knowledge17

WORK at LIGHTSPEED™

Performance Cookbook

Serving Up Data to Perform

JASON HAGEN
PROCESS MANAGER
KAR Auction Services

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introduction
- The KAR Story
- Wrap-Up
- Q&A

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Jason Hagen

TITLE: Process Manager

FUNCTION: Reporting & Analytics/Transformation Program Lead

COMPANY: KAR Auction Services

EXPERIENCE: 16 years in IT, 14 years in Reporting, 10 years in ITIL, 10 years Lean Six Sigma

EXPERTISE: Analytics, Business Intelligence, Reporting, ITIL, LSS, Transformation

ACHIEVEMENTS: Deployed BI system in SAP Business Objects, Enterprise Reporting Frameworks, multiple ITIL implementations

CURRENT PROJECTS: ITIL and organizational change program lead, Reporting and Analytics program

© 2017 ServiceNow All Rights Reserved

My Company



NAME: KAR Auction Services

INDUSTRY: Automotive

MARKET FOCUS: Whole and salvage vehicle remarketing, financing, logistics and other ancillary services

COMPANY'S CORE BUSINESS UNITES: ADESA, Insurance Auto Auctions (IAAI), Automotive Finance Corporation (AFC)

COMPANY FACTS: 4.4 million units sold, Over $40 billion in sales, Customers in 110 countries, Over 17, 000 employees worldwide

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

© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- Through the KAR Story, you will learn how the collection, calculation, and display of data and metrics be successful using Performance Analytics in ServiceNow



What You Will Learn

- Understand the challenges we faced
- Learn how ServiceNow was leveraged to overcome those challenges
- Share our successes
- Share lessons learned

© 2017 ServiceNow All Rights Reserved

Where We Started…

- No consistent measures
- No shared understanding of data
- Measures that were occurring were in different contexts and focuses
- No ownership of data, metrics, or location of output
- Inconsistency in delivery and support
- Impacted end-users



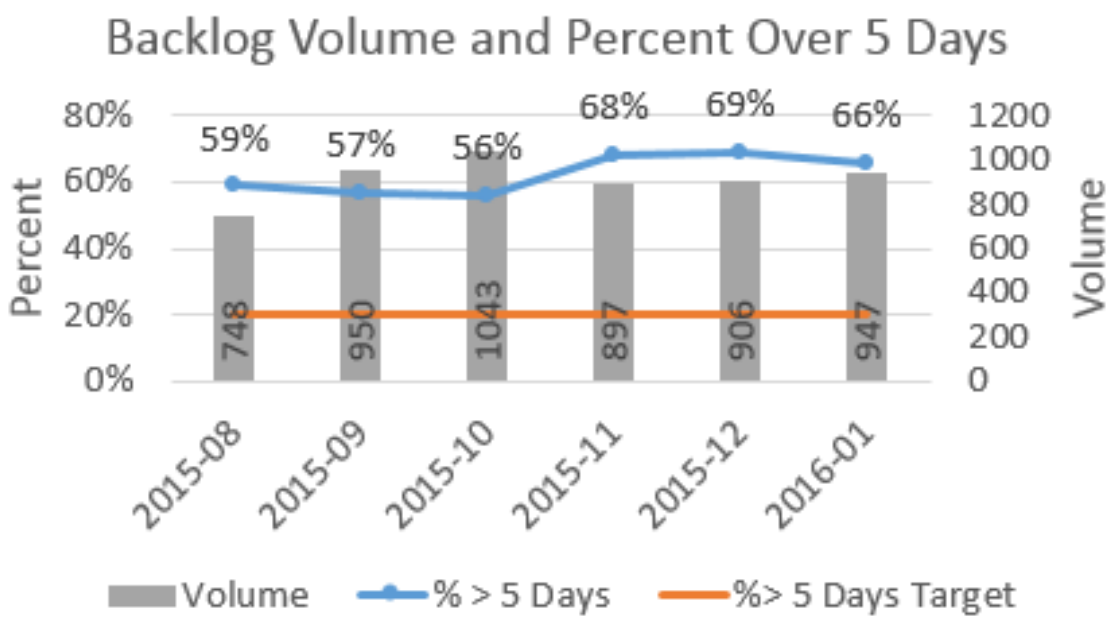


© 2017 ServiceNow All Rights Reserved

Addressing the Gaps

- Created standard metrics and definitions
- Created agreed upon, achievable goals
- Used Service Now Reports to start mining data
- Published out metric definitions
- Developed a presentation format using PowerPoint

Metric	*Description*
Backlog Age	Percent Backlog Aged Over 5 Calendar Days



Observations

- Backlog age for ITSS is trending upward for the period, however it saw a slight decline of 8% from Dec to Jan which is indicative of some backlogged incidents being resolved and auto-closing.

© 2017 ServiceNow All Rights Reserved

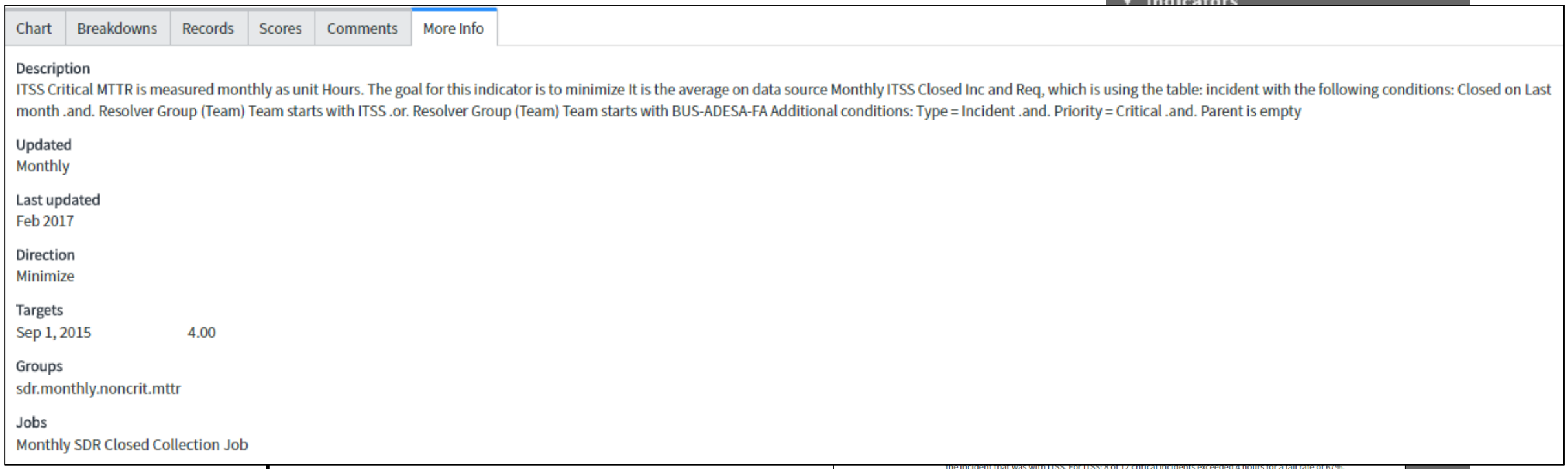
New Challenges

- While the new PowerPoint format was a great step off point, it created challenges
  - Over 90 slides – too many opportunities for defect and error
  - Highly manual
  - Took days to collect data from Service Now, process and enter into the deck
  - Was cumbersome and prone to chart sizing issues
  - Difficult to read
  - Created another place to store and view data
  - Missing real-time visibility into metrics to achieve goals
- These challenges forced us to think bigger to accommodate IT and allow us to scale



© 2017 ServiceNow All Rights Reserved

The Solution – Historic Metrics



as they calculate

- Data de-mystified!

© 2017 ServiceNow All Rights Reserved

Serving Up Metrics



© 2017 ServiceNow All Rights Reserved

Still Not There

- While historic metric automation saved time and provided near real-time data availability to everyone; the issue of understanding how to be successful still existed
- Teams still had no visibility to the actions they needed to take to achieve their metric goals



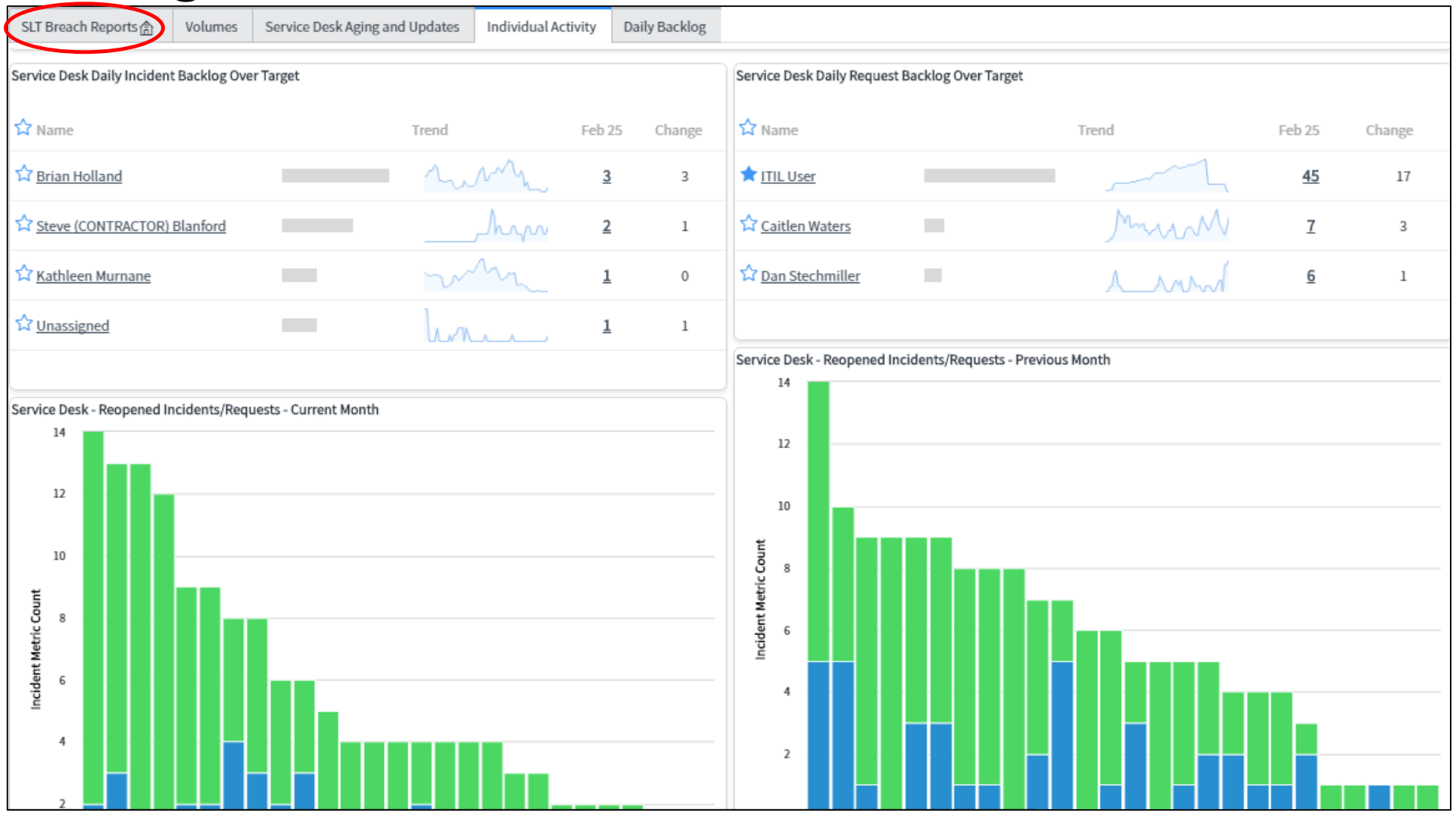
© 2017 ServiceNow All Rights Reserved

Serving Up Consumable Data

- Performance Analytics dashboards were leveraged to create a single pane of glass for service owners and individual performers to view that serves up:
  - Incidents and Requests
  - Changes
  - Problems
  - Self Service Portal Tasks
  - GRC Tasks
  - Alert Data
  - CMDB Certification Tasks
- Flavors of each record type are presented
  - Breach warnings
  - Records overdue
  - Records waiting on certain actions within a process
  - Actionable situational awareness
- Data is provided from
  - Reports (Real-Time)
    - Metrics
      - Business Rules
      - Definitions
    - SLA Definitions
  - Automated Indicators (PA Historic)
    - Daily or hourly job schedules
  - Widgets and Gauges
- All data formats are interactive
  - Records are accessible
  - Metric formulas are viewable
  - Comments can be made and stored

© 2017 ServiceNow All Rights Reserved

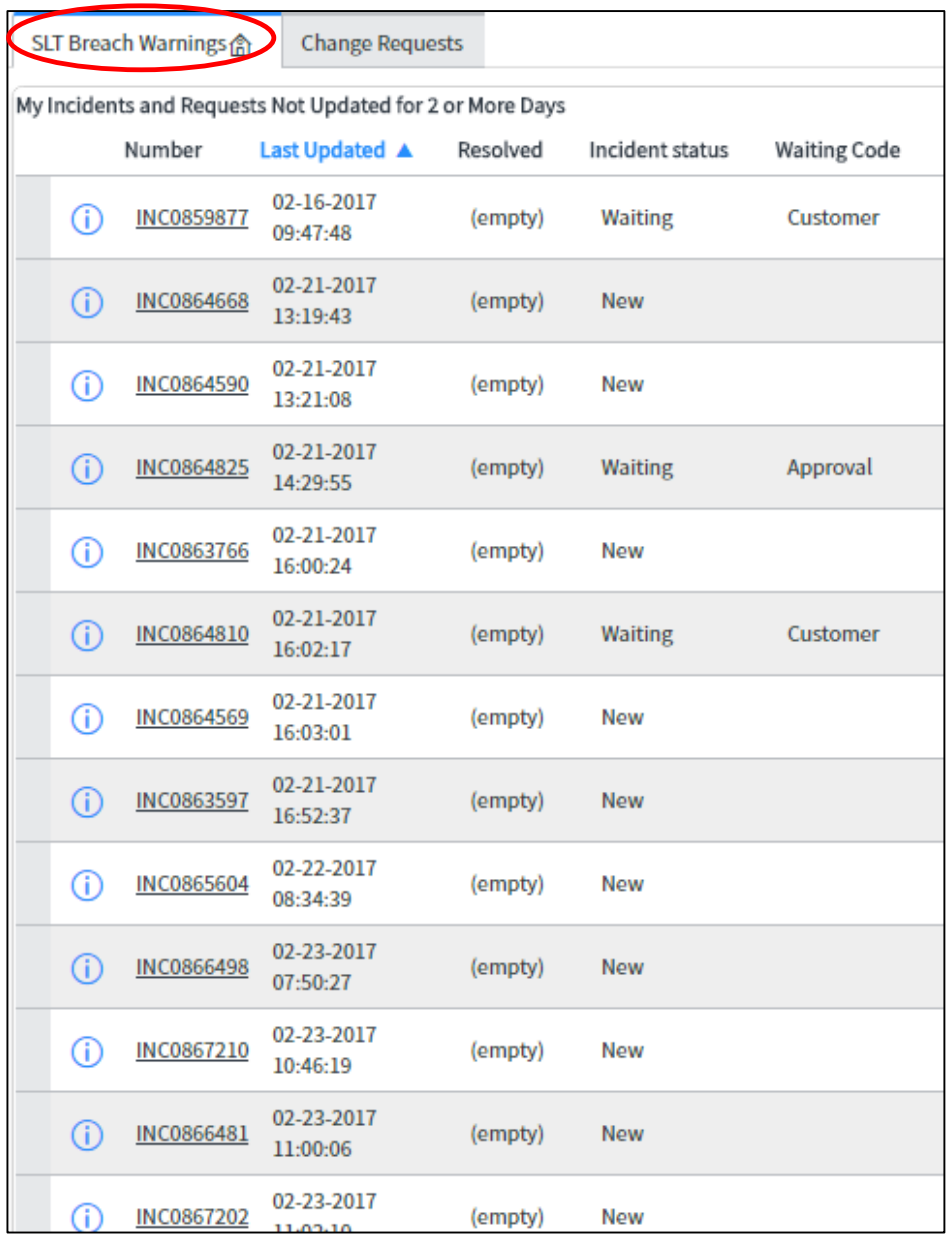
Manager Boards



© 2017 ServiceNow All Rights Reserved

Individual Board

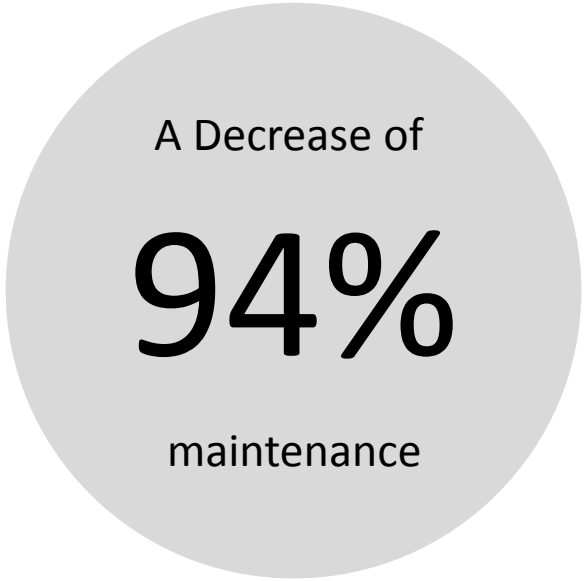
- Individual Dashboards were also developed and deployed as a single board with dynamic reports
- The dynamic nature of reports allowed for one board to be built to serve everyone
  - Reduced maintenance
  - Accomplished goal of single data language
  - Created single-pane of glass for individuals to achieve metric goals
  - Empowered individuals to see their records and across their team



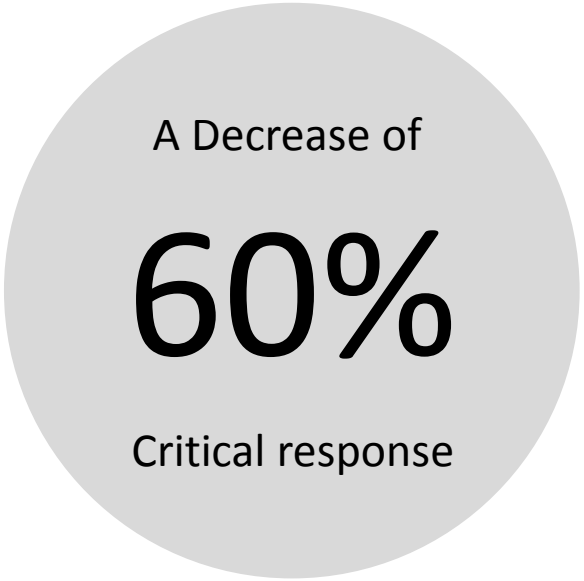
Number	Last Updated ▲	Resolved	Incident status	Waiting Code
INC0859877	02-16-2017 09:47:48	(empty)	Waiting	Customer
INC0864668	02-21-2017 13:19:43	(empty)	New	
INC0864590	02-21-2017 13:21:08	(empty)	New	
INC0864825	02-21-2017 14:29:55	(empty)	Waiting	Approval
INC0863766	02-21-2017 16:00:24	(empty)	New	
INC0864810	02-21-2017 16:02:17	(empty)	Waiting	Customer
INC0864569	02-21-2017 16:03:01	(empty)	New	
INC0863597	02-21-2017 16:52:37	(empty)	New	
INC0865604	02-22-2017 08:34:39	(empty)	New	
INC0866498	02-23-2017 07:50:27	(empty)	New	
INC0867210	02-23-2017 10:46:19	(empty)	New	
INC0866481	02-23-2017 11:00:06	(empty)	New	
INC0867202	02-23-2017	(empty)	New	

© 2017 ServiceNow All Rights Reserved

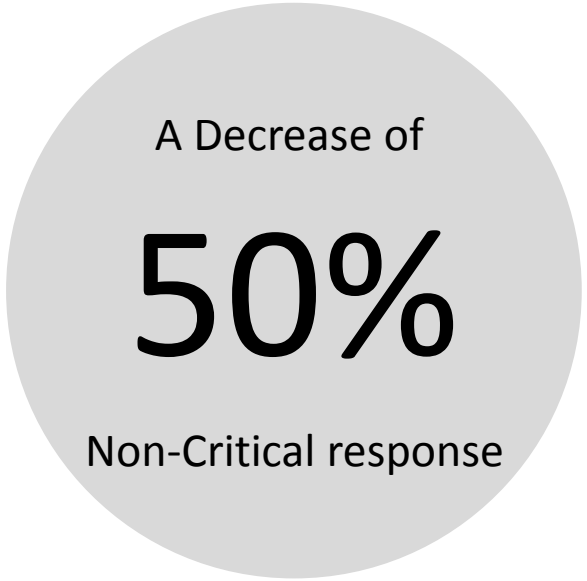
Value Outcomes



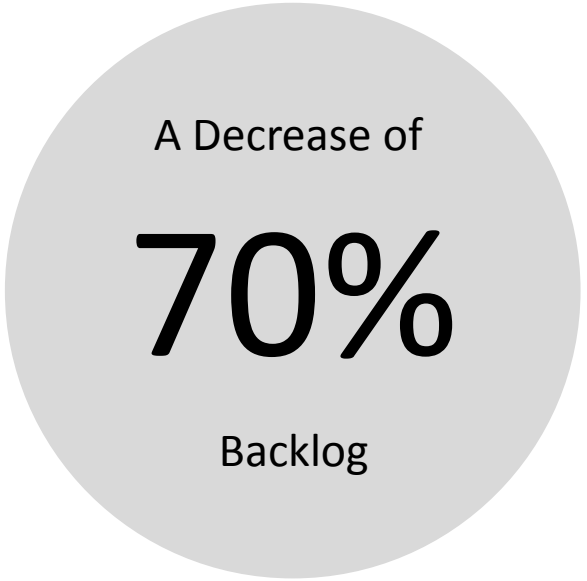
Maintenance of metrics reduced to hours



Critical incident response (time to resolve) reduced to a few hours on average



Non-Critical response (time to resolve) reduced to just over a day on average



Backlog reduction in incident and request

© 2017 ServiceNow All Rights Reserved

Lessons Learned

- Performance is a journey, not a destination
- Metrics should be SMART
- Change includes behavior which takes time
- Provide real-time reports
- User experience is key
- Not everyone is an analyst or needs to be
- Data is like food, it must be recognizable, appetizing and easy to consume



© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Performance Analytics can be leveraged to provide actionable data

2

Build with user experience in mind; push the focus to how success is achieved

3

Present information in a consumable and recognizable way

© 2017 ServiceNow All Rights Reserved

Brief Demo

- A brief demonstration of the KAR Service Delivery Review (SDR) and Manager Dashboard

© 2017 ServiceNow All Rights Reserved

Q & A

JASON HAGEN
PROCESS MANAGER
KAR Auction Services

© 2017 ServiceNow All Rights Reserved

Take the Survey

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

Thank You

Jason Hagen

Process Manager

KAR Auction Services

© 2017 ServiceNow All Rights Reserved