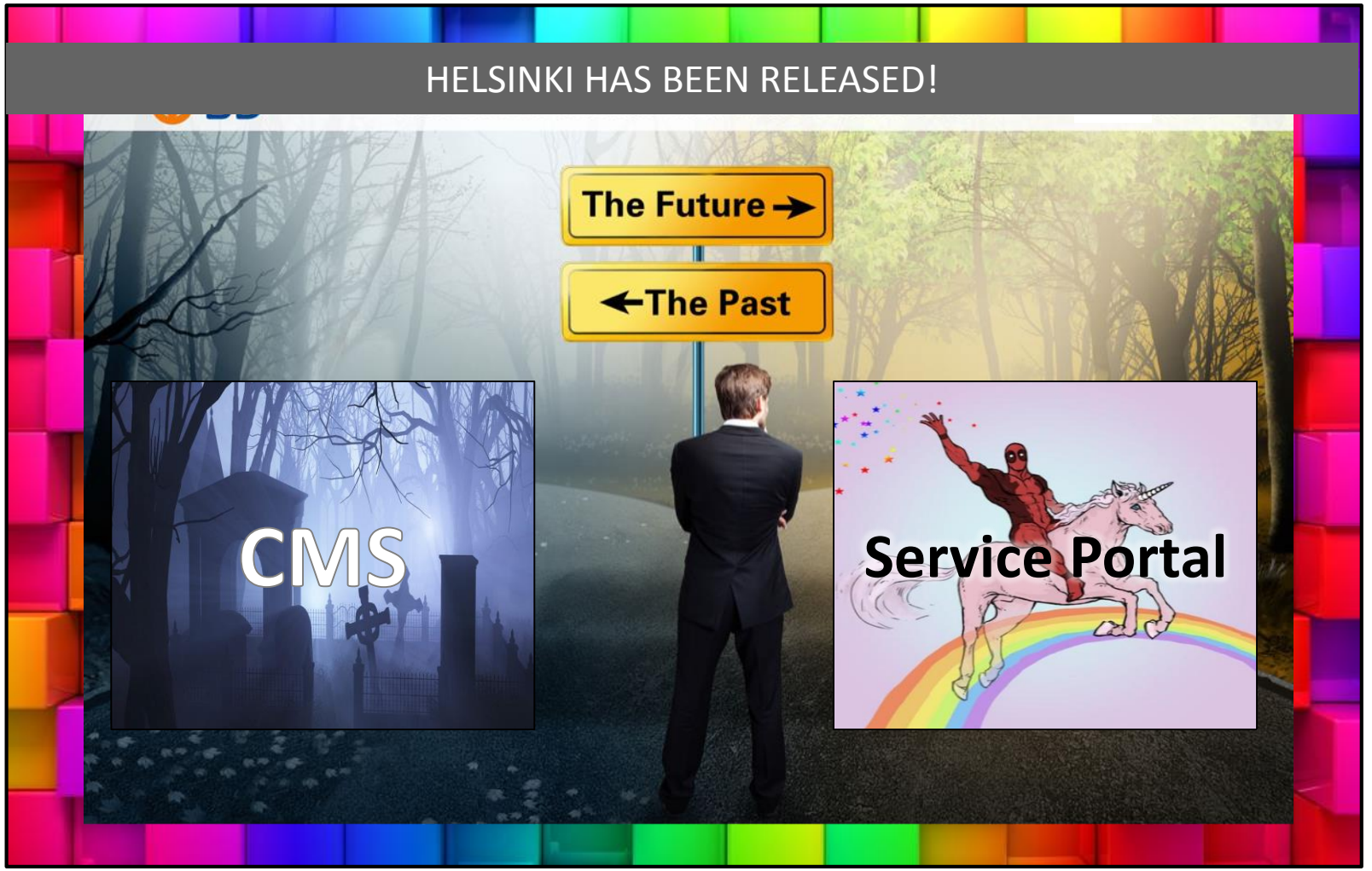
Audience Based Forms in Each Catalog In Each Store

- FIELDS, DATA & FUNCTIONS as a Requestor by WHO, WHAT, WHERE you are
  - Associate
  - Vendor
  - Customer
  - North America
  - Europe
  - LATAM
  - Greater Asia
  - BD Division
  - Assignment Group
  - Country



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How BD Viewed the Helsinki Service Portal



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ALL IN!



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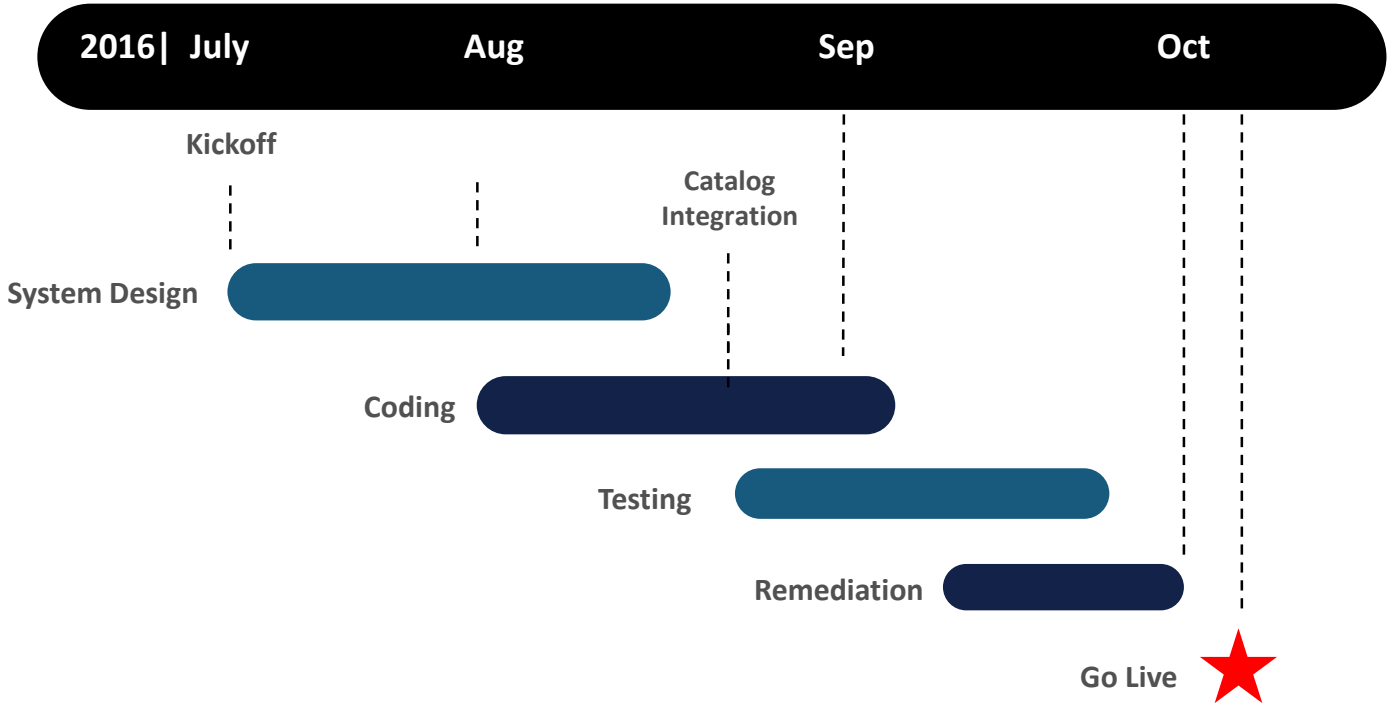
Business as Usual Planning

- Engaged our trusted vendor partner CASK to build the Service Portal
- We're "just" migrating to the Service Portal; standard planning & governance process
- BD has a "Service Catalog"; no problem for the aggressive timeline
- Kick Off and Start Design!



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Original Timeline



Aggressive timeline because we do ServiceNow



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Service Portal Design Phase

- Design Outcomes
  - Create a User Centered Design that is simple and easy to use
  - Change behavior to drive adoption and usage with ServiceNow
  - Improve and streamline processes due to new capabilities
  - Elevate the entire mobile experience
  - Ensure BD and its Global Shared Services Service Portal paves the way forward for the industry



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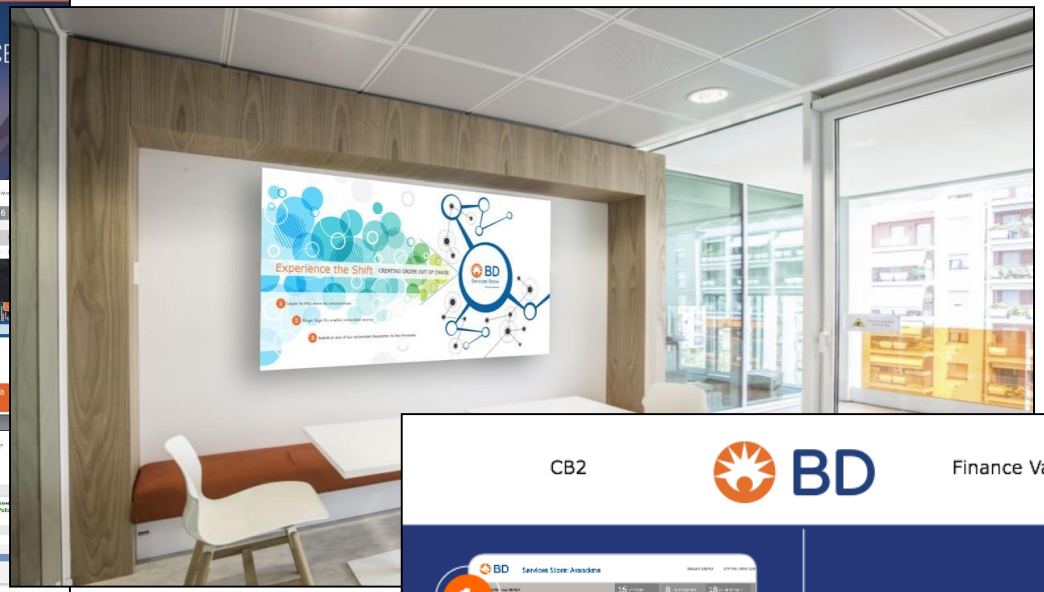
The Design

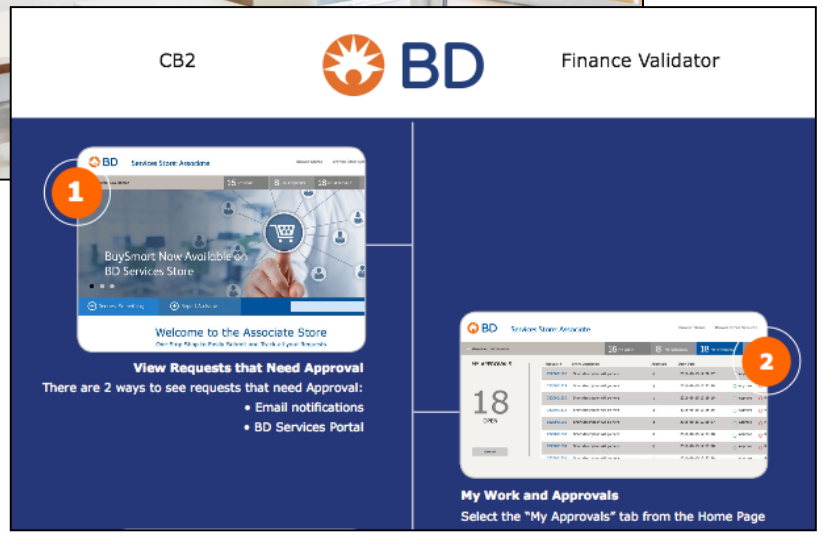


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Organizational Change Plan





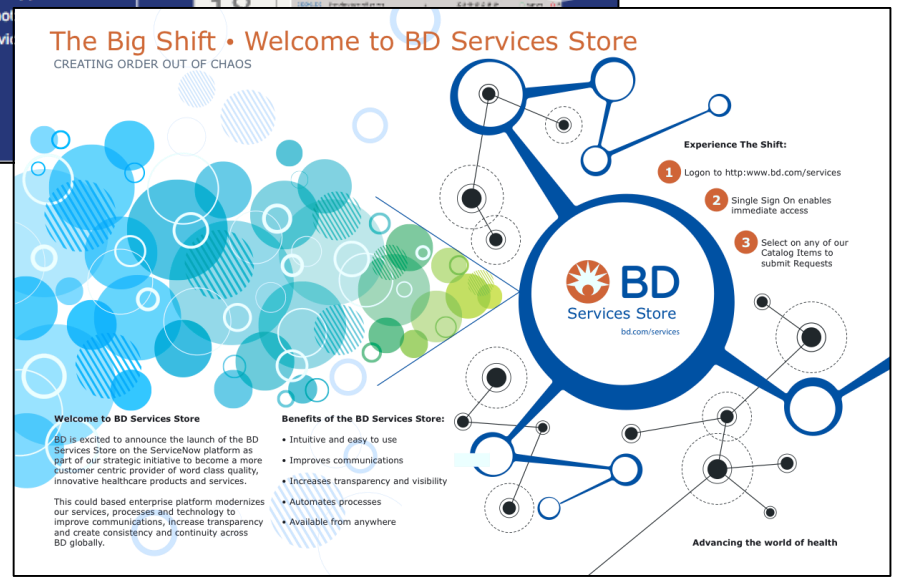


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Organizational Change Management

- Great Planning & Materials
- Videos, trainings, BIG SHIFT, communications
- Word spread before we even started!





I heard it's pretty!

I heard it's coming soon!!

I just want to approve on my phone! We'll do that now!

Did you know it will know where you live and what you want to see?!?

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Service Portal Development Phase

- Going as designed
- 4 Stores
- “MY” Tabs as was in CMS
- Self-registration for external users in place
- Project and timeline going very well!



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The Integration Phase

Time to bring the Service Portal together with the BD Service Catalog



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What We Found
The “Service Catalog”



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What Brought Us to a Halt

Not the "Service Catalog"

- Our Services Store isn't IN the service catalog
- Full of client script, UI policies, record producers, wizard, custom approvals

- Client scripts that aren't oob supported in the Service Portal Widgets; not being run as part of an order guide

Expectations

- Expectation that anyone can do anything on the portal!
- Perception that iframes aren't "Service Portal" so iframes won't work for us
- Will only need Angular for the really, really hard stuff not everything we've ever built

- ServiceNow did great job of making SP appealing as even our Fulfillers think they should be working out there!
- Every UI policy, macro, everything **had** to work in SP

KB & Approvals

- Multiple Knowledge Bases
- Approvals in all Apps

- Only 1 KB supported per Portal
- Approval widget focuses around RITM requests

"THAT One" Custom App

- Monster Custom App
- More UI Macros, polices and client scripts than you want to know.
- Info in 6 tabs on request form
- With a wizard
- Embedded table and custom approvals (AND, AND, AND…)

- Service Portal doesn't support any Jelly so all UI macro variables and policies will not be displayed.

- **NOTHING WORKED AS EXPECTED ON THIS THING**

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Challenges Before Us

"Service Catalog"

- Full Analysis item by item
- How to build custom widgets, but maintain scalability
- Embedded tables
- Mobility and the App

Knowledge Base & Approvals

- How to display and interact with more than one KB
- How to provide audience specific knowledge content
- How to build custom approval widget(s)

Expectations

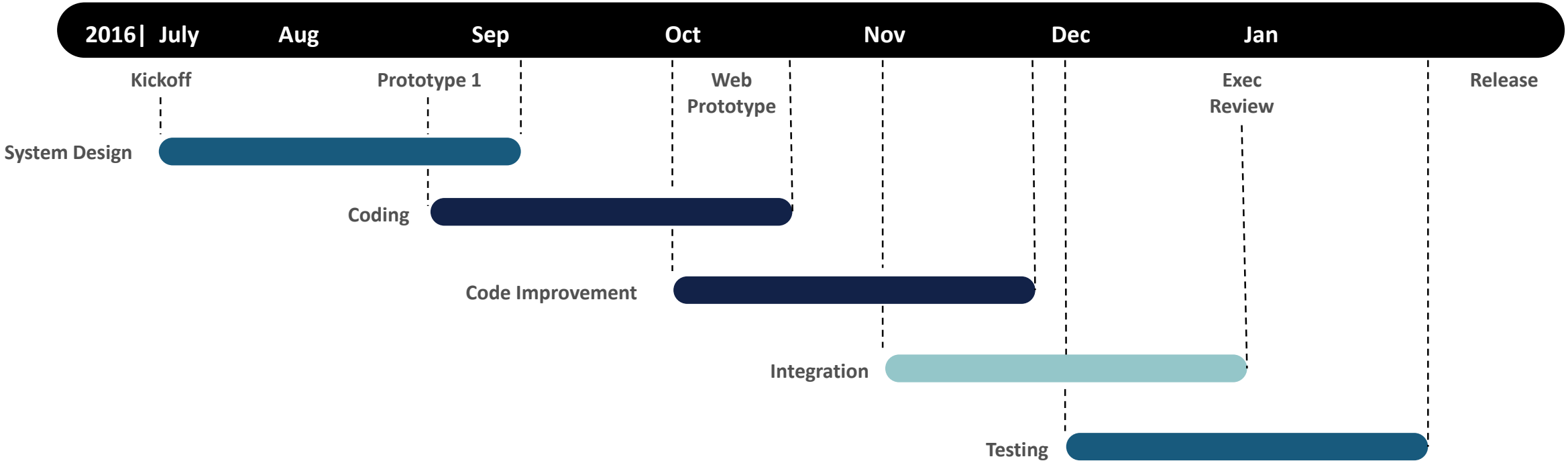
- Level set on expectations of what can be done on the Service Portal even with Custom Widgets
- Mobility and the App

THAT One Custom App

- UI Macros
- UI Actions
- Entire rebuild

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Set a New Timeline



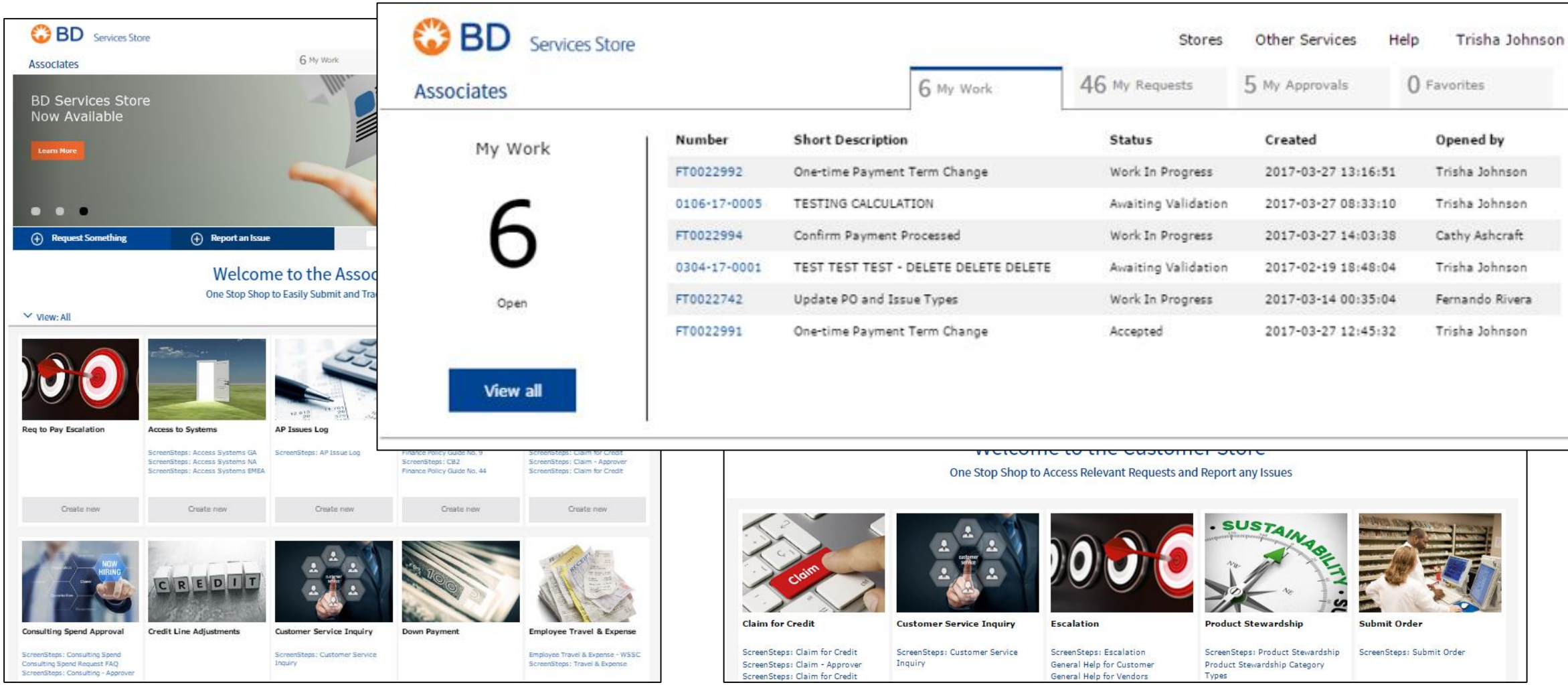
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BD’s Service Portal



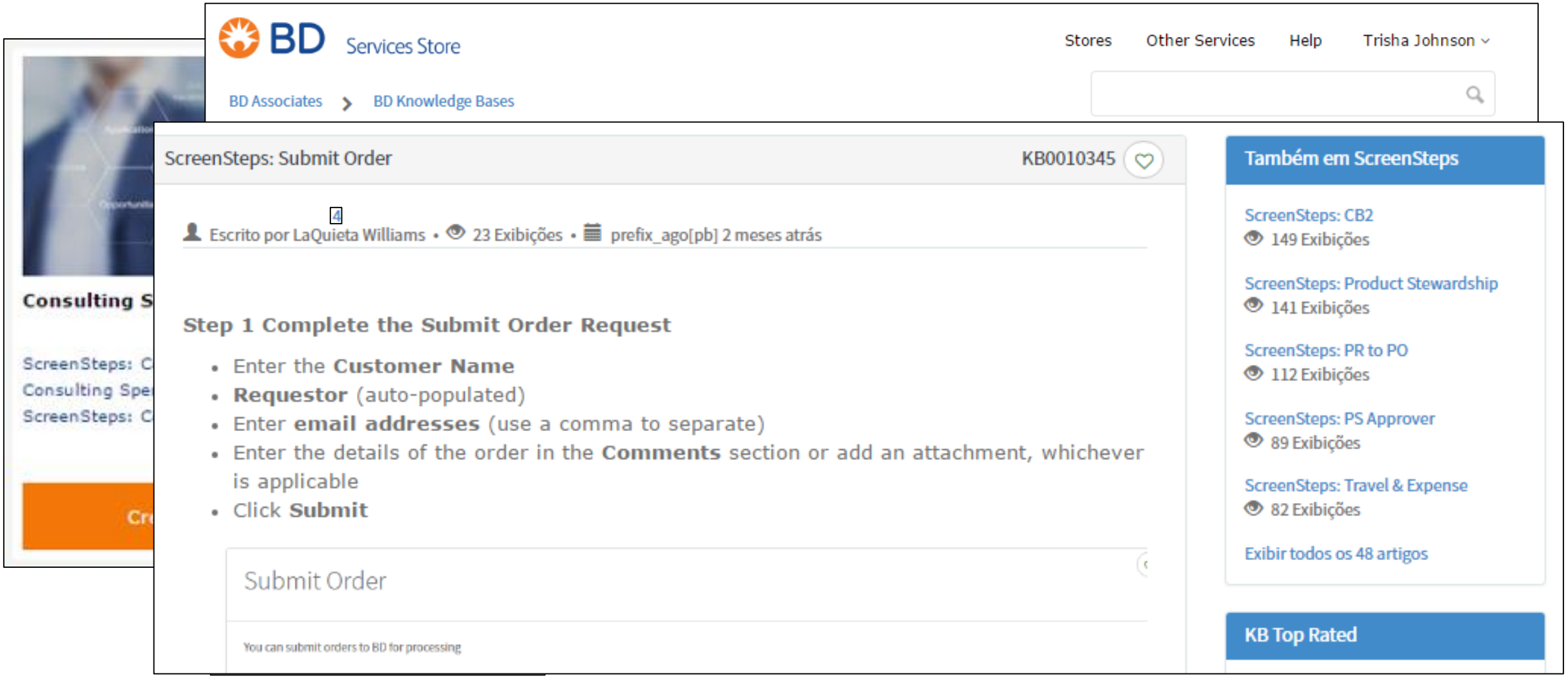
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Better Than Ever!



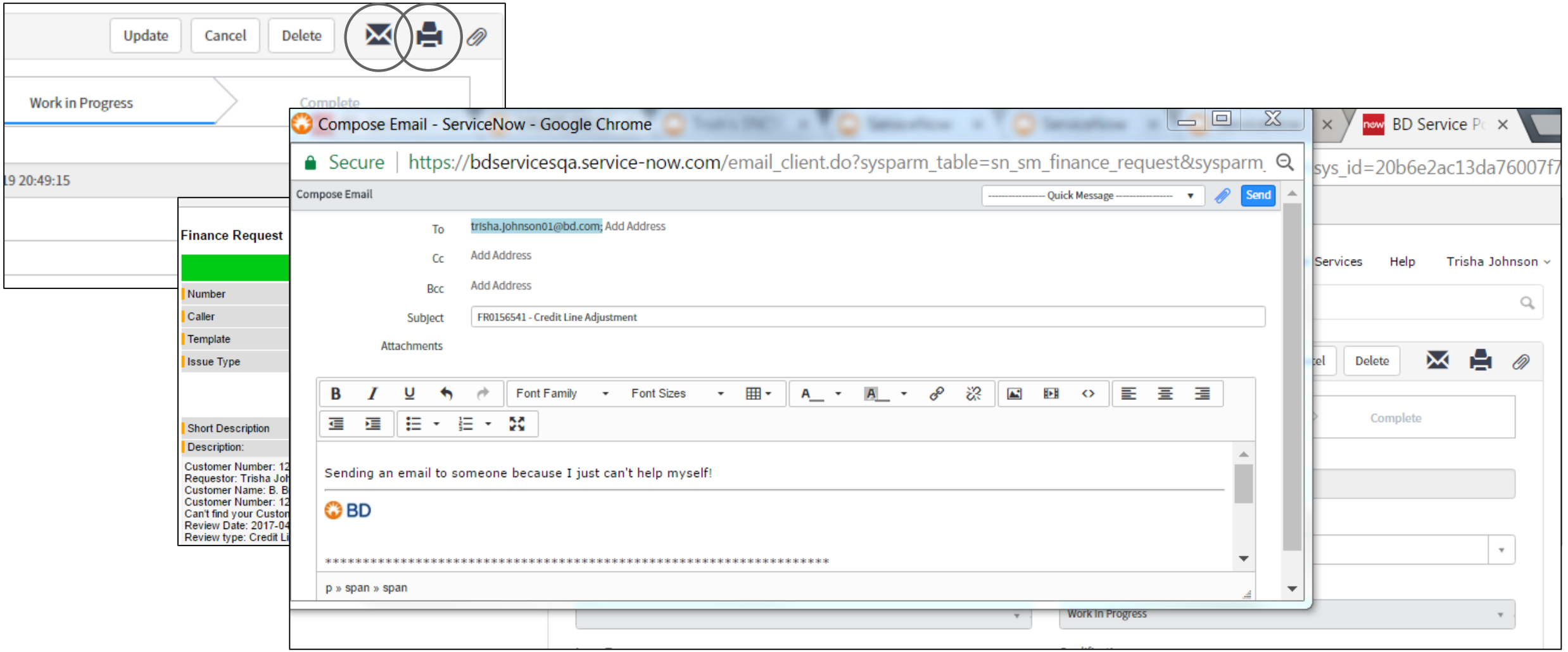
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Multiple Knowledge Base Integration



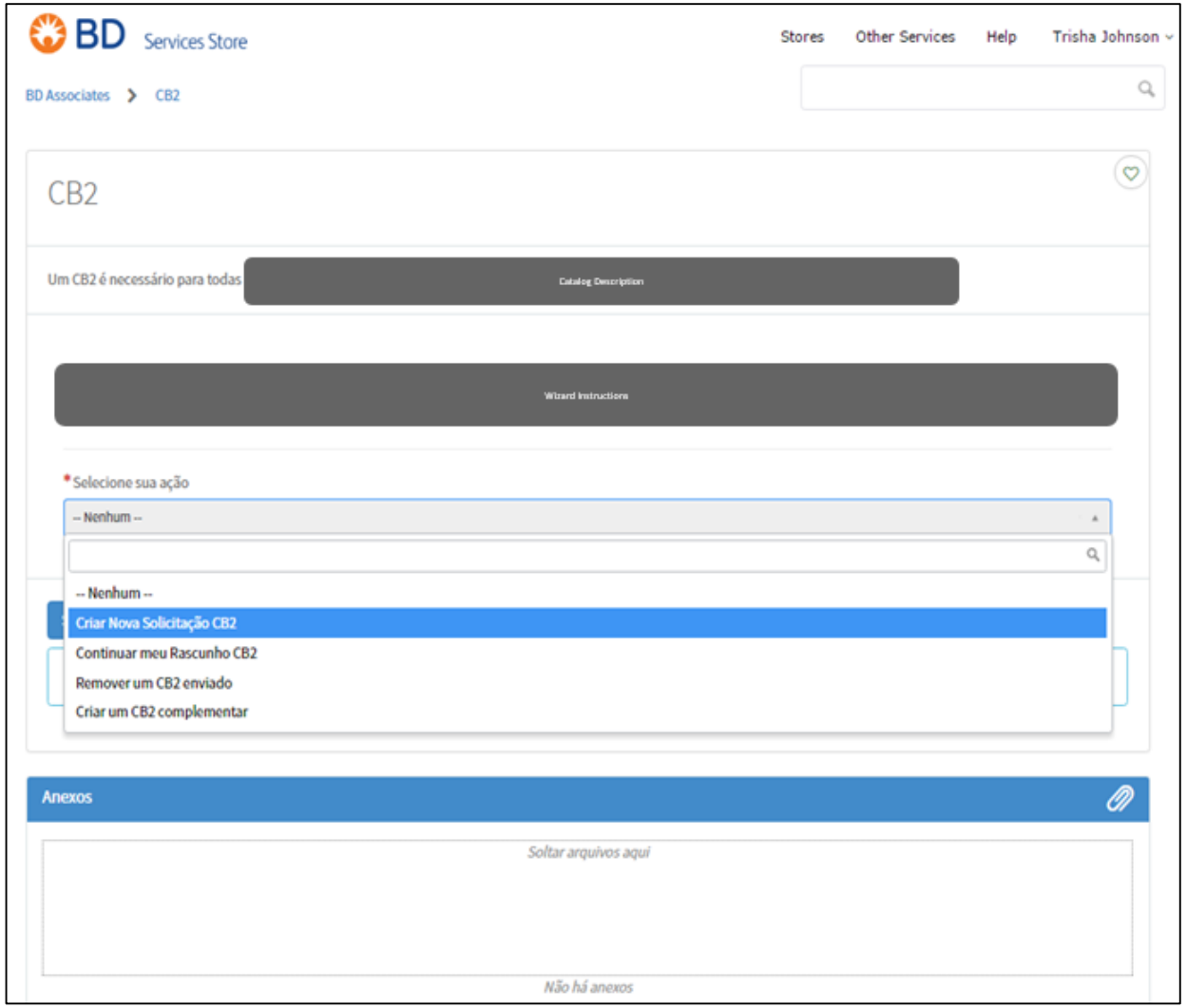
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Email, Print and Our Action Buttons for Requestors



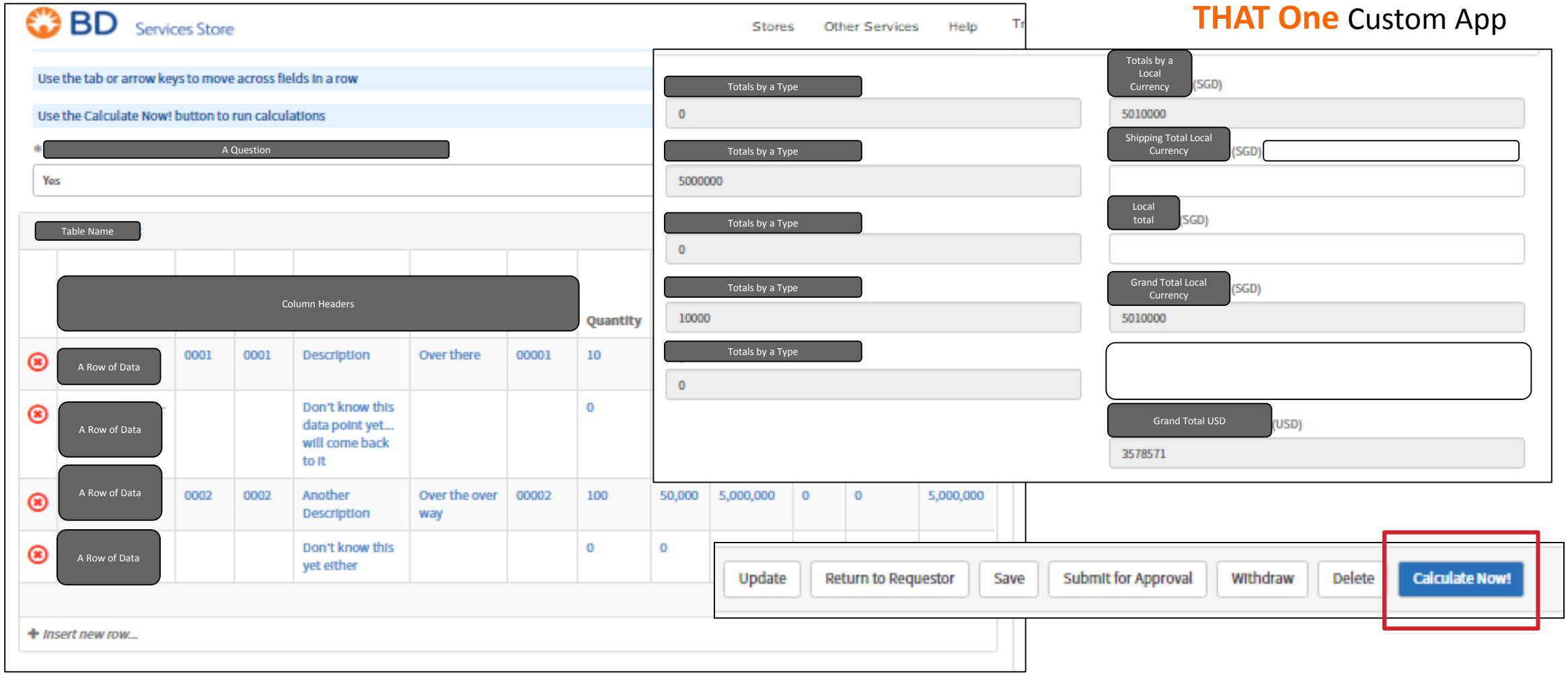
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Wizard on the Service Portal



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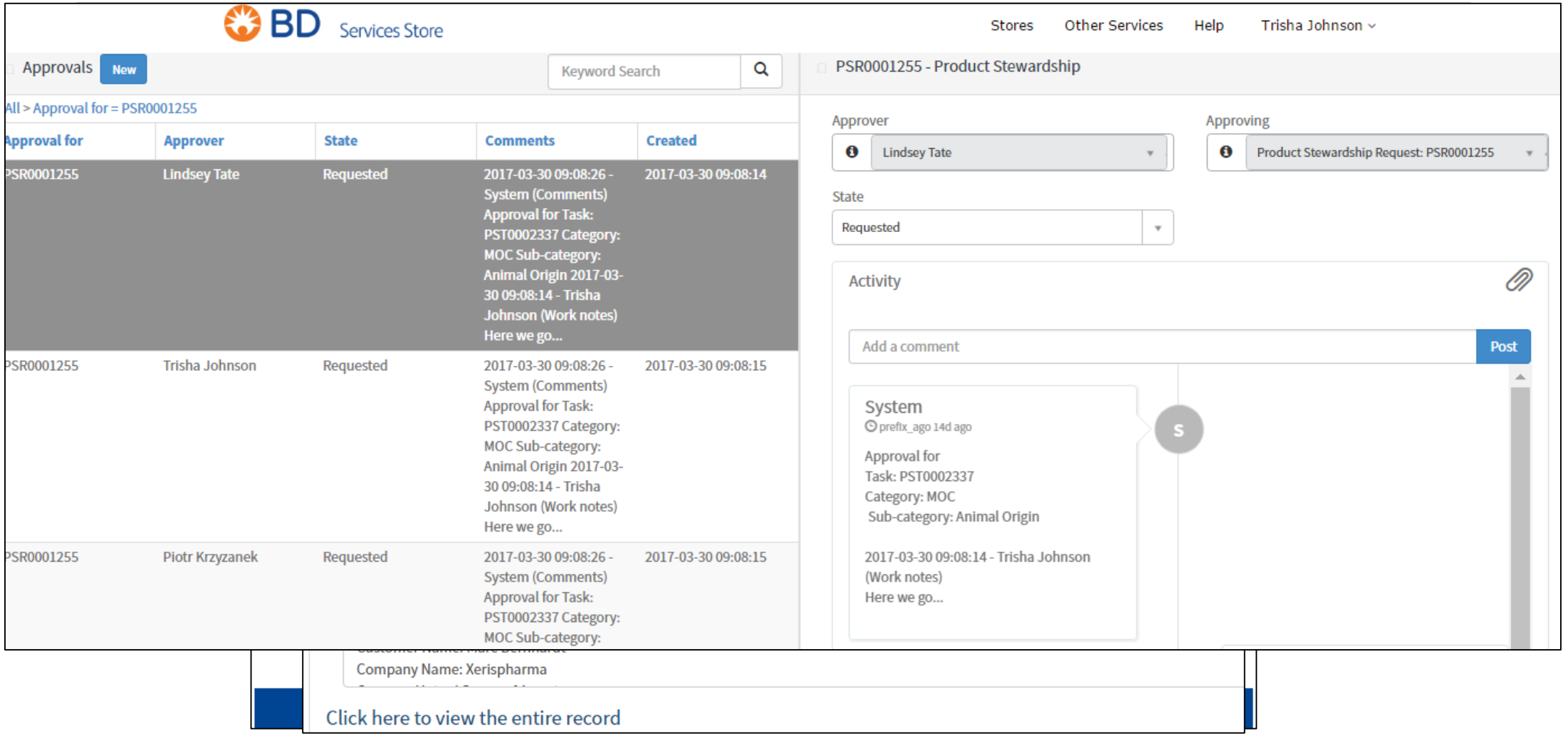
UI Macros and Embedded Tables on Form Widgets



THAT One Custom App

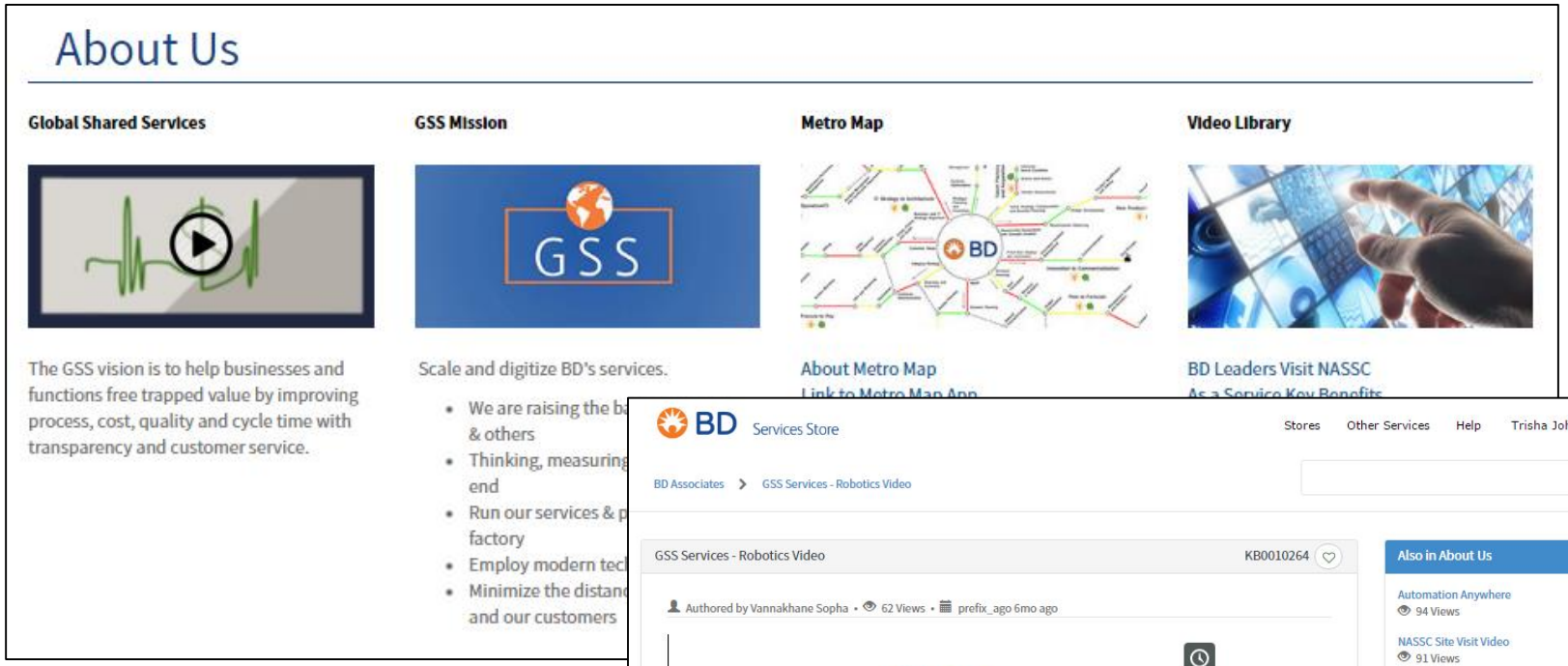
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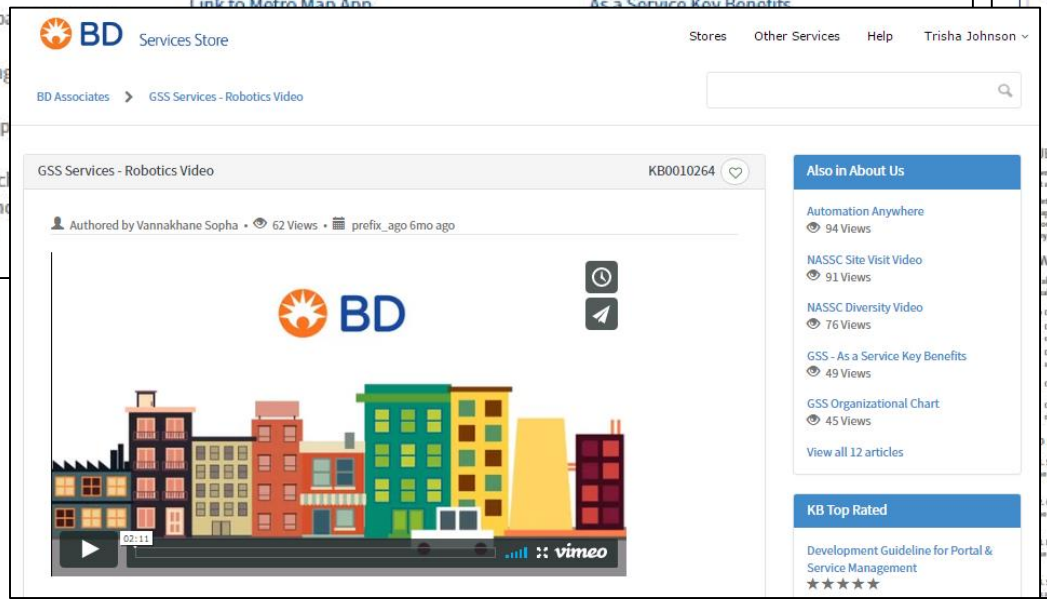
The Approval Widgets

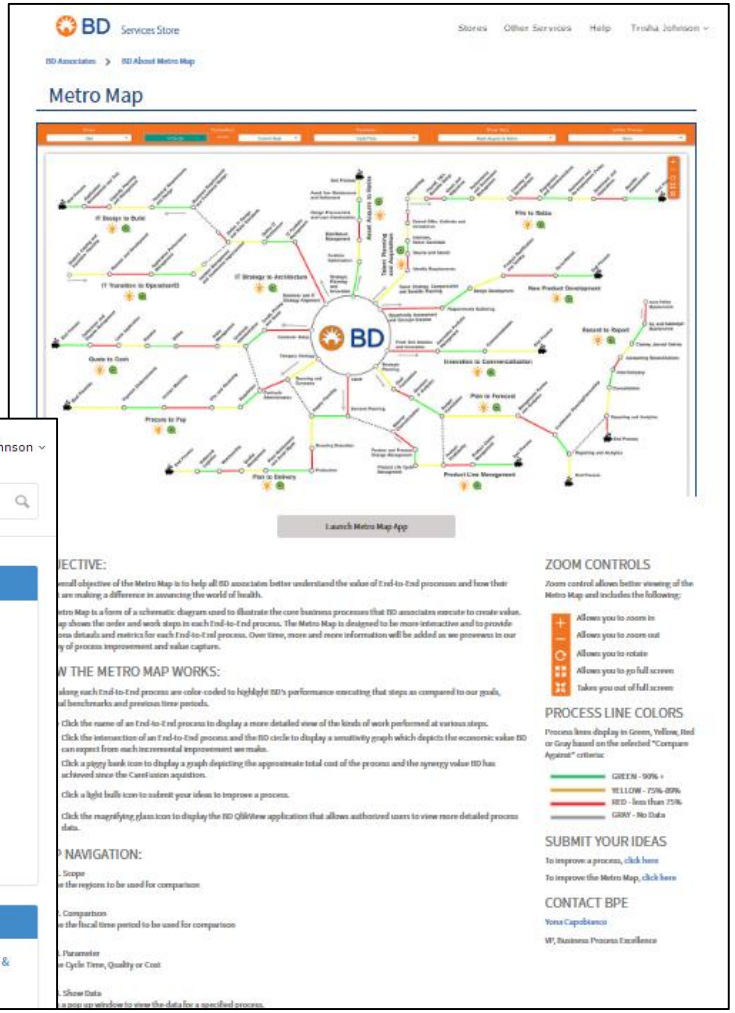


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Other Store Pages & Content







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Lots and Lots of Languages



Approbation de dépense de consultation

我们将引导您至正确的位置以获取对各 BD 系统的访问权限

访问系统



Beszerzéssel kapcsolatos kérdés



Fournisseur principal - Mettre à jour

Você pode solicitar a adição de um registro mestre de um fornecedor ao ERP do BD

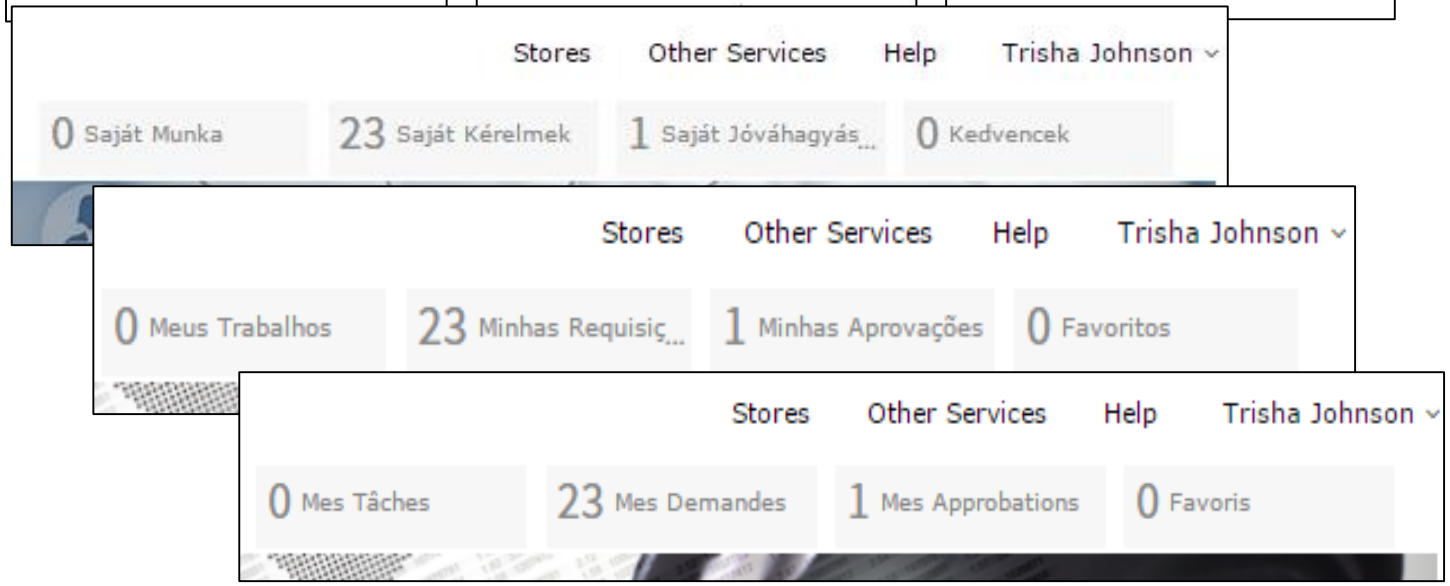
Master Fornecedor - Adicionar



支払状況

立替精算のために提出した出張および経費レポートの支援を要求できます

従業員の出張および経費



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What We Achieved

- Business Outcomes
  - Designed, built and delivered a World Class Service Portal and a user experience available anytime, anywhere, on any device that is unmatched in the ServiceNow ecosystem
  - Re-engineered all catalog items in 3 months; initially had taken over 12 to build them all
  - Engaged the entire company through print, web, email and video communications
  - Found some best practice opportunities
  - Shared customer expectations of the Service Portal with the ServiceNow Product Team
  - Open dialogue between Cask, ServiceNow and BD that allowed us to work together and execute effectively as partners
  - Scalability we can grow the Service Portal with for our line of businesses

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What We Learned So You Don't Have To…

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Don’t be scared!

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Keys to Success

Service Portal Expectations

- Remove existing perceptions on what it takes to implement Service Portal
  - Build true expectations
- It may one day be a Fulfiller Portal but it is now a Requestor and Approver Portal
- Ensure development efforts well understood in time, complexity and requisite skillset for custom widgets

Your Catalog

- Don't try to migrate a catalog (with UI actions) to Service Portal; it's a complete reimplementation
- Ensure your technical documentation addresses your UI macros, policies, client scripts across the board
  - Chances are you're going to use a Partner and monumental time on the project can be saved
- Thoroughly research compatibility. Utilize the Community and Documentation sites. Know what you're facing

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Keys to Success

Make the Tough Decisions

- Should you take the time to completely rebuild or use an iframe?
- Is the value proposition high enough to move now or wait for Jakarta?
- What does customizing now mean for your long term roadmap?
- Big Bang or phased approach with the upgrades?
- Have a well informed decision maker from leadership ready to make these calls

Development

- Development should freeze; especially if our kind of catalog.
  - For every additional change during implementation must be developed as SP compatible way
- Planned Expectations / Appropriate Sizing
  - Don't try to size based on your CMS sizing. Evaluate and research before committing to dates
- Don't have Angular skill sets?
  - Start assessing that need now as it's where the platform is moving
- Do all discovery first and early
  - ALL your UI Actions, macros, policies, client scripts. Know them well and if partnered educate your partner well before kick off

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Other Important Considerations

- Create an integrated partnership versus a client/vendor relationship with a company who gets it
- Architect the user interface from the ground up to make it easier to access curated services
- Implement an integrated Organizational Change Management program across various communication channels that resonate emotionally with the audience
- Enable greater Self Service through a multitude of user interface and process improvements
- Use the resources out there! Community, Docs, google search, Share, Account Team; leave no stone unturned before you start
- Make the move worth it!

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Q & A



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GLOBAL SHARED SERVICES
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Top Takeaways

1

Analyze EVERY catalog item for development compatibility. Firm decision on COMPATIBLE, REBUILD OR IFRAME

2

PROPERLY SET EXPECTATIONS in design phase. If rebuilding you will need resources with ANGULAR experience

3

If the value proposition is right the move can achieve AMAZING POSSIBILITIES on the Service Portal FOR YOUR USERS

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Thank You For Letting Us Share Our Journey!



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Take the Survey

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

Thank You

Trish Johnson

Sr. Manager, Service Integration Platforms
Global Shared Services

Becton Dickinson

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