knowledge17

WORK at LIGHTSPEED™

Wow Your Employees with a Tech Bar

CHRISTIAN CABUAY
PRODUCT MANAGER
Gap Inc.

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servicenow

Speaker Introduction



NAME: Christian Cabuay

TITLE: Product Manager

FUNCTION: IT Operations/Internal Entrepreneur/Disruptor/Artist

COMPANY: Gap Inc

EXPERIENCE: Product Management, Consulting, Entrepreneurship

CURRENT PROJECTS: Service Portal, seek and destroy mission to eliminate spreadsheets and old systems, building out a product management/internal entrepreneur team

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About Gap Inc., GapTech



NAME: Gap Inc., GapTech

INDUSTRY: Retail

GAPTECH PRODUCTS: Mobile apps, augmented-reality dressing rooms

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Agenda

- Problem
- Solution
- Tech Bar 2.0
- Timeline
- Metrics
- Learnings
- Top Takeaways
- Q&A

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Objectives

- Setting up a Tech Bar and kiosk system using ServiceNow
- Data integrity through process
- How we delight the customer

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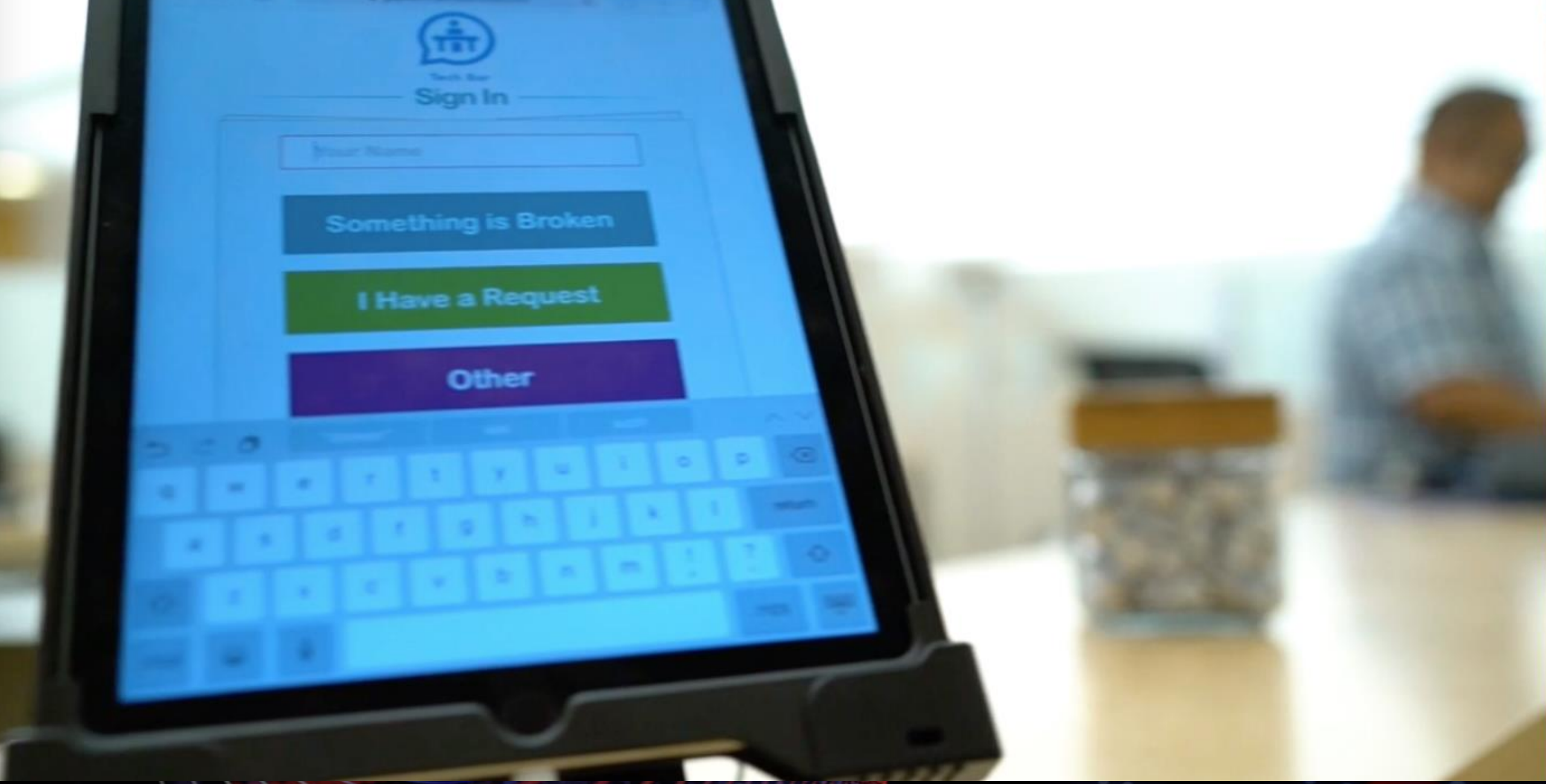
Ever experience this?

Introducing the Tech Bar

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Tech Bar

- The Tech Bar is a dedicated, walk-up location for employees to get daily support for their deskside issues, request standard accessories, or receive loaner systems.

- It‘s a one-stop-shop where employees can get their issues resolved and questions answered in person



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Mark

Tech Bar Manager

In the Beginning…

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Kiosk

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servicenow | share

CONTACT | LOGIN | REGISTER | MORE SITES

BROWSE CATEGORIES | CERTIFIED INTEGRATIONS | HOW SHARE WORKS

tech lounge

Search Result

Home > Search Results

1 to 1 of 1

Category	Description	Created	★	
Custom Apps	**Tech Lounge Portal** The Tech Lounge Portal is a basic site intended to help streamline Incident/Request creation at Service Desk locations. Users are simply prompted to enter their name and click one of three buttons to	342 Days ago	★★★★★	69

1 to 1 of 1

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Workflow

1

Tech Lounge

Sign In

Your Name

Something is Broken

I Have a Request

Other

Powered by servicenow

2

Tech Lounge

Queue - New York

Position	Guest
1	Joe Employee

3

Incident INC0010001

Follow | Update | Resolve

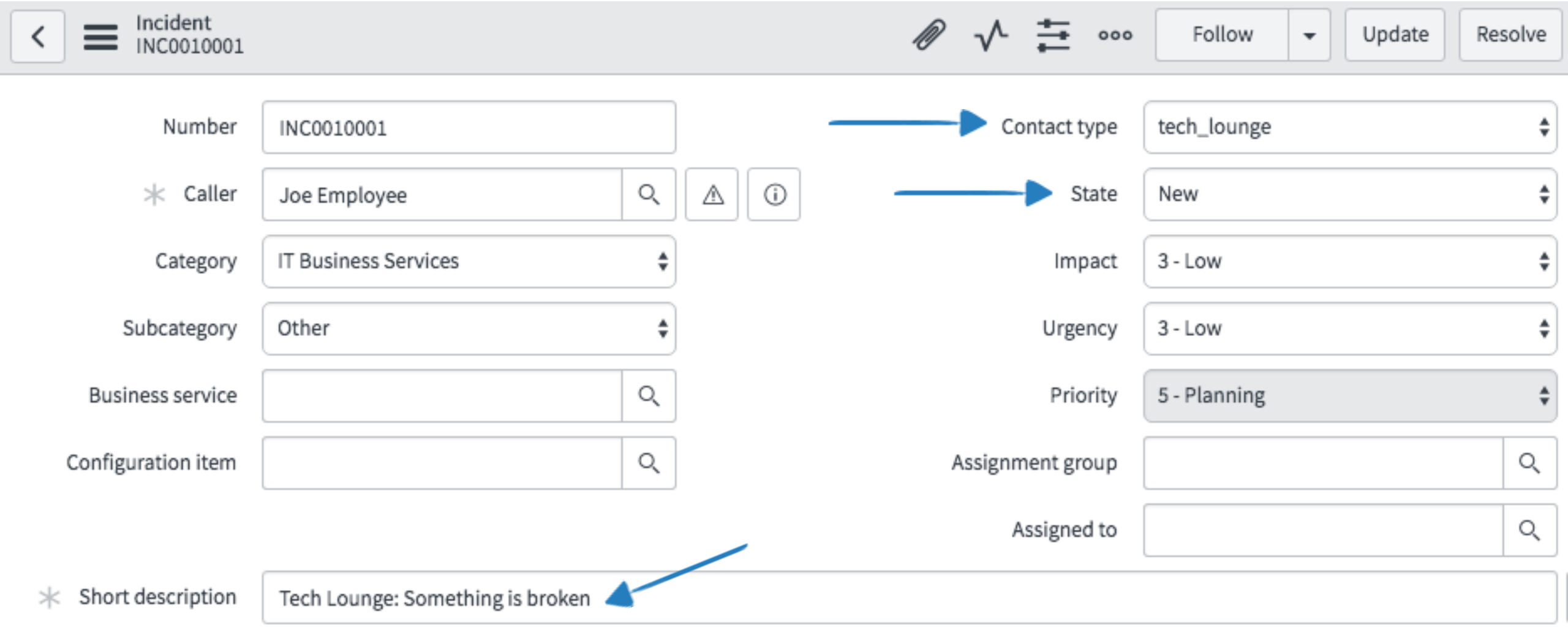
Number	INC0010001	Contact type	tech_lounge
Caller	Joe Employee	State	New
Category	IT Business Services	Impact	3 - Low
Subcategory	Other	Urgency	3 - Low
Business service		Priority	5 - Planning
Configuration item		Assignment group	

4



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Workflow



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Multiple Location Support

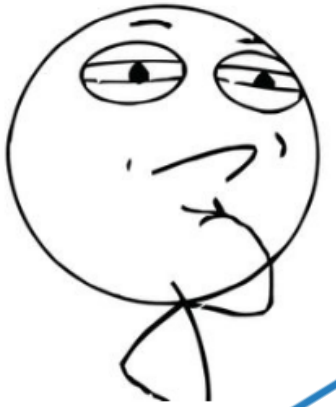


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IT Technician Profile

User ID	donald.clinton
First name	Donald
Last name	Clinton
Title	IT Technician
Department	Customer Support
Password	
Password needs reset	☐
Locked out	☐
Active	☑
Web service access only	☐
Internal Integration User	☐

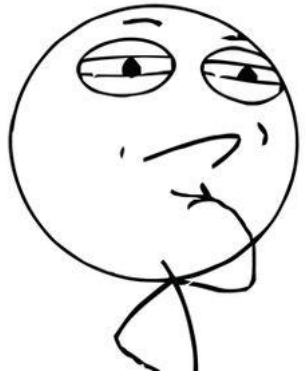
Email	donald.clinton@company.com
Notification	Enable
Calendar integration	Outlook
Time zone	US/Eastern
Business phone	(555) 444-1234
Mobile phone	
Photo	[Update][Delete]



Geolocation tracked	☐
Location	New York

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New York technician



Tech Lounge

Queue - New York

Position	Guest
1	Joe Employee

London technician



Tech Lounge

Queue - London

Position	Guest
1	Joe Employee

Tokyo technician



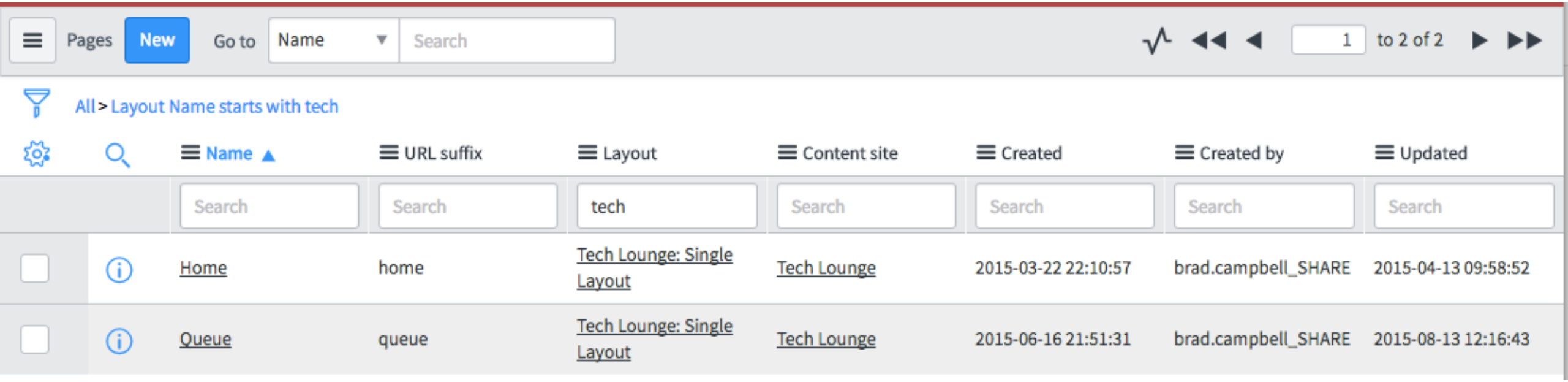
Tech Lounge

Queue - Tokyo

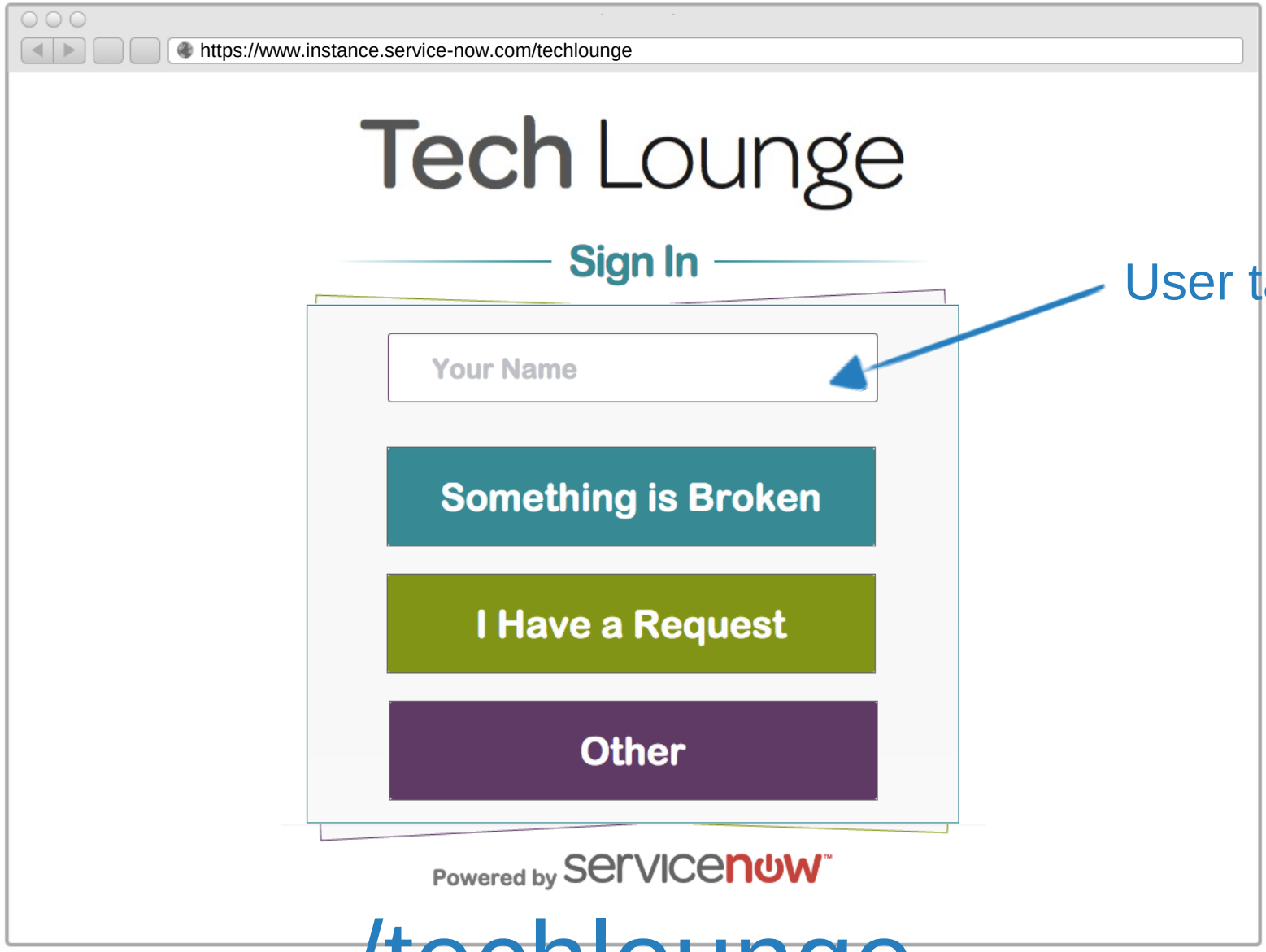
Position	Guest
1	Joe Employee

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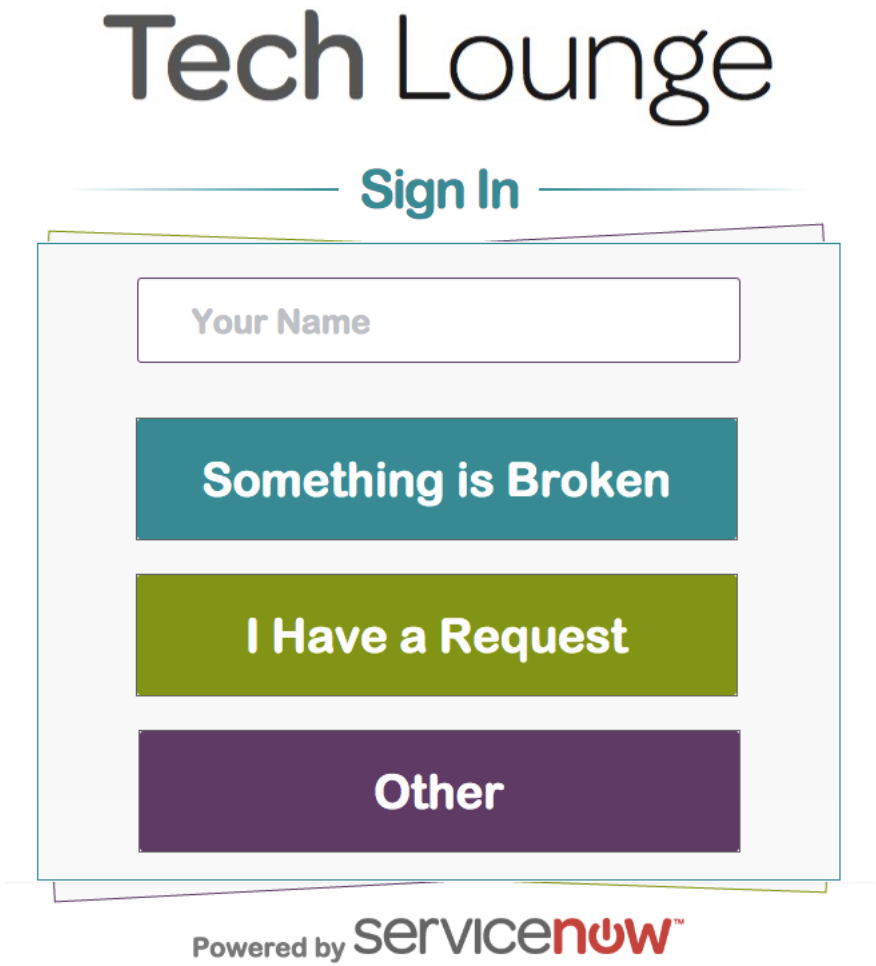
CMS Pages



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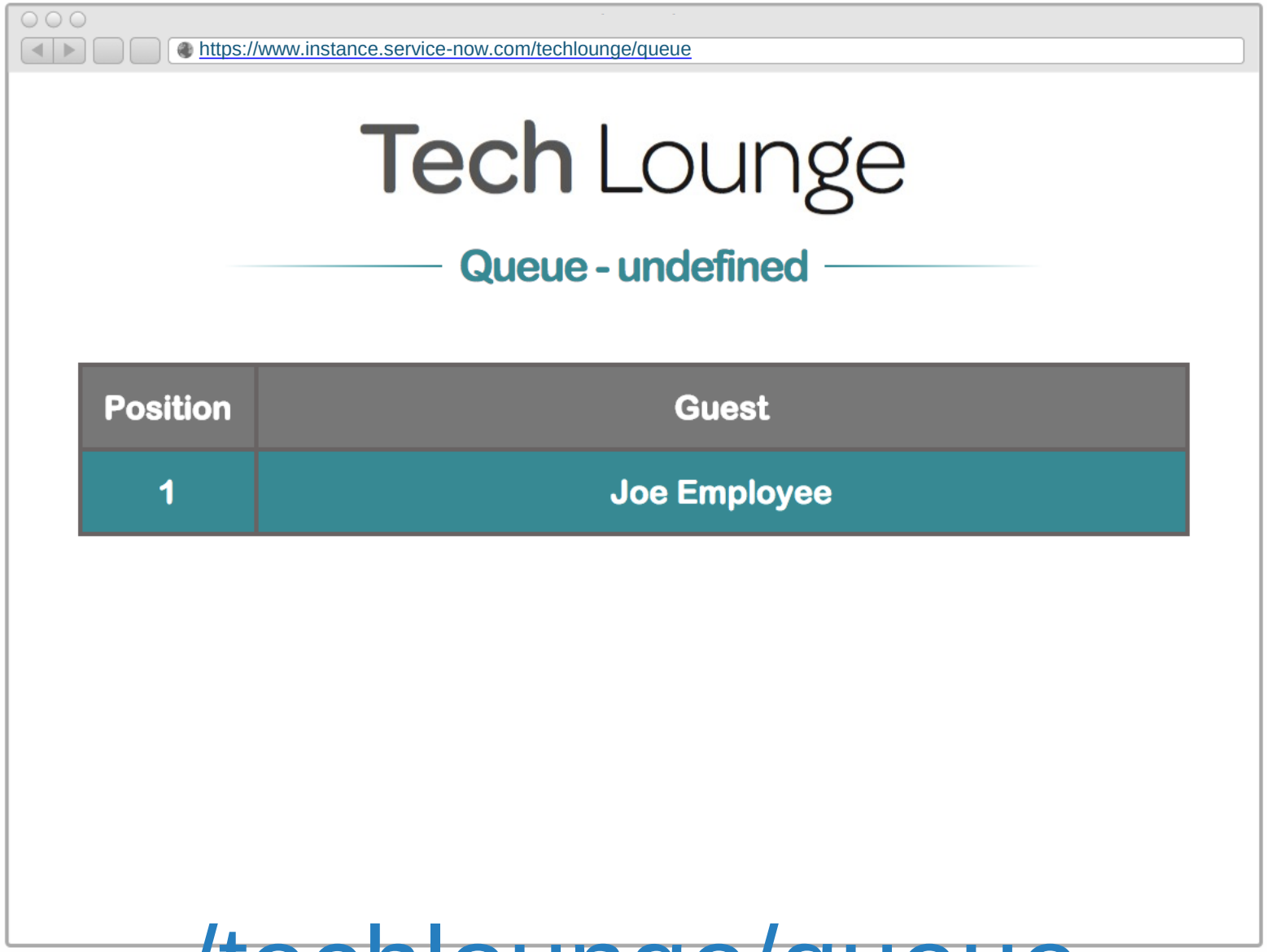
Dynamic Content
TechLounge: Home

Name: TechLounge: Home
Category: General
Frame: -- None --
Active
Conditional
Two phase
Dynamic content
XML

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide"
    xmlns:j2="null" xmlns:g2="null">
<g:evaluate>
    var defaultLocation = gs.getUser().getLocation();
  </g:evaluate>
    <div class="header_containter">
        <image src="/tech_lounge_header_logo.jpgx" />
    </div>
    <div class="tl_title_containter">
        <div>
            <h1 class="tl_title">Sign In</h1>
        </div>
    </div>
    <div id="container">
        <div class="panel">
                <section id="content">
                    <form id="signinform" class="">
                        <div id="employee_picker_container">
                            <g:ui_reference id="employee_picker" name="employee_picker"
                                query="active=true" table="sys_user" value="" displayValue=""
                                columns="name" columns_search="true" order_by="name"
                                show_popup="false" completer="AJAXTableCompleter" />
                        </div>
                    </form>

                    <div class="
                        <a id="broken_button" class="color_1" href="#" style="margin-top: 10px;">
                        Something is Broken
                        </a> <a id="request_button" class="color_2"
                            href="#">I Have a
```


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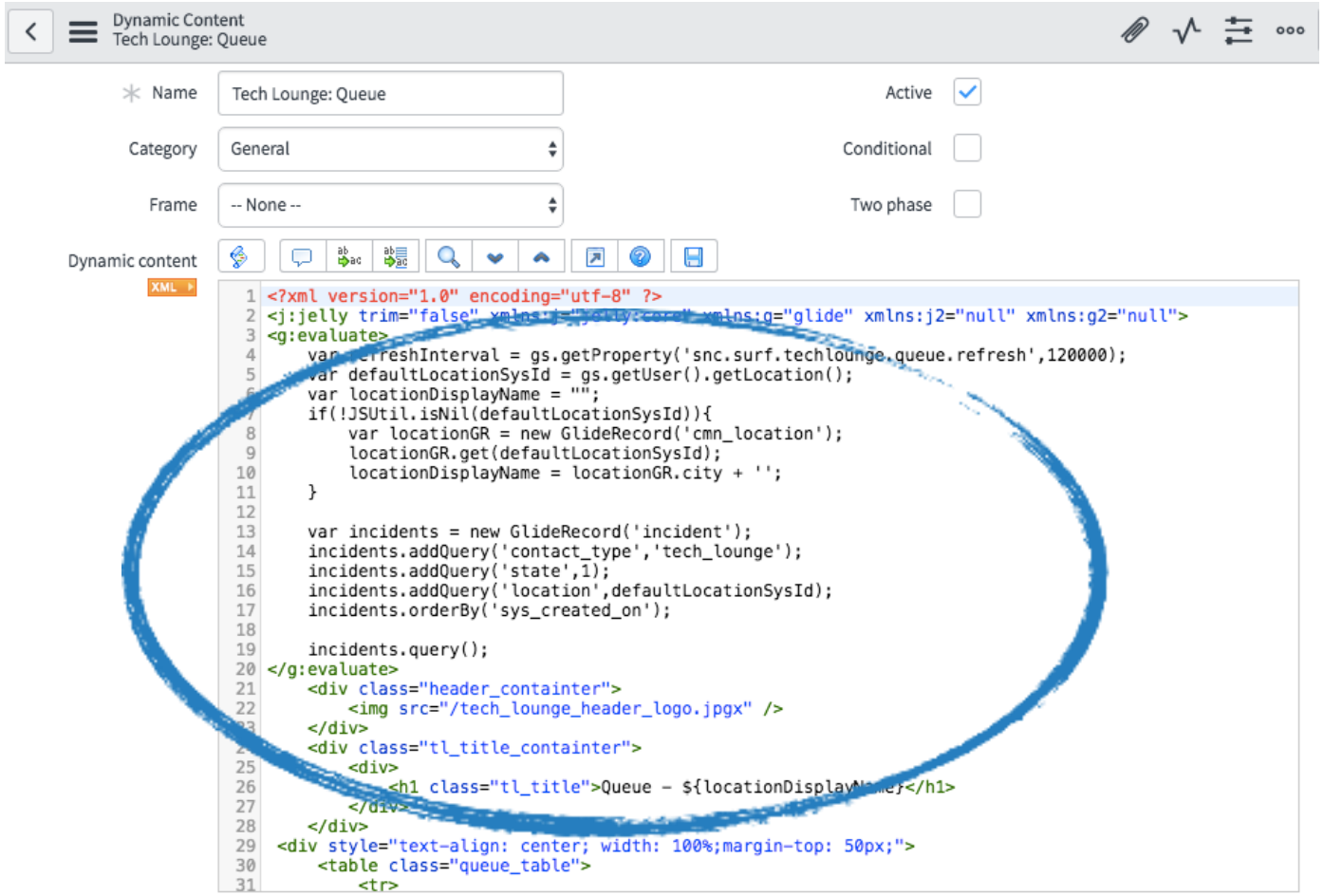
/techlounge/queue

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Tech Lounge

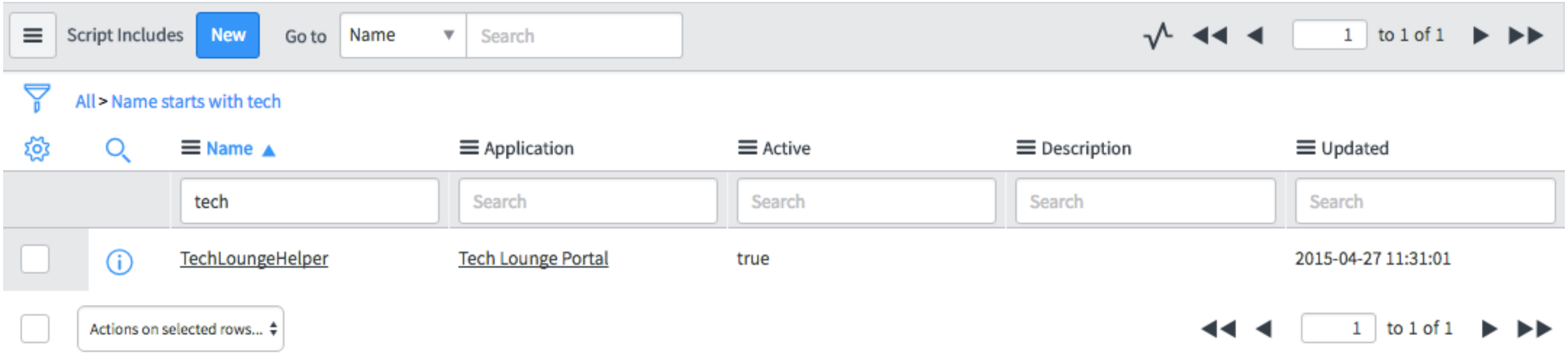
Queue - undefined

Position	Guest
1	Joe Employee

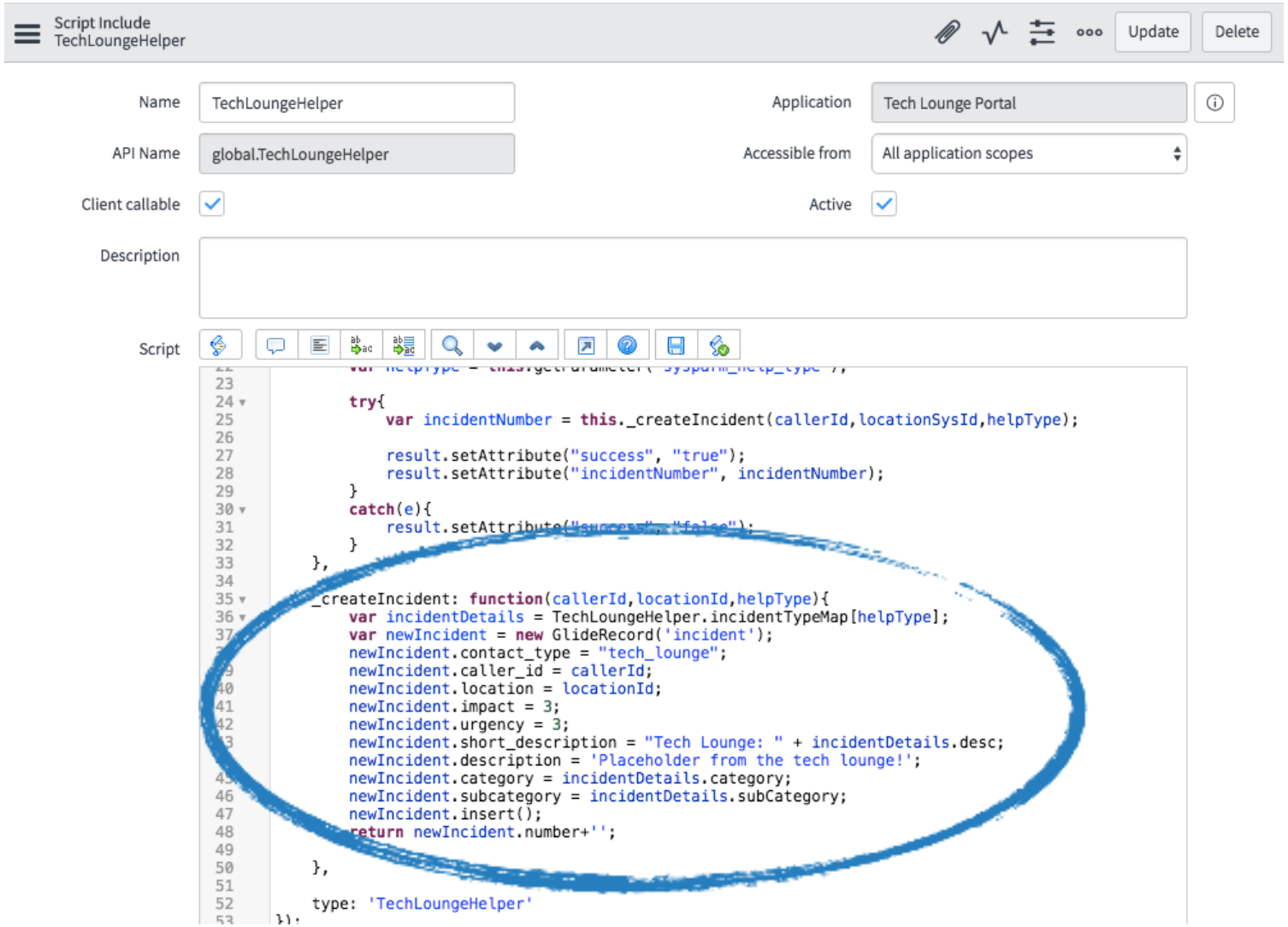


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Script Includes



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Tech Bar 2.0

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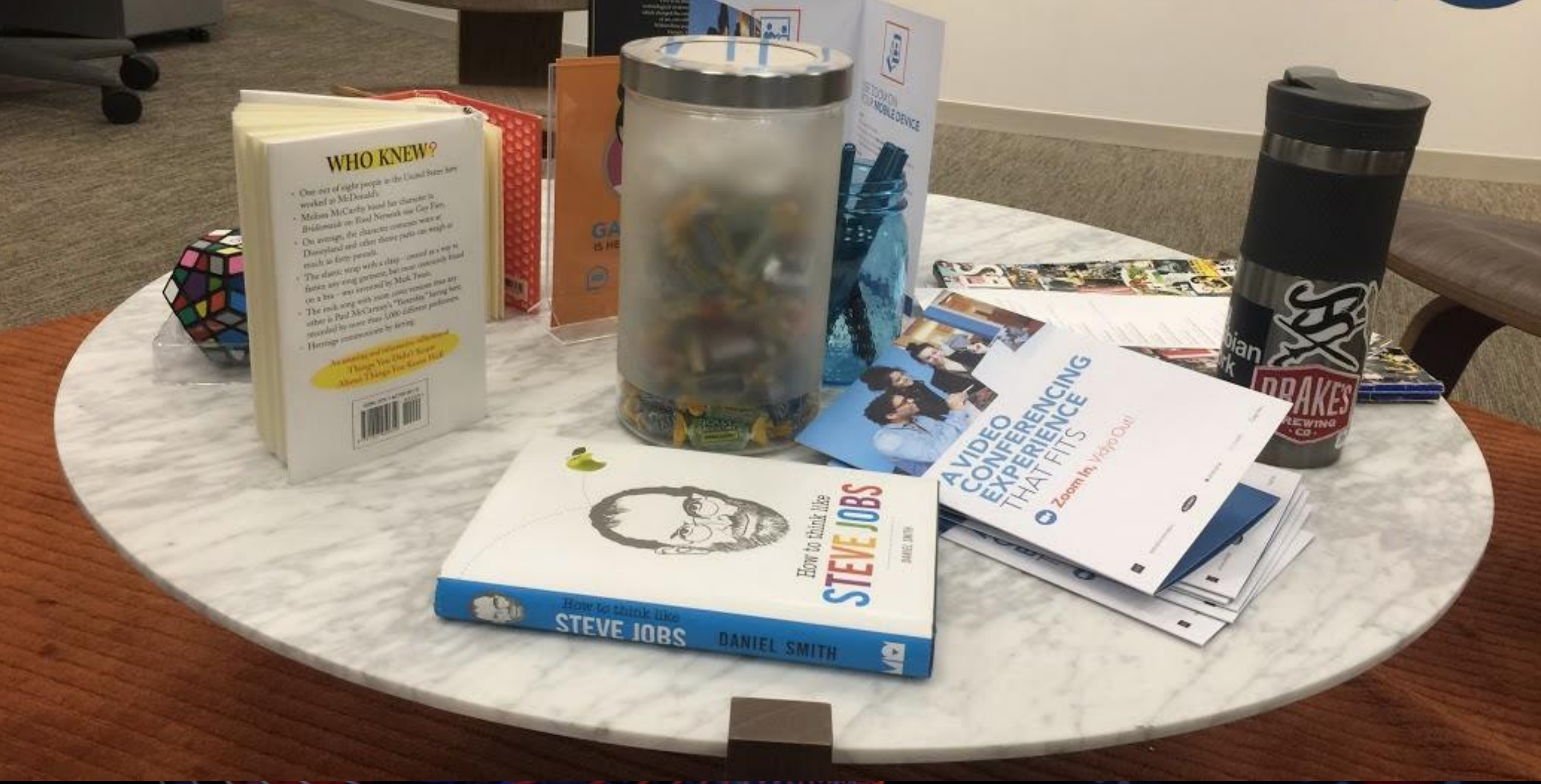
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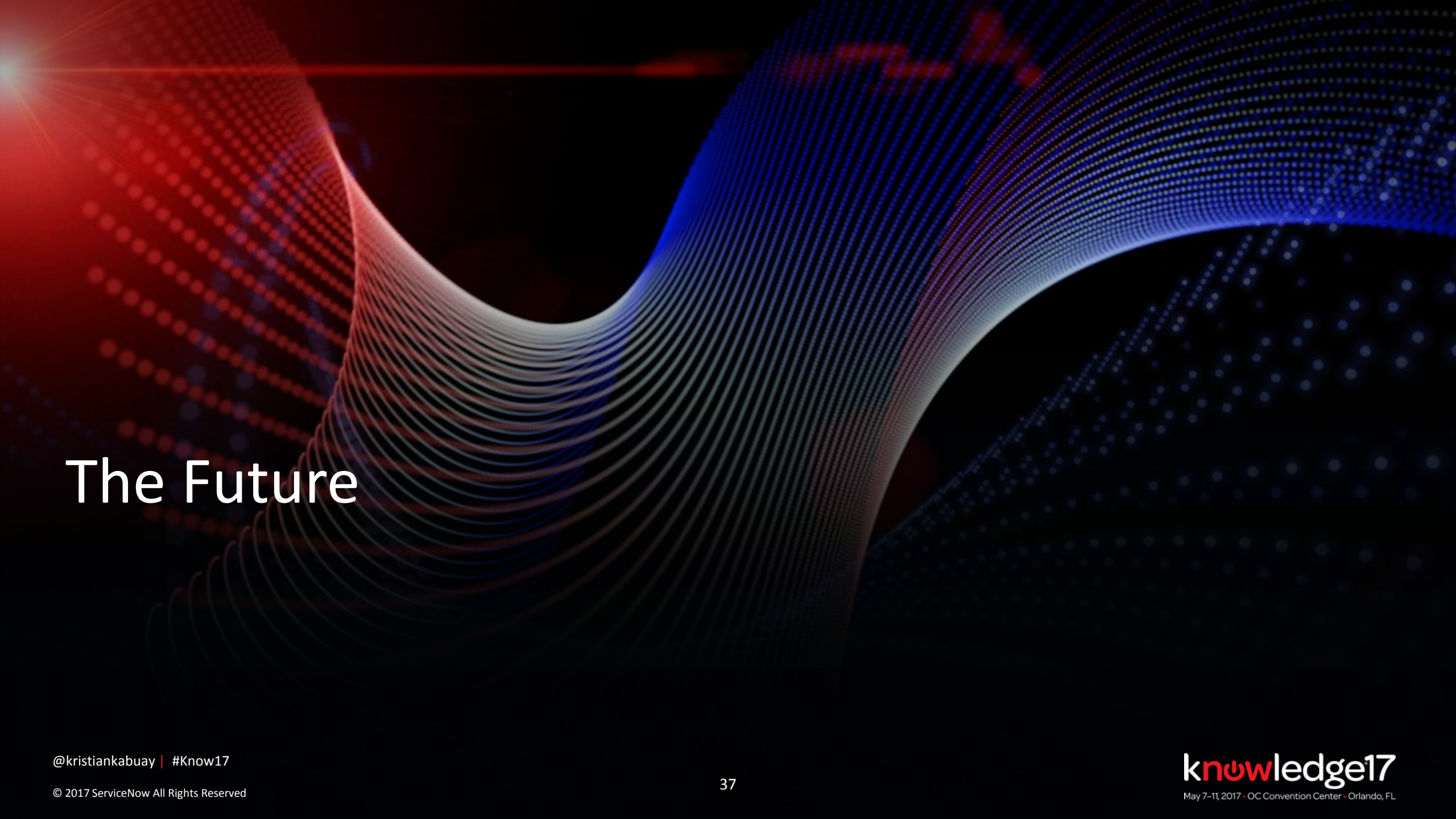
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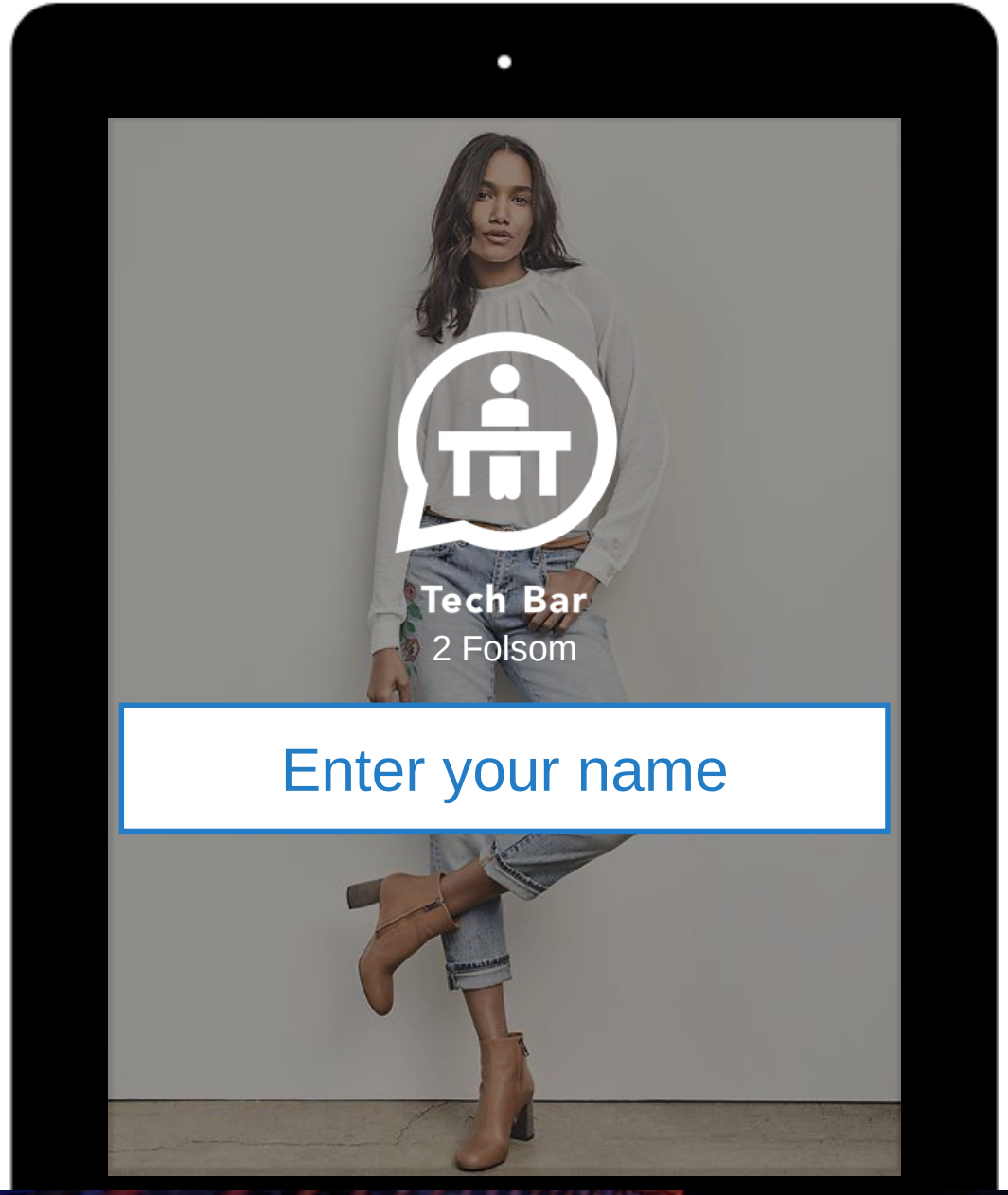
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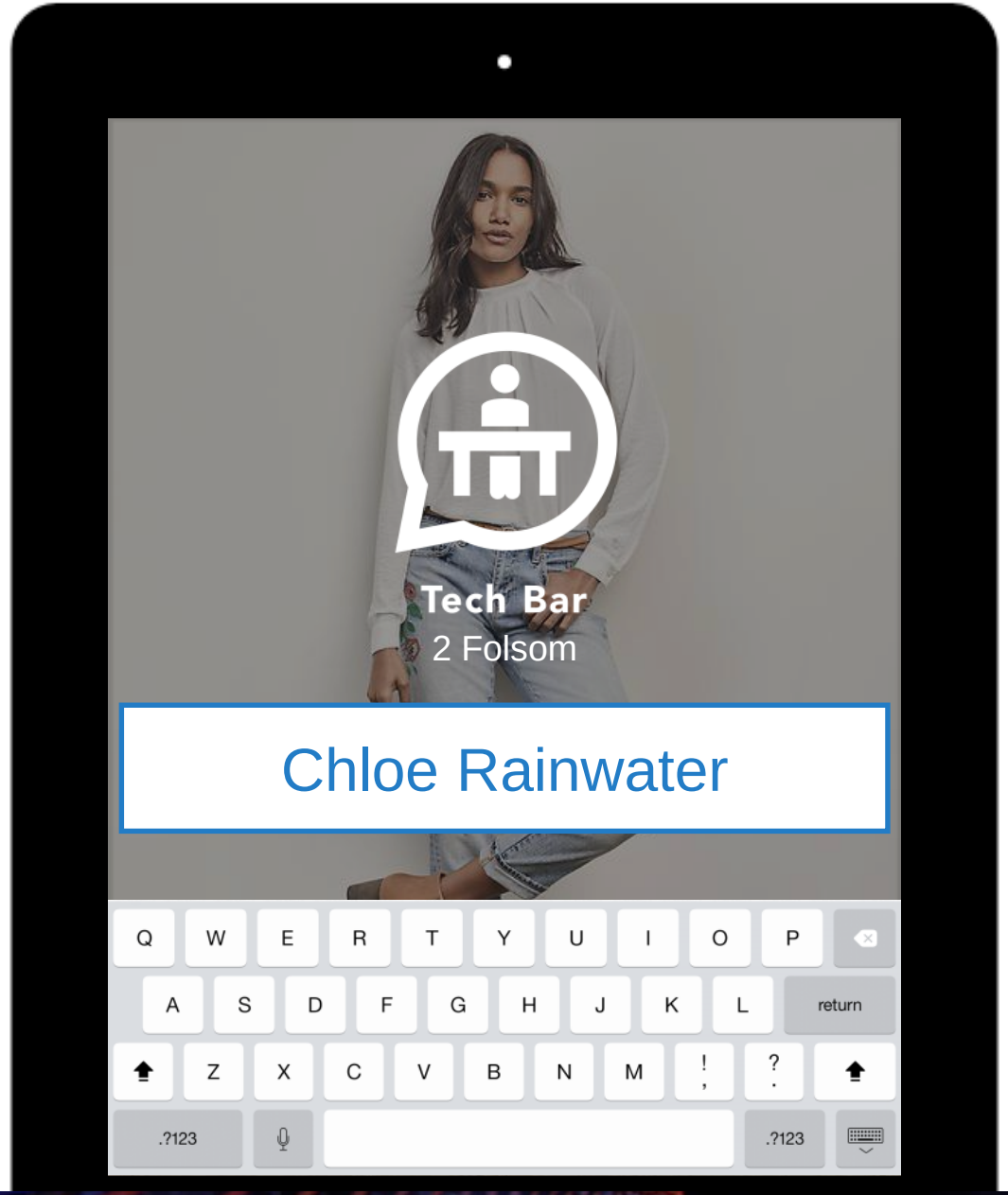
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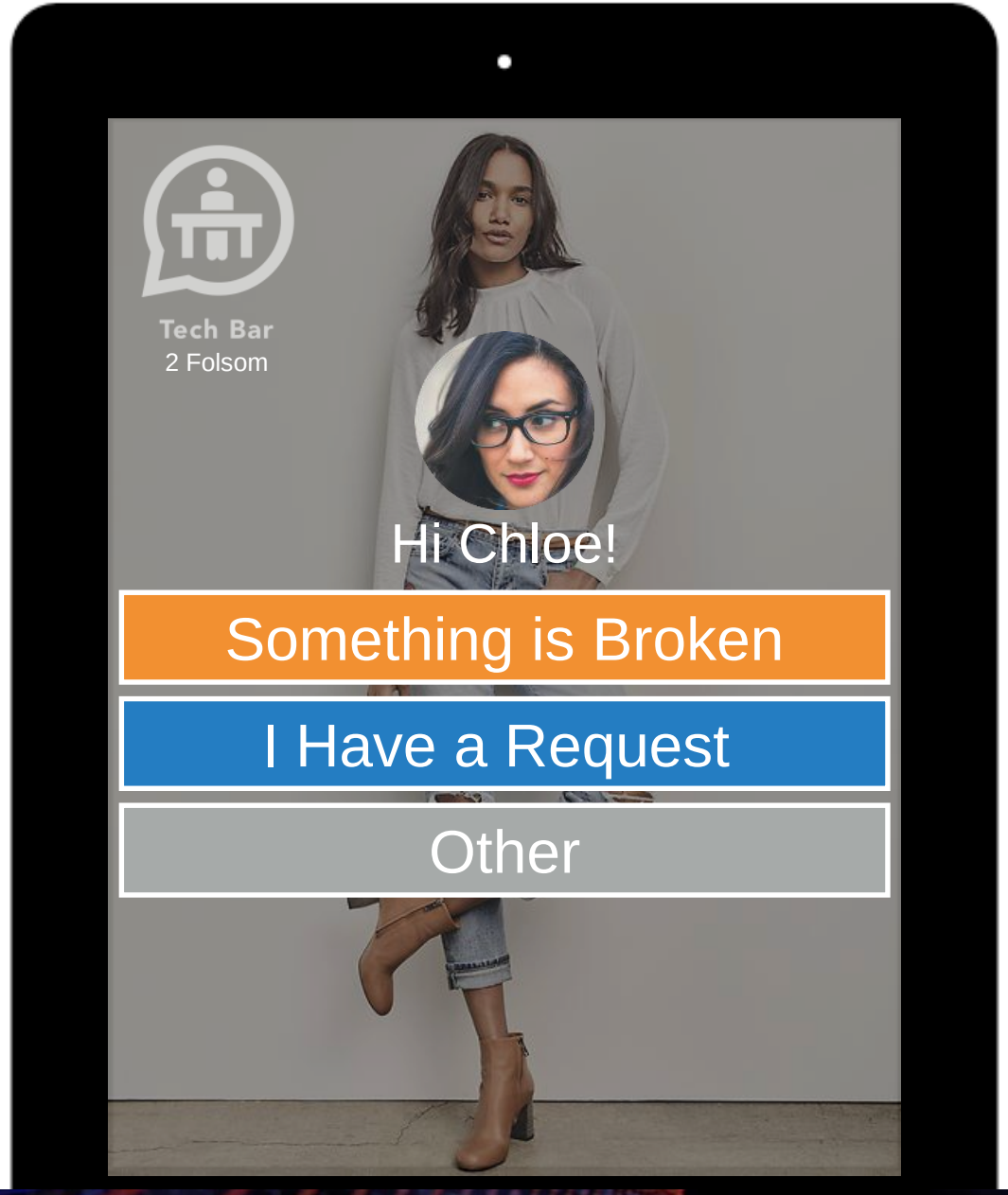
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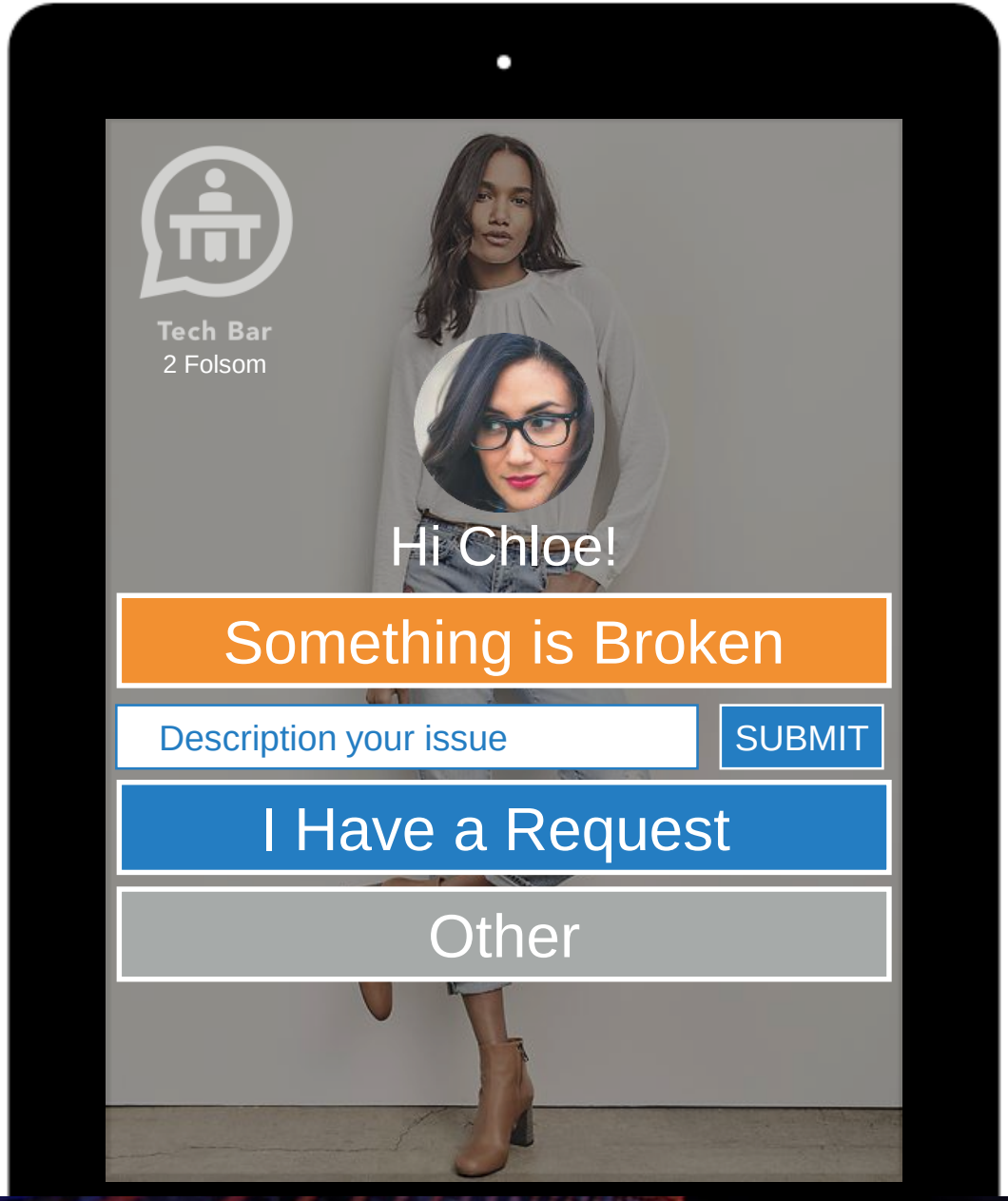
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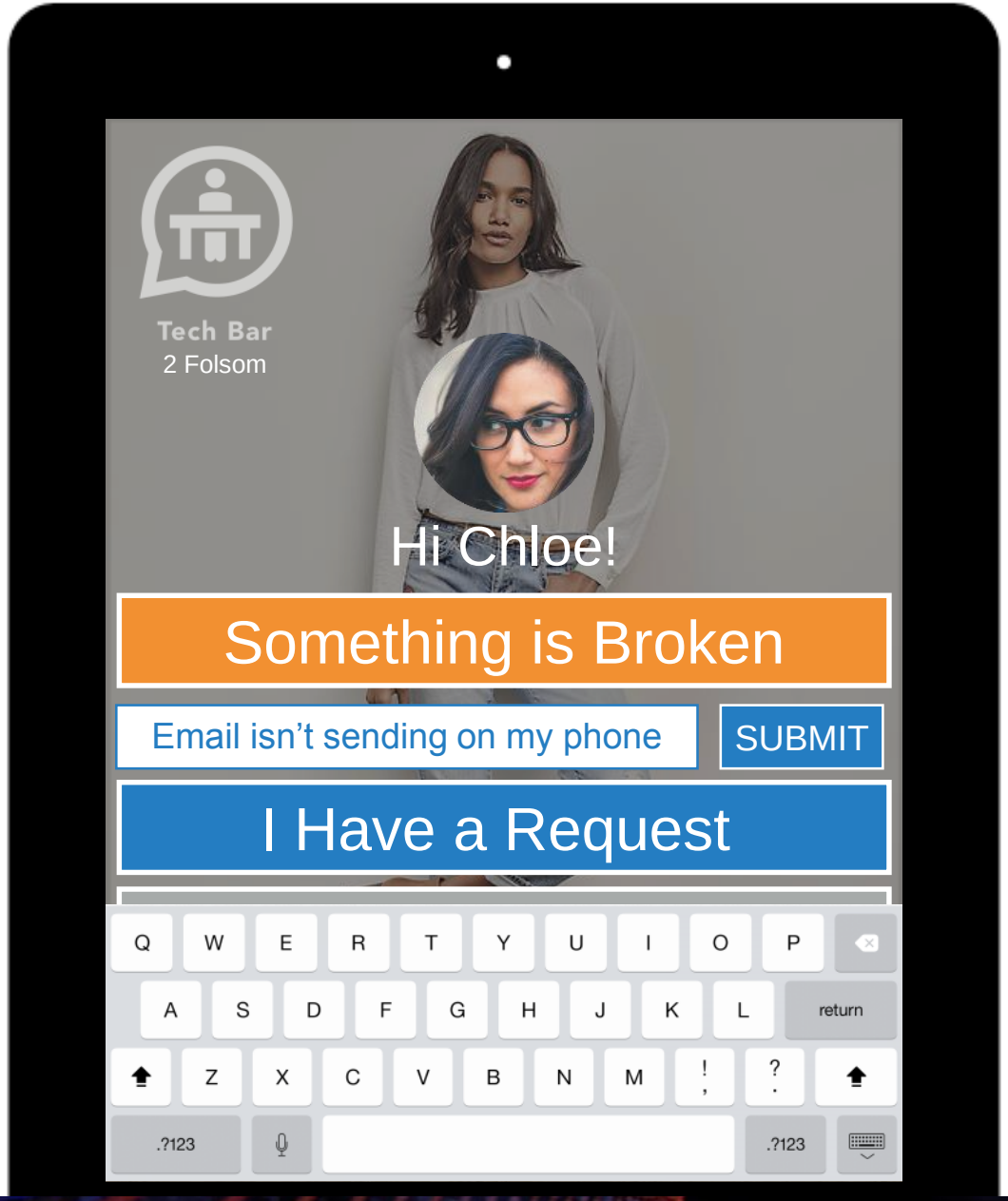
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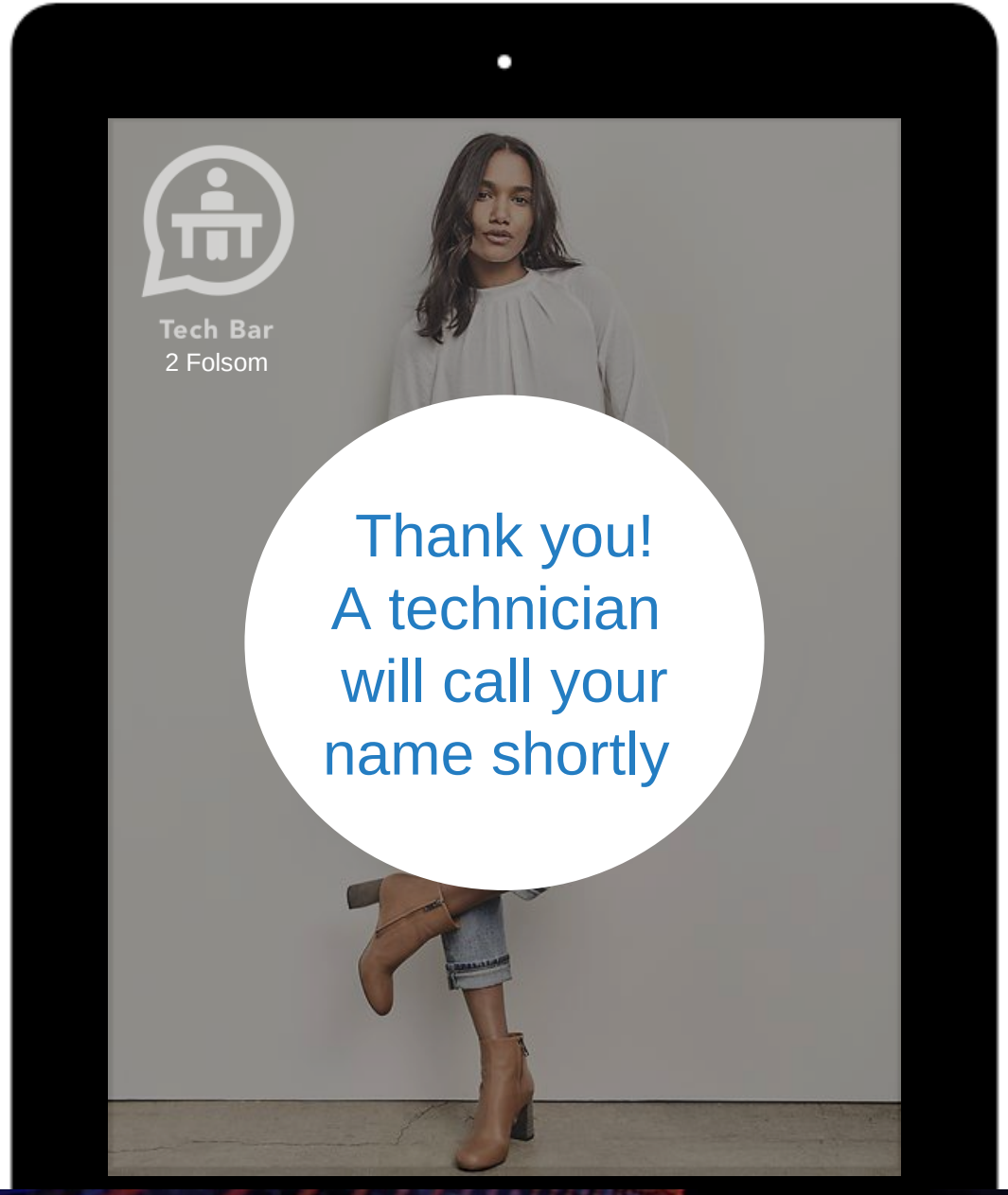
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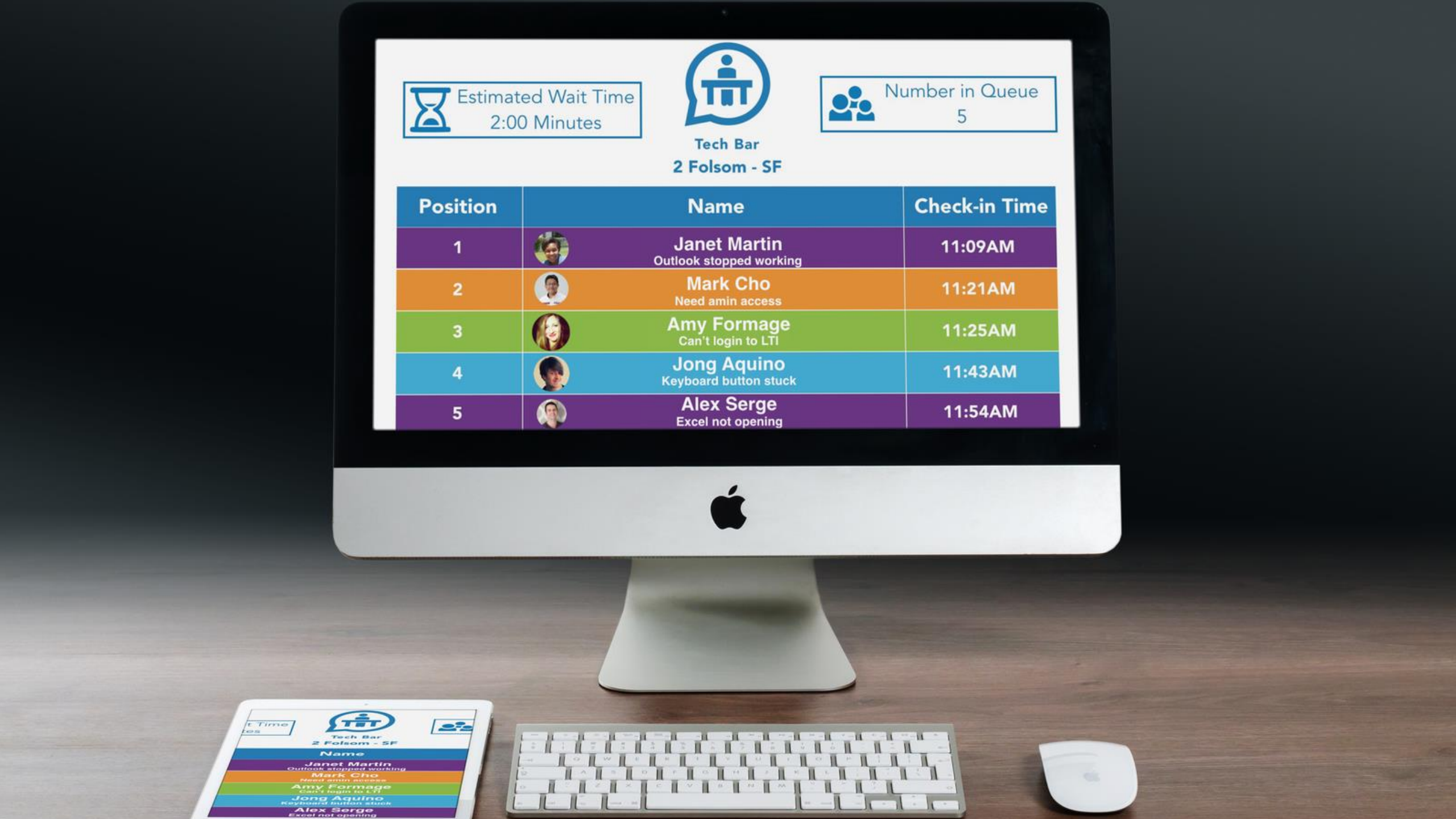
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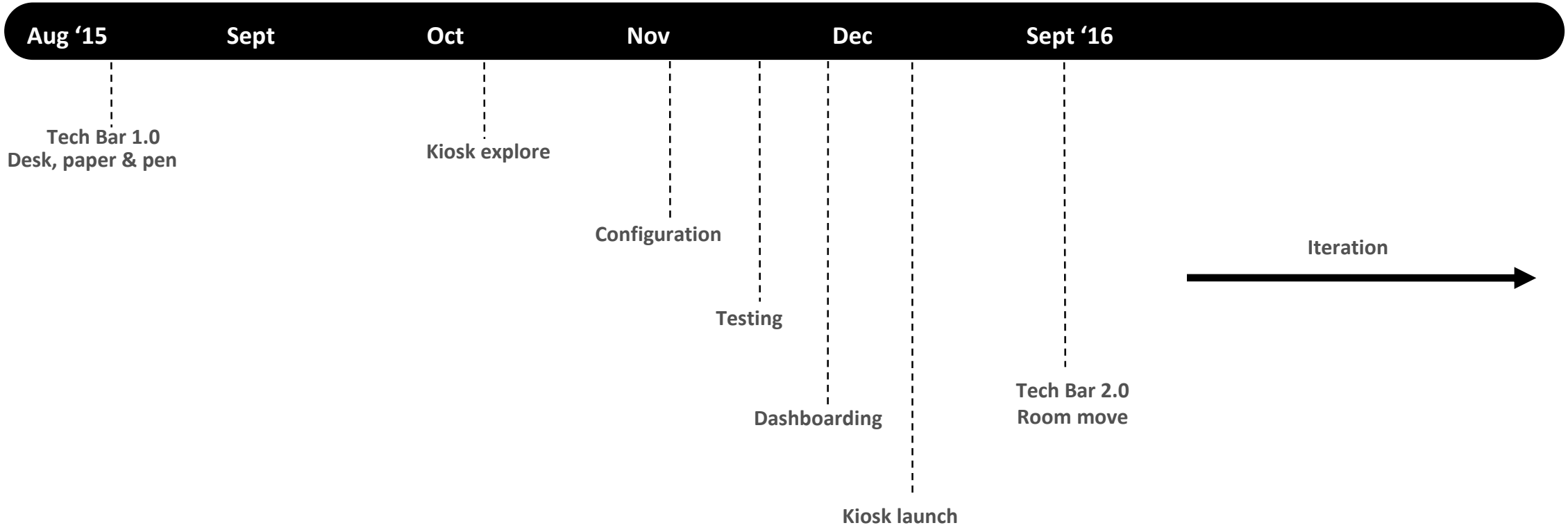
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Estimated Wait Time
2:00 Minutes
Tech Bar
2 Folsom - SF
Number in Queue
5
Position
Name
Check-in Time
1
Janet Martin
Outlook stopped working
11:09AM
2
Mark Cho
Need amin access
11:21AM
3
Amy Formage
Can't login to LTI
11:25AM
4
Jong Aquino
Keyboard button stuck
11:43AM
5
Alex Serge
Excel not opening
11:54AM

Tech Bar Timeline



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Metrics

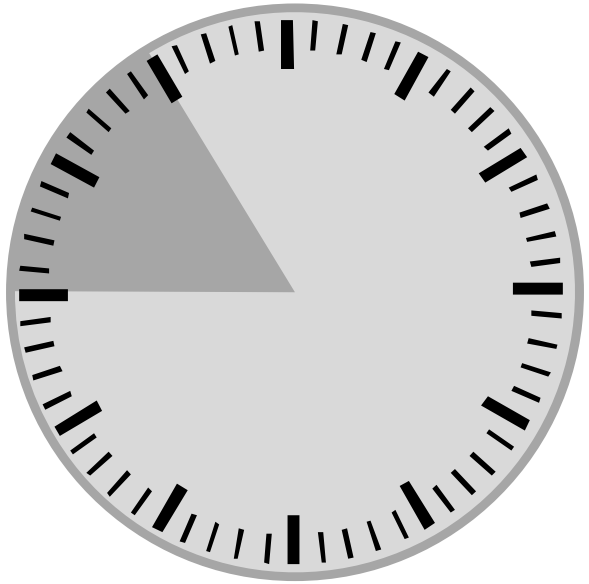
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Top 5 Issues

- Outlook
- Wireless connection
- Windows 7
- Dell hardware
- MDM (Mobile Device Management)

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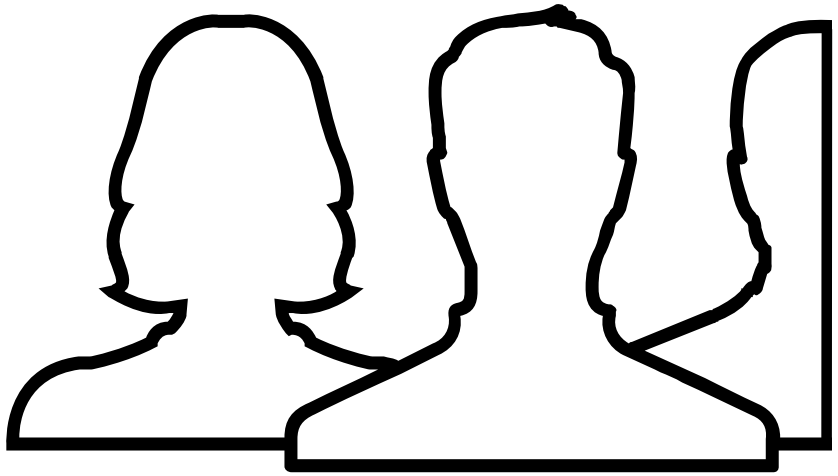
Busiest Hours



9-11am

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Staffing

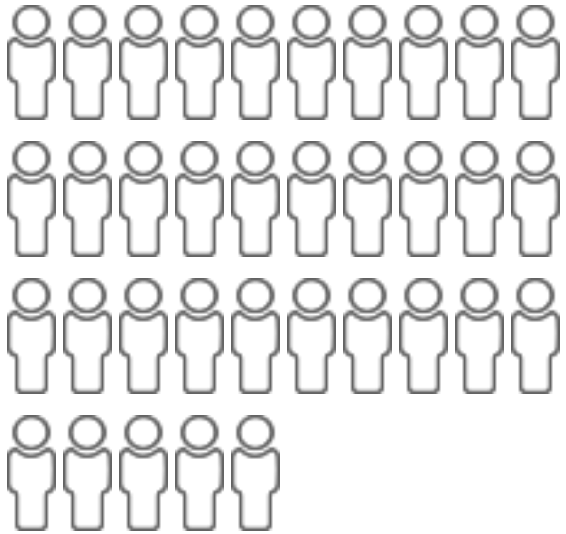


2.5 techs per site

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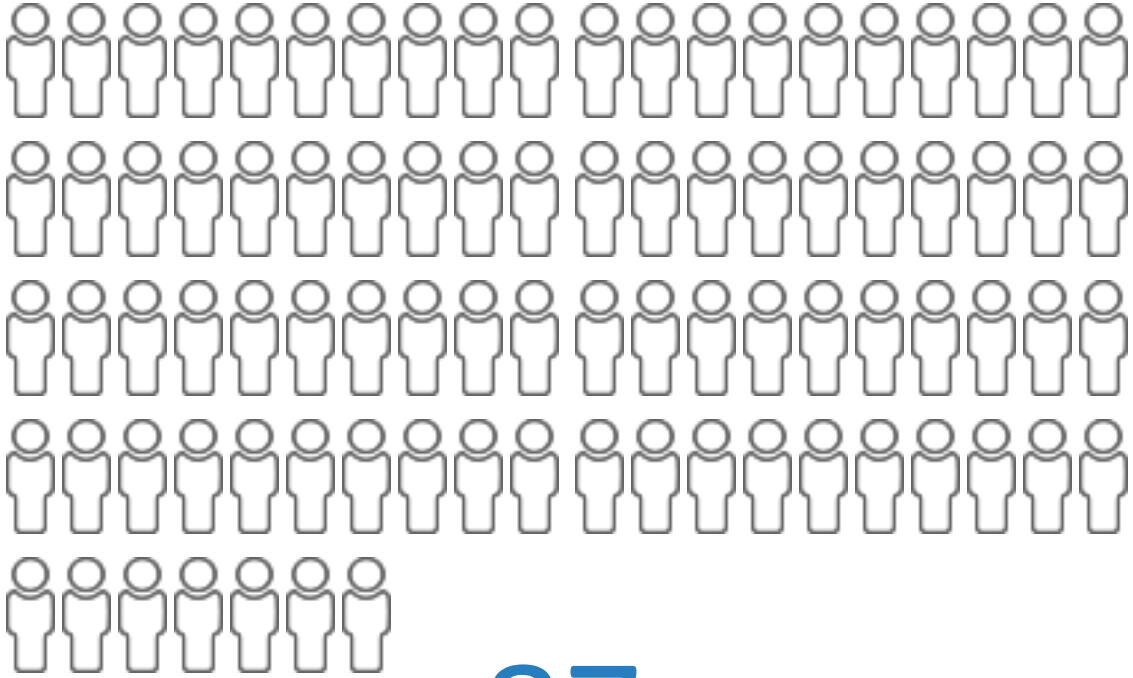
Average Daily Visits

Tech Bar 1.0



35

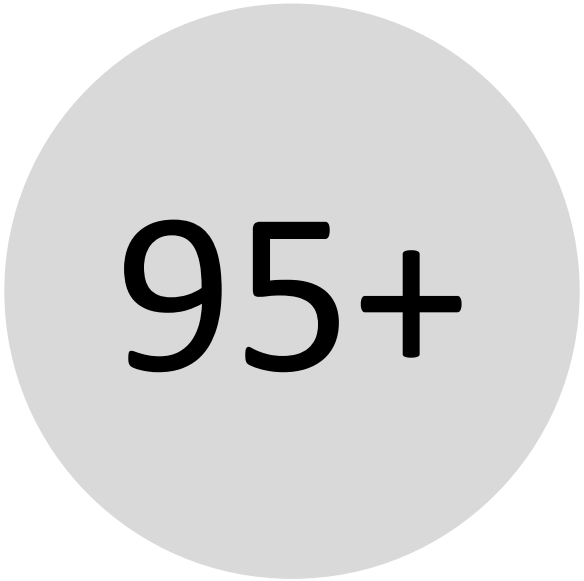
Tech Bar 2.0



87

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Customers



Net Promoter Score

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Learnings

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Create a Unique Email Notification

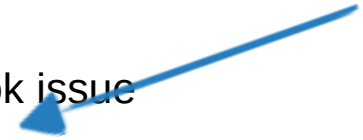
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Email Notification

Subject

CI

INC0040001 Tech Bar: Summary of your Outlook issue



Body

Hi Chloe,

Thanks for visiting the Tech Bar. As a reminder, your issue is about the following:

Outlook

To check or clarify the status of your issue, click here or call your local service desk.

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Cut Down on the Emails!

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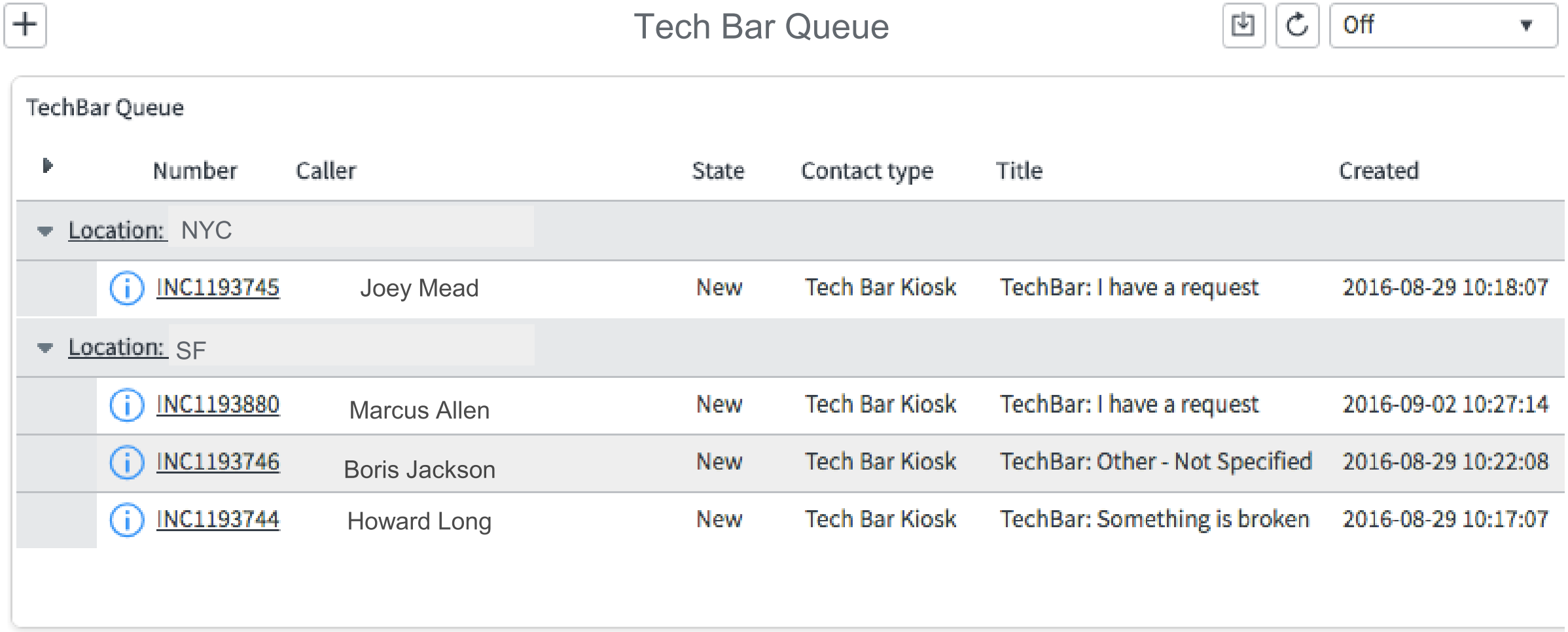
How to Handle Existing Tickets?

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Create a Homepage for Your Technicians

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Tech Bar Queue



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Technicians Need to Follow the Process

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Top Takeaways

1

Just start!

2

Do things that don't scale

3

Have fun

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People Over Tools

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Thank You

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PRODUCT MANAGER
Gap Inc.

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Q & A

CHRISTIAN CABUAY
PRODUCT MANAGER
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Take the Survey

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

Thank You

Christian Cabuay

Product Manager

Gap Inc.

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