knowledge17

WORK at LIGHTSPEED™

Implementing Performance Analytics: FedEx's Journey

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servicenow

Speaker Introduction



NAME: Carl Roberts

TITLE: IT Manager

FUNCTION: Problem Management – IT Command Center

COMPANY: FedEx Services

EXPERIENCE: 21 years in various IT roles \ 5 years with FedEx. Hardware, Service Desk, Networking, Project Management, IT Management

EXPERTISE: IT Operations \ Critical Incident and Problem Management

CURRENT PROJECTS: Implementing a Federated Problem Management ensuring a consistent process across the enterprise, IT Command Center maturation and expansion

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Speaker Introduction



NAME: David Wight

TITLE: Programmer Analyst/Advisor

FUNCTION: Development, Program Management

COMPANY: FedEx Services

EXPERIENCE: 38 years IT, 18 years at FedEx

EXPERTISE: System Administration, Reporting, Analytics

CURRENT PROJECTS: Scrum Master for Service Request Development team, Project Manager for System Administration team

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About FedEx

NAME: FedEx

INDUSTRY: Transportation, e-commerce, and business solutions

MARKET FOCUS: FedEx Services integrates the technology and services customers need. It includes solutions for global supply chains, e-commerce, or any of today's business challenges





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Session Overview



Objectives

- Leveraging collected data to identify meaningful and actionable opportunities leading to continual service improvement
- Adding meaningful visualizations to actionable items that are continuously driving improvement, vs. one off reporting of stale data



What You Will Learn

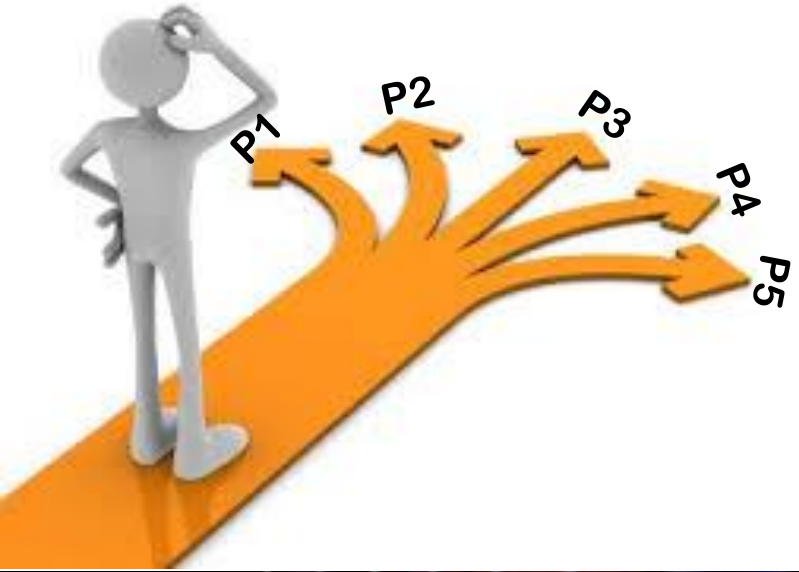
- Ability to go from a whiteboard abstract to a visible matrix utilizing Performance Analytics
- Challenges, both technical and tactical, encountered
- Leveraging the ServiceNow team to drive adoption internally

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Support Structure at FedEx

Incident Priority Levels

- P1 – Critical
- P2 – High
- P3 – Moderate
- P4 – Low
- P5 – Planning





Levels of Support

- L0 – Self Help\Self-Healing
- L1 – Incident Operations\Service Desk
- L2 – Incident Operations\Solutions and Analysis
- L3 – Application and Infrastructure Engineers
- L4 – Design
- L5 – Architecture

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Reducing Support Cost and Increasing Support Efficiency

- Leverage your Data
  - Big Data – Understanding and leveraging your data for ACTIONABLE results
- Reduce Cost \ Speed to Market
  - Drive L1 support towards self-help and self-healing
  - More effective L1 support and increased FCR (First Call Resolution)
  - Develop L2 support teams to be more effective at triage and remediation
  - Free up L3 SME's (Subject Matter Experts). More time for projects, less time addressing incidents
- Support Drivers and Goals
  - Push for Agile methodologies to open up the platform and to address specific business goals more efficiently
  - An end to the "silo" approach. Organizational alignments allowing the ability to share support resources

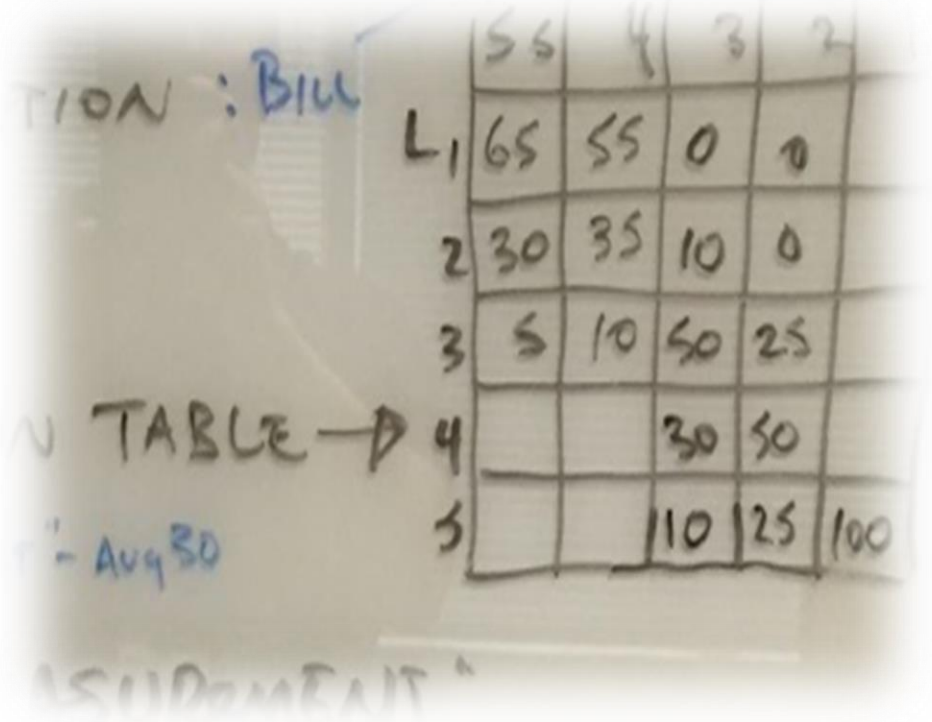


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Goals

- The need to understand what support level incidents are being resolved by
- Show percentage of Incidents by Resolved at Level and Priority
- Ability to drill down by management level, assignment group or CI





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Solution at a Glance

Created a visual matrix depicting resolved at level with the capability to drill down by Configuration Item, Assignment Group or management level

- Resolved by Support Level – Past 7 Days - All Incidents(Heat Map Trend)
- Supplemented with report widgets to provide drill down by App CI, Assignment Group, or Management Level
- Provide visibility to the improvements being made with actionable changes on an ongoing basis



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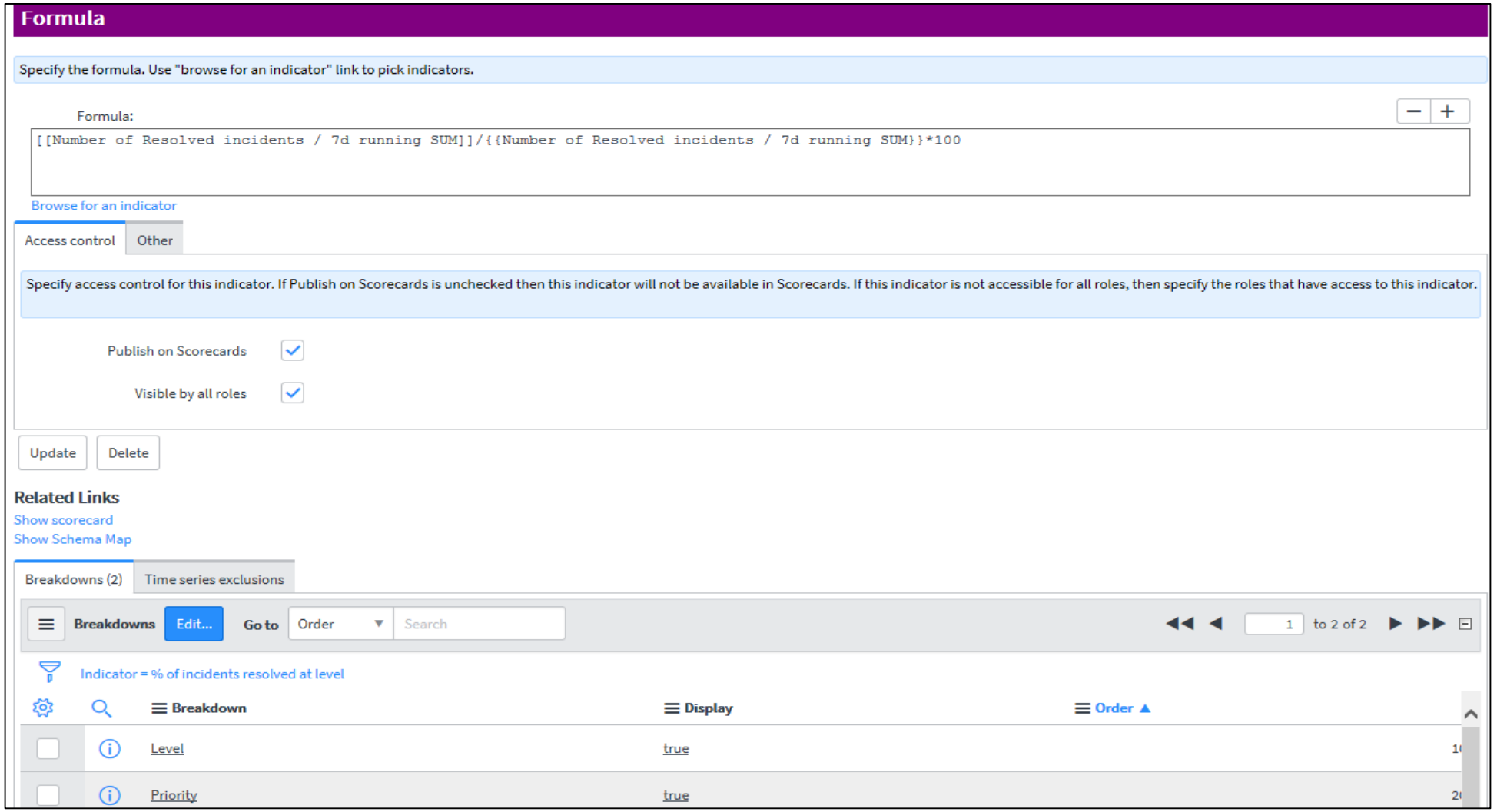
Solution – The Approach

- Abstract
- Identify capable resources (Reporting concepts)
- Training – Performance Analytics Administration
- Engaged ServiceNow support teams
- Multiple iterations, continuously improving results
- Building the template for future work



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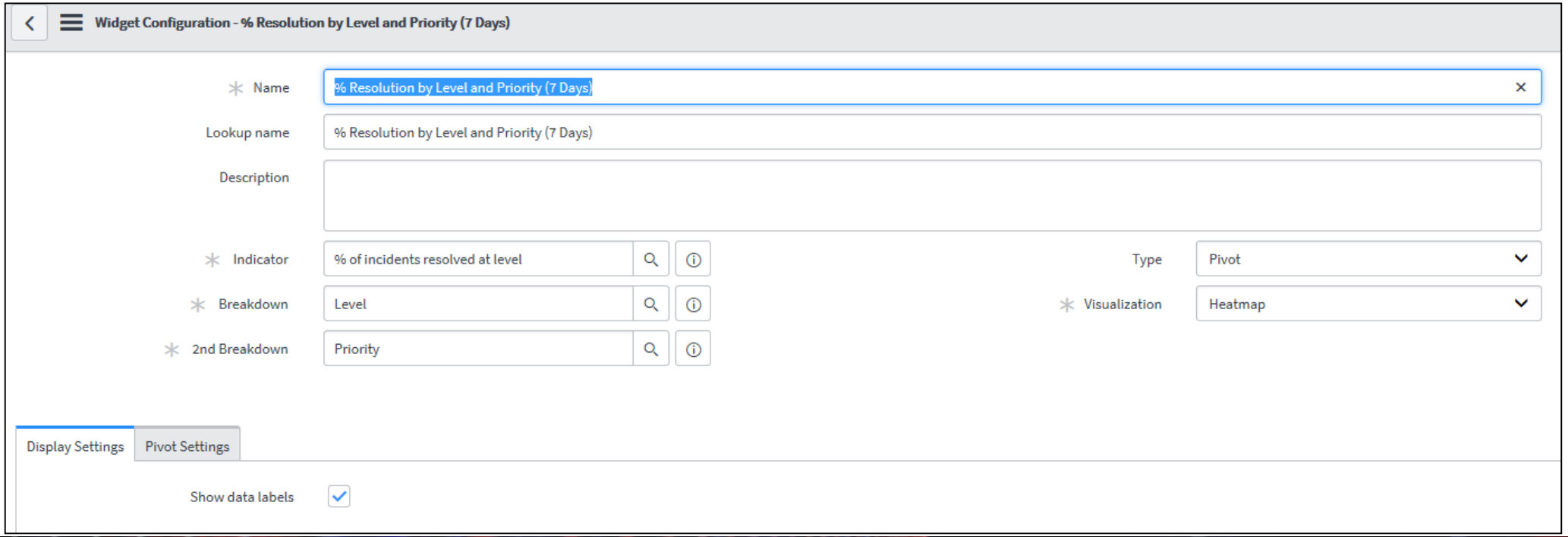
The Solution – Formula Indicator



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The Solution – Pivot Heat Map Configuration

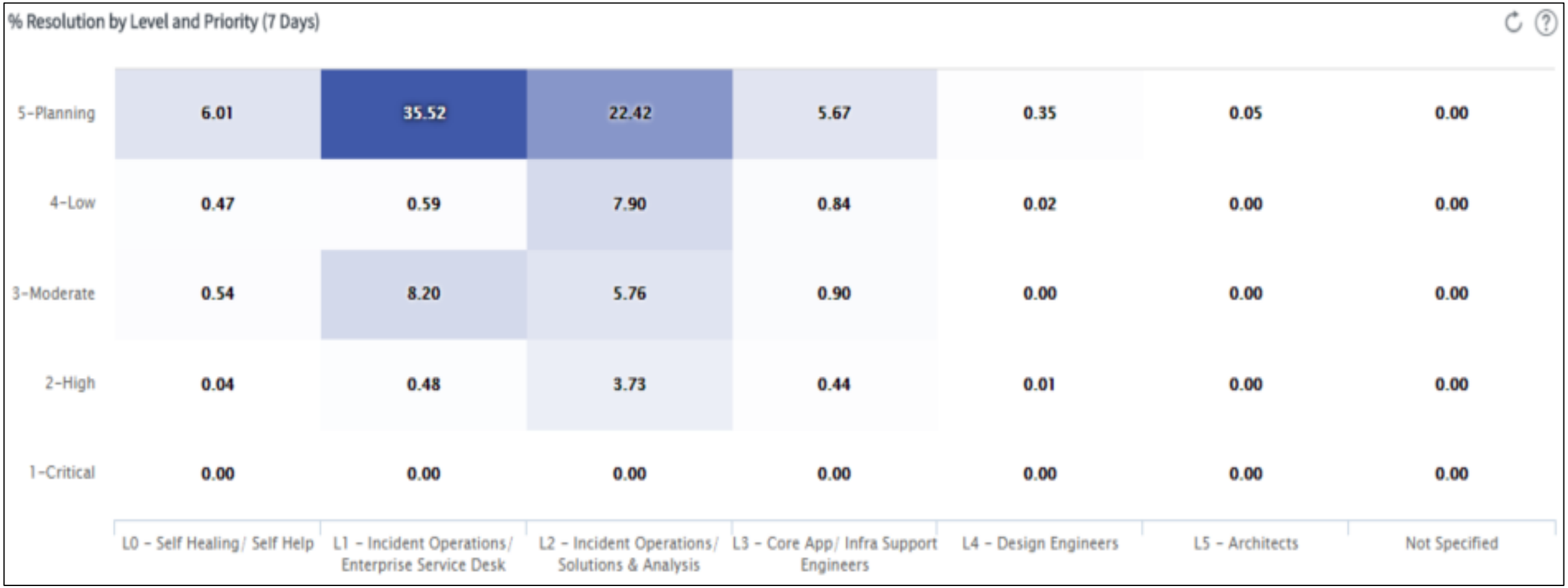
- The pivot heatmap (% Resolution by Level and Priority(7 Days) uses the formula indicator with the formula shown below… the first breakdown is by Level, the 2nd Breakdown is Priority
- Provides an overall trend view



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The Solution – Pivot Heat Map Visualization

Resolved by Support Level – Past 7 Days - All Incidents(Heat Map Trend)



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The Solution – Pivot Heat Map Drilldown

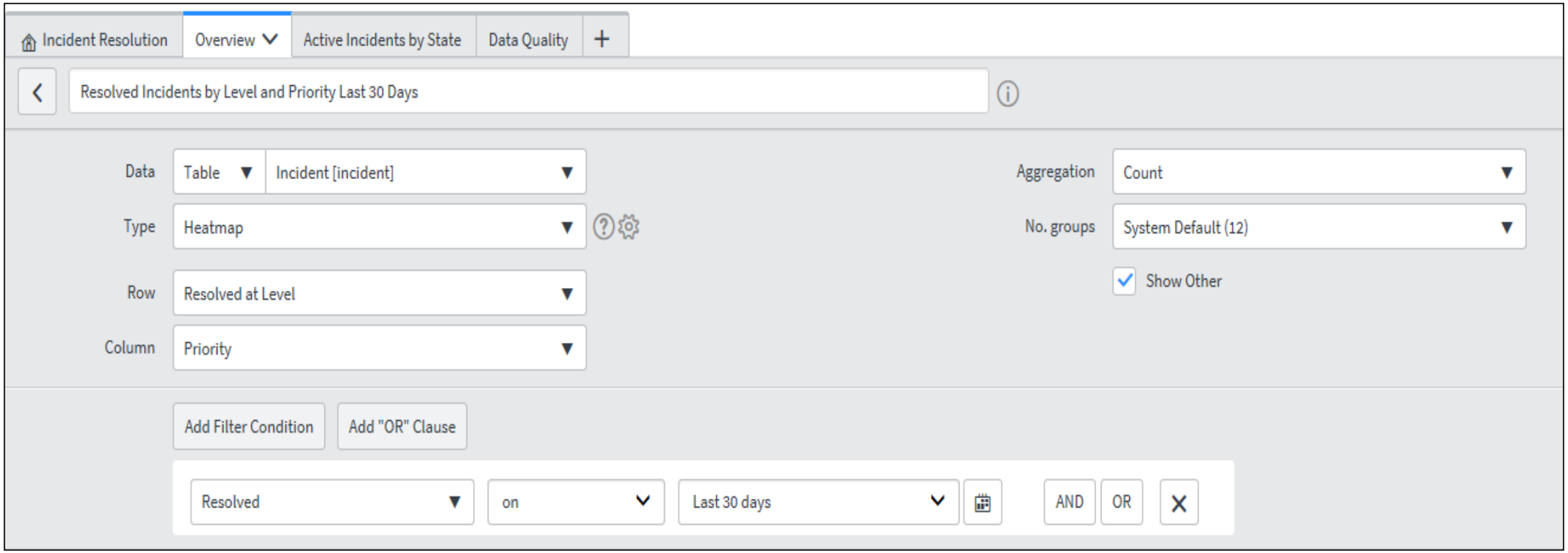
Resolved by Support Level – All Incidents(Heat Map Trend) – 3m



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The Solution – Supplemental Report Widget Configuration

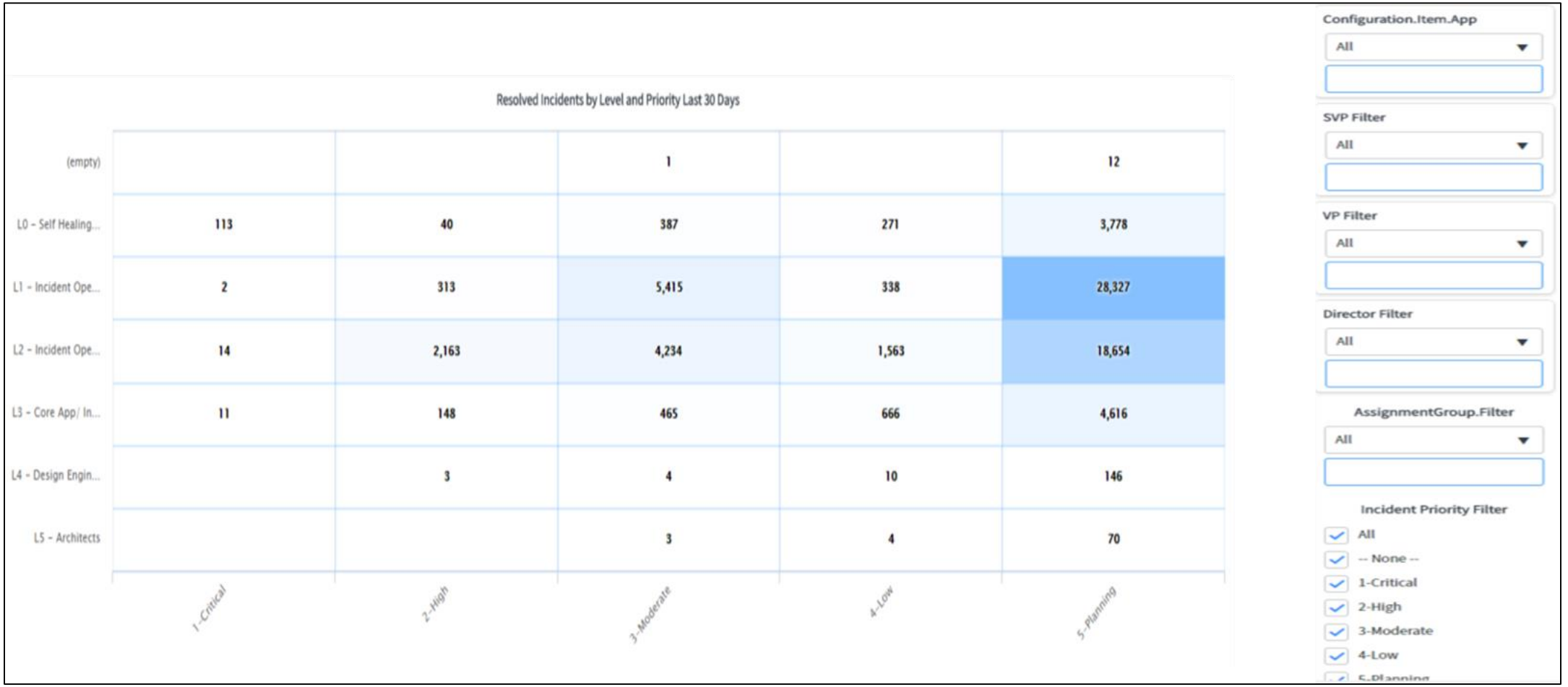
Supplemented with report widgets to provide drill down by App CI, Assignment Group, or Management Level



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The Solution – Supplemental Report Widget

Supplemented with report widgets to provide drill down by App CI, Assignment Group, or Management Level

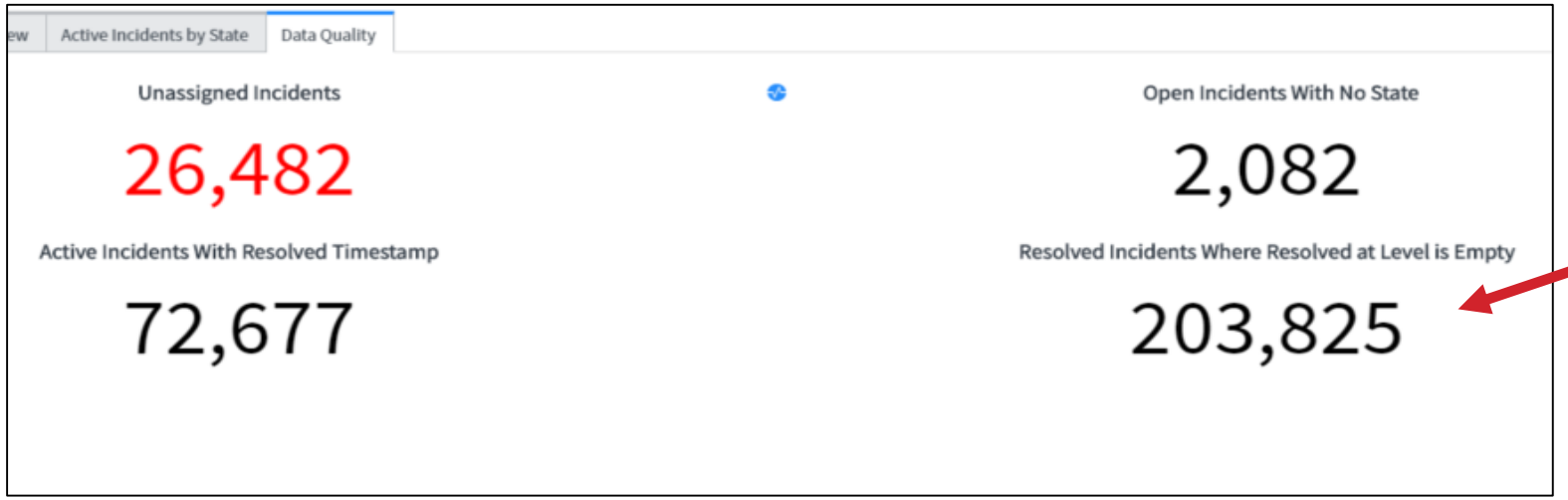


	1-Critical	2-High	3-Moderate	4-Low	5-Planning
(empty)			1		12
L0 - Self Healing...	113	40	387	271	3,778
L1 - Incident Ope...	2	313	5,415	338	28,327
L2 - Incident Ope...	14	2,163	4,234	1,563	18,654
L3 - Core App/ In...	11	148	465	666	4,616
L4 - Design Engin...		3	4	10	146
L5 - Architects			3	4	70

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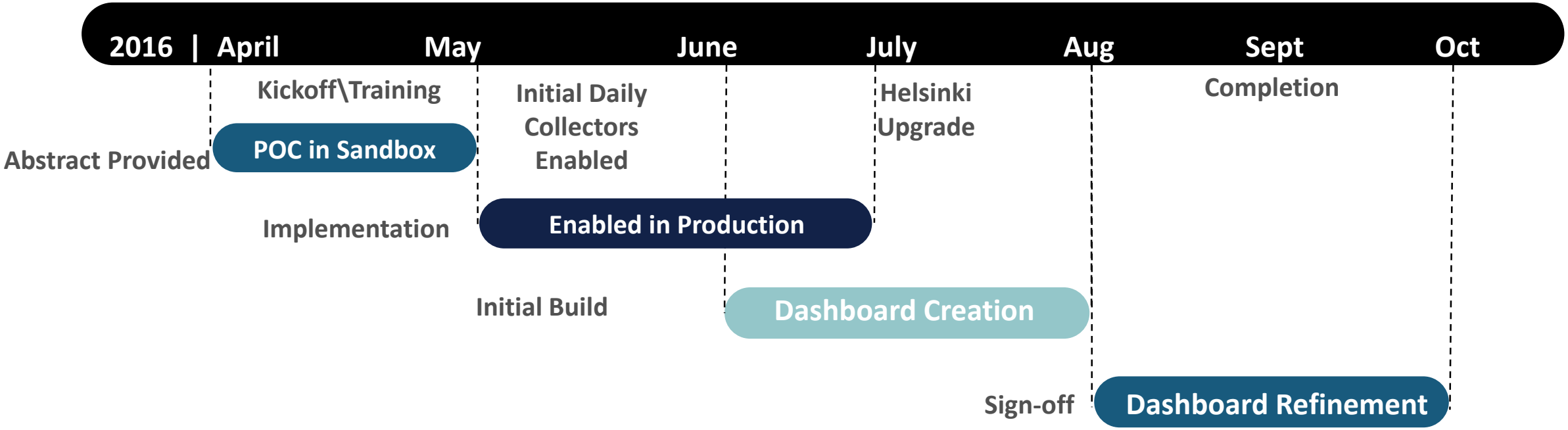
Challenges

- Not knowing how to get the abstract into Performance Analytics
- Were we collecting the needed data?
- Could not correctly display the pivot table on the current release of ServiceNow
- Performance degradation when producing the pivot table
- Was the current process supporting our data output needs?



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Going from Abstract to Visual – Timeline



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Value Outcomes

	BEFORE	AFTER
Resolved at Level Input	Not Required	Mandatory
Resolved at Level Not Entered	203,825	18
Happy VP		

- Identified opportunities for Self-Help
- Captured tangible results of the impact of first knowing the problem, and then addressing it
- Identify top candidates for automation and workflow implementation (future)

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Lessons Learned

- Table Indexing – It isn't on HI anymore! Adopt a plan.
- Scope – Start small and gradually improve. Small wins drive adoption and growth.
- Ask for Help -Don't be afraid to engage your ServiceNow Sales and Professional Support teams. They want YOU to be successful.



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Our Next Steps

- The challenges we encountered with implementation and development resulted in us currently building out the “Team Development” which allows the process and functionality teams the ability to do their own development work in their instance and provides a process to move the work into test and then production
- Develop widgets depicting year over year
  MTBF and MTTR performance and trending with breakdowns by Management Level, CI, and Assignment Group
- Integration with HP ITBA (IT Business Analytics) using Performance Analytics as the single KPI view for the enterprise



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Top Takeaways

1

Abstract to Visible

If you can think it, you can more than likely build it!

2

Data Quality

Garbage in… garbage out!

3

Leverage ServiceNow resources

You are not in this alone!

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Q & A

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Thank You

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