knowledge17

WORK at LIGHTSPEED

So we got Performance Analytics. Now what?!

Christina Barnhart
IT Reporting and Process Analyst
Blue Shield of California

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servicenow

Agenda

- Introduction
- Objectives
- Planning and Implementation
- Getting off the ground quickly

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Speaker Introduction



Name: Christina Barnhart

Title: IT Reporting and Process Analyst

Function: IT

Company: Blue Shield of California

Experience: 10 years IT Operations, Service Level Management

Expertise: Analytics, Process Analysis,

Achievements: Rollout of Performance Analytics to nearly 2,000 users, identified process gaps and reduced incident backlog by 50% in 2016.

Current Projects: Driving process efficiencies. Upgrading dashboards to responsive canvas.

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blue of california



Name: Blue Shield of California (BSC)

Industry: healthcare insurance

Market Focus: We are driven by our mission: to ensure all Californians have access to high quality health care at an affordable price

Company-wide Initiatives

- Make healthcare worthy of our family and friends and sustainably affordable
- Truly mission driven
- Be a good corporate citizen
- Good steward of resources

IT Initiatives

- Be cost efficient and agile
- Secure and simplify
- Use technology to support the business
- Achieve operational excellence
- Manage risk & compliance

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Objectives and What You Will Learn

Objectives

- Learn the challenges of rolling out Performance Analytics, how to overcome them, and quickly begin driving process improvements using the tool.

What you will learn

- What not to do
- First steps to take when you purchase Performance Analytics
- Skillsets required to get Performance Analytics off the ground
- Communicating to the user community
- Using Performance Analytics to quickly drive process improvements and increase customer satisfaction

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Why we bought Performance Analytics

IT transformations

- Push for analytics
- Automate dashboards and reporting

Departmental drivers and goals

- Reduce backlog of open tickets
- Reduce time spent on reporting
- Process improvements

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- Lack of resources with skillset, knowledge and ability to configure Performance Analytics
- High demand for reporting and dashboards within IT and the business
- Purchased with no plan to rollout

- Reduce number of hours spent by various individuals exporting data into excel to create meaningful visualizations
- Automation
- Large backlog of incidents (over 4,000 not updated in 30+ days)

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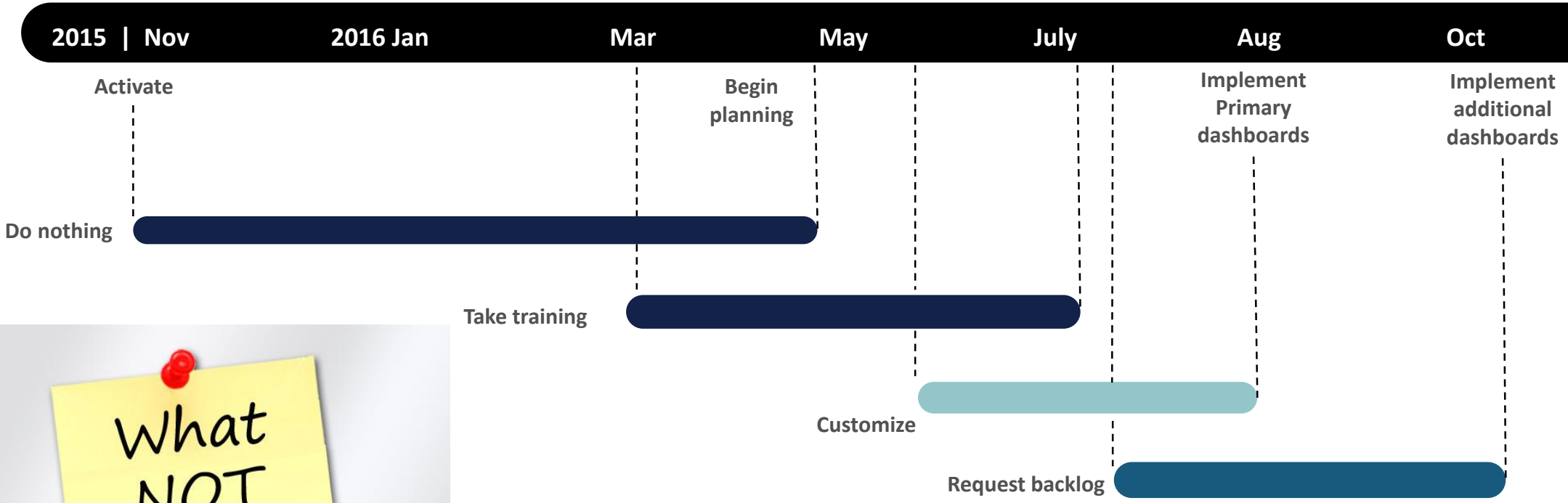
First thing's First





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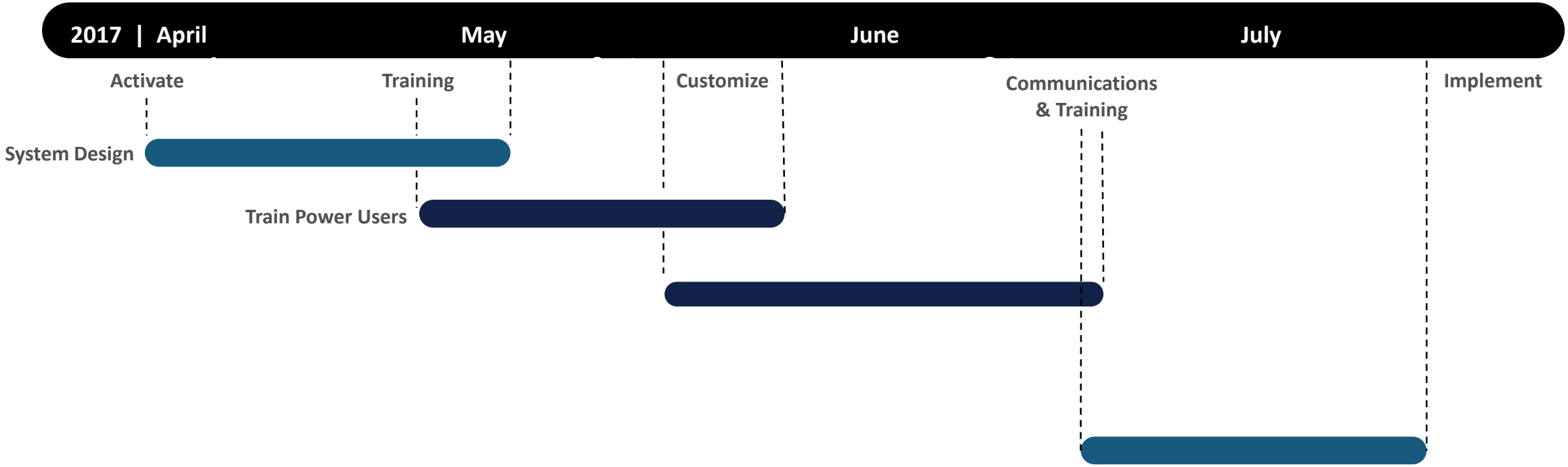
Our Implementation Timeline





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What your timeline should look like:

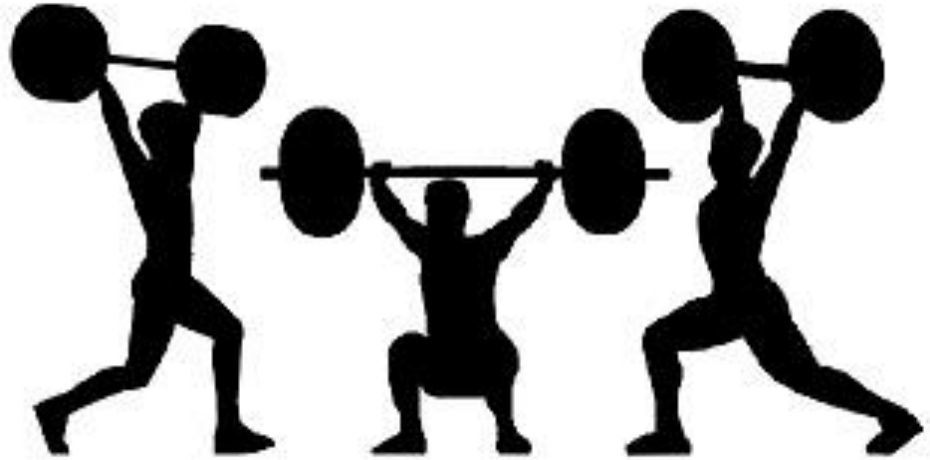


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Training

- Highly recommend ServiceNow's Performance Analytics for Administrators training
  - Previous Admin training will help with understanding of the tables.
- Don't waste any time after training. Use it before you lose it!





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Information Gathering



- What's important for your organization?
- Will the data be actionable?
- What outcomes are you looking for?
- Learn your audience. Who are they? What visualizations work for them?
- Visit current reporting. Is the data used? Actionable? Should it be automated?
- Are custom dashboards needed?

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Data Validation

- Out-of-box dashboards, and how they're impacted by customizations
- Review records
- Compare with a report (for those that apply)
- Accuracy of formulas



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Identify and train Power Users

- Ensure proper training is available, and resources are knowledgeable with reports
- Determine need for additional PA admins
- Don’t get stuck with all of the work!





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End User Training and Communications

- Make it a big announcement
  - Lunch & Learn
  - Email
  - Recorded conference call session with demo
  - Attend team meetings
  - WIIFM

- End user training
  - Navigation
  - Tips & tricks
  - Provide a resource (not a human)



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Moving Forward…

- Plan for future custom requests (they will come)
- Everyone will want something different, how will you handle that?
- Are you seeing results? If not, what can be changed?
- You should be constantly evolving
- Don’t get crazy…not EVERYTHING goes in Performance Analytics



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Drive Fast Change



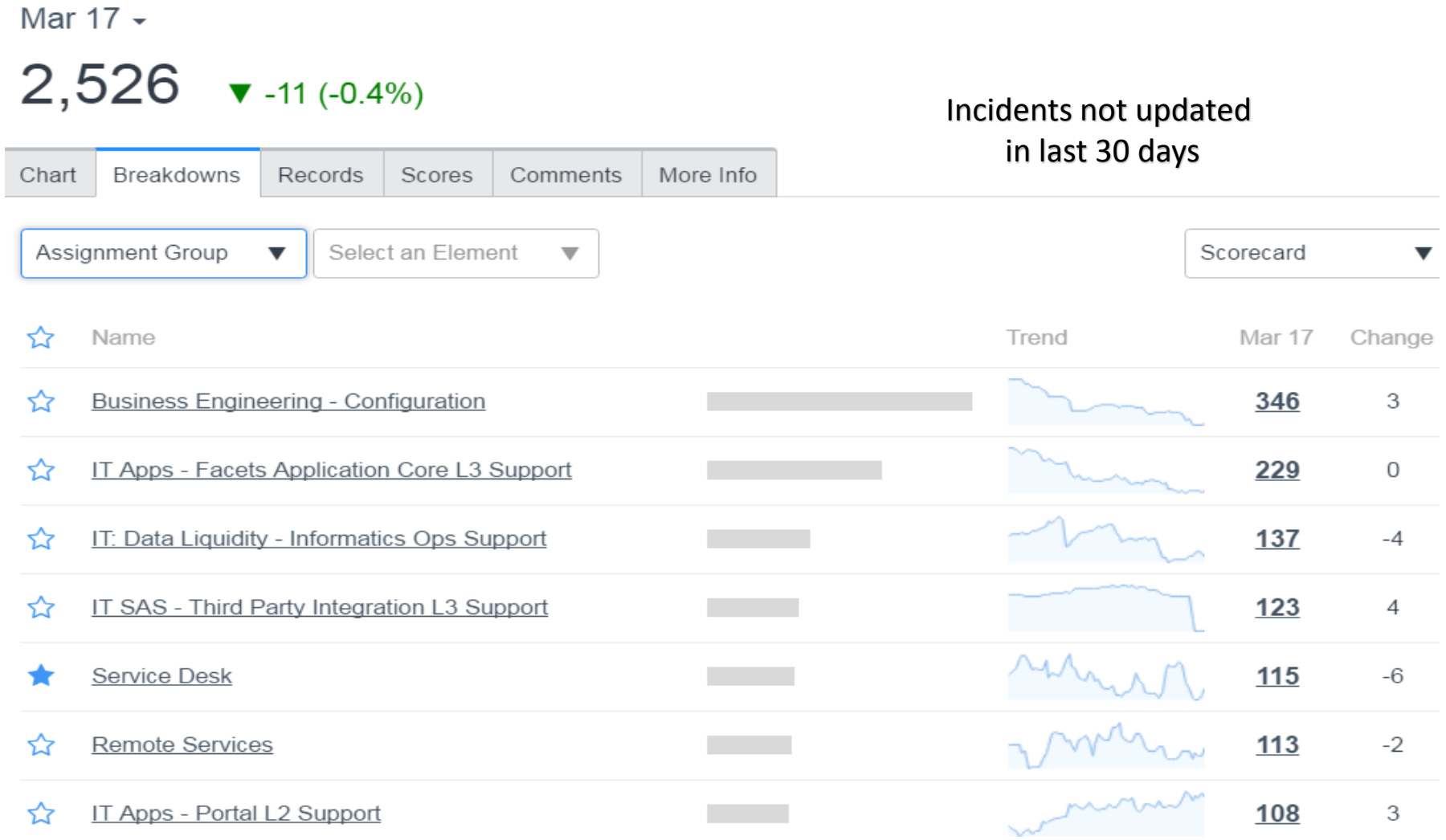
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Using Breakdowns

- Identify areas that need “help”
  - Teams that have the most aged incidents
  - CI’s or Services that have the most incidents
  - Easily look at spikes or dips
- Find broken stuff
  - Odd states being reported
  - Spikes or drops in numbers can mean an issue

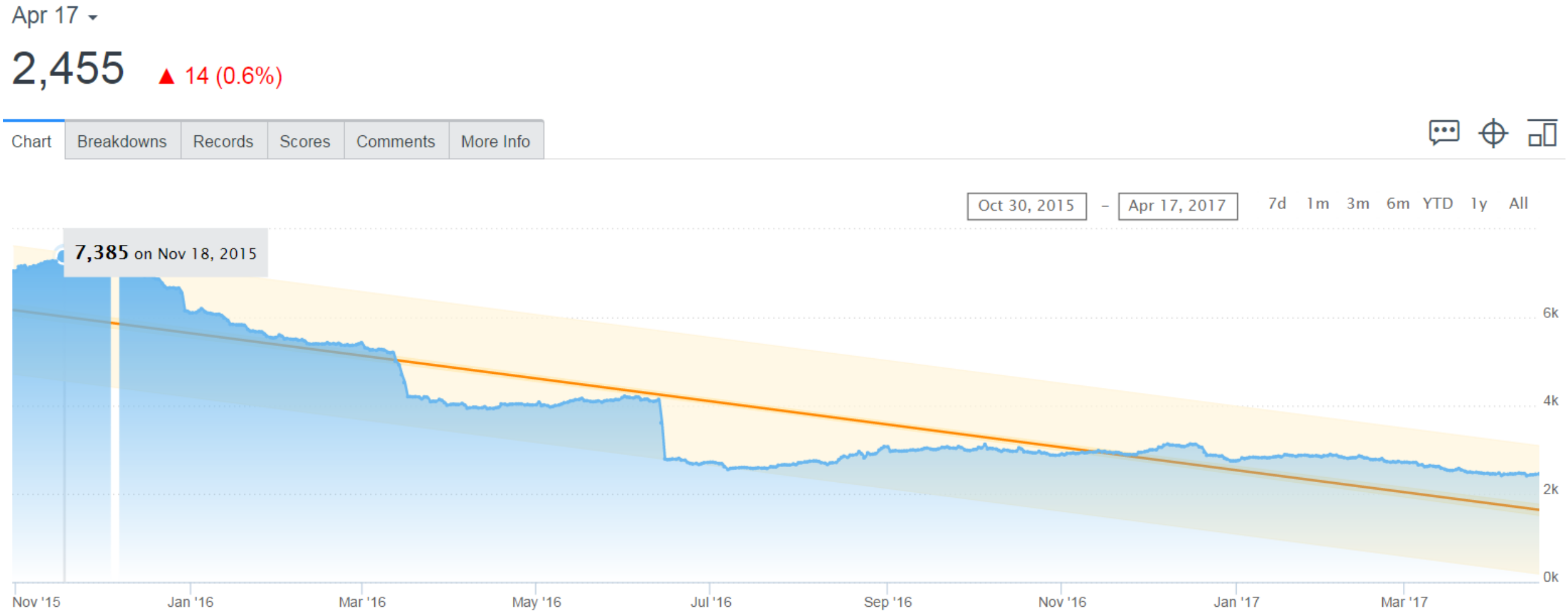
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Analyze Breakdowns



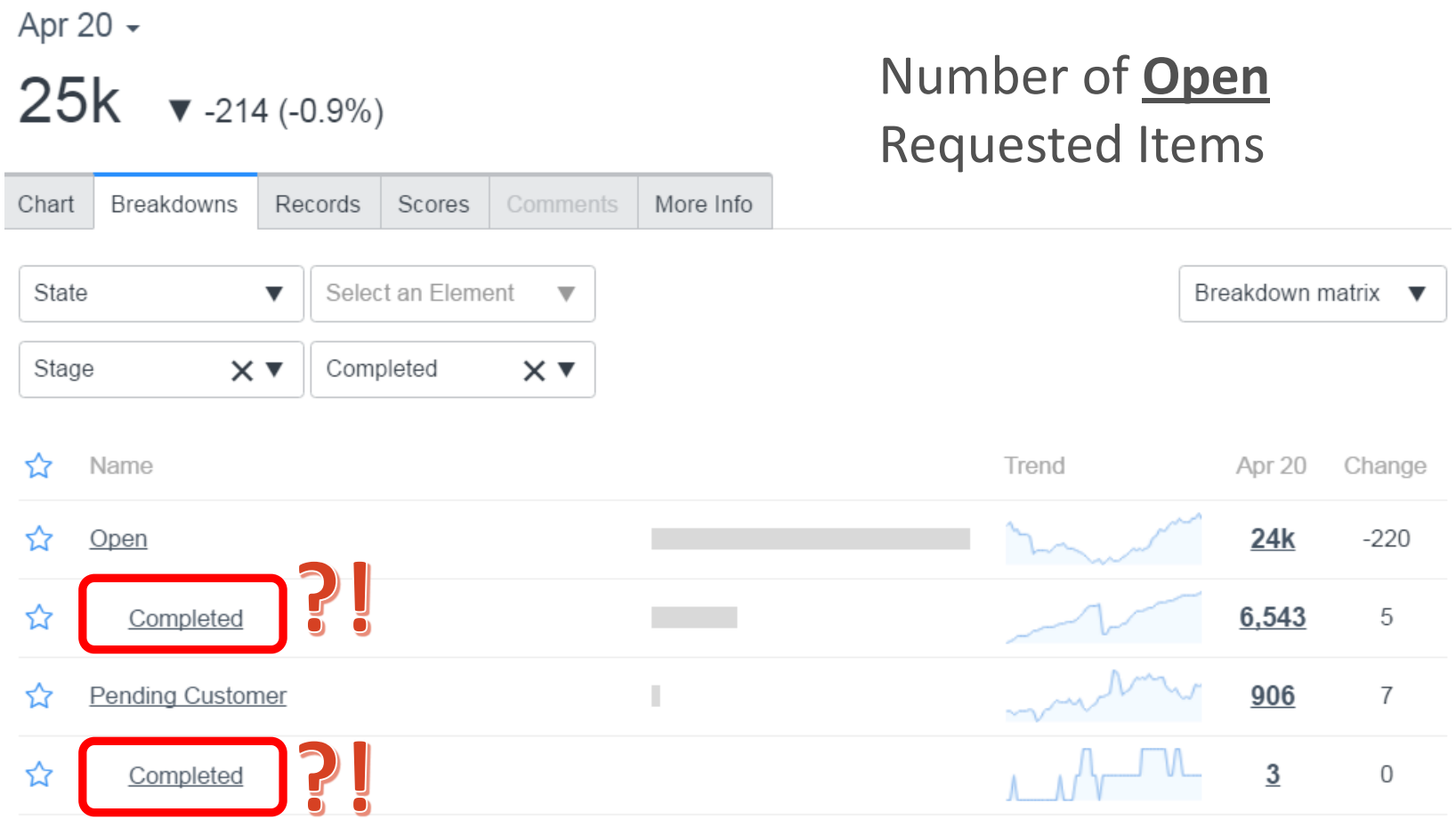
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(Almost) Immediate Benefits



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Finding Weirdness

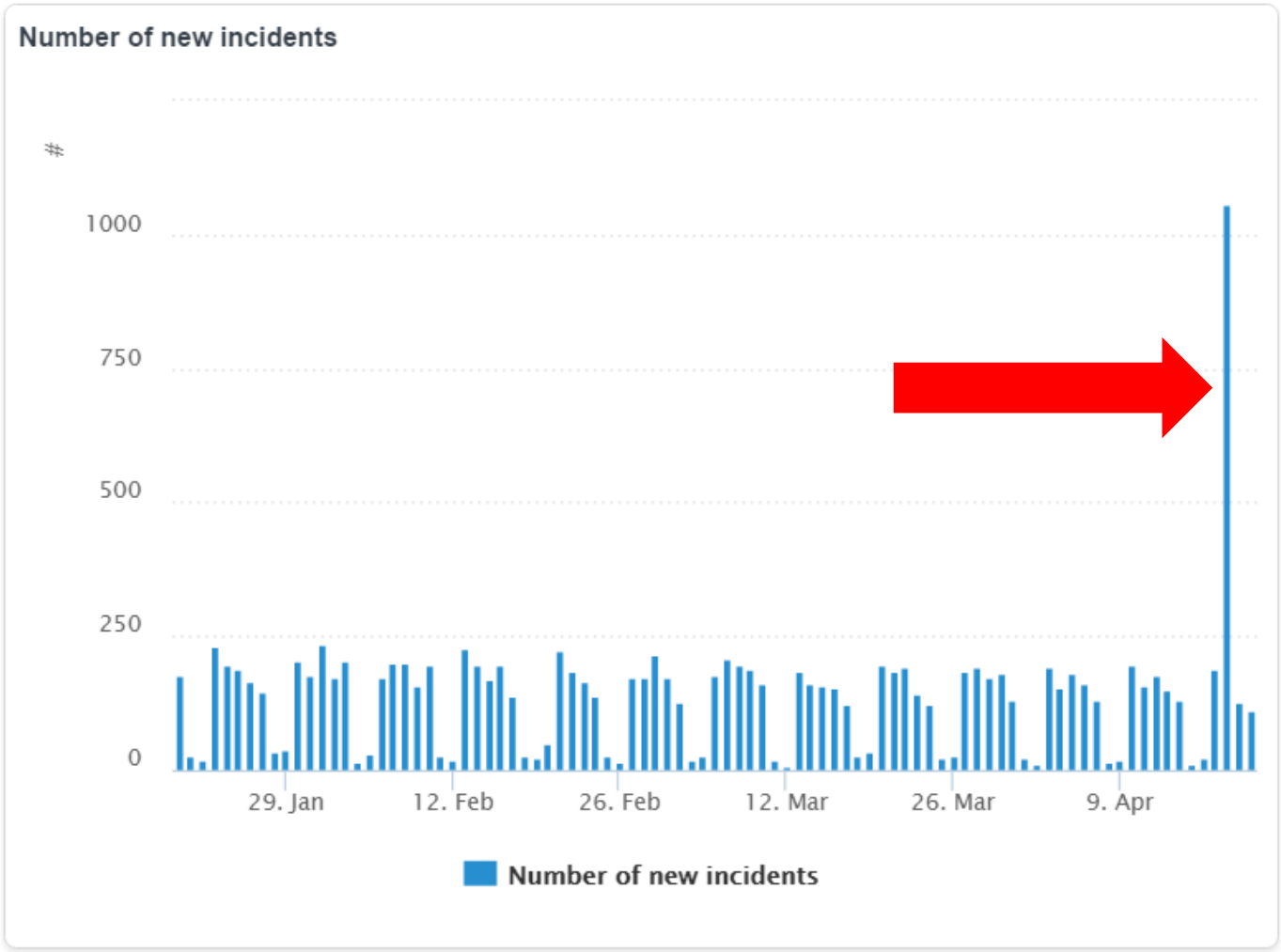


Number of **Open** Requested Items

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Spikes and Dips



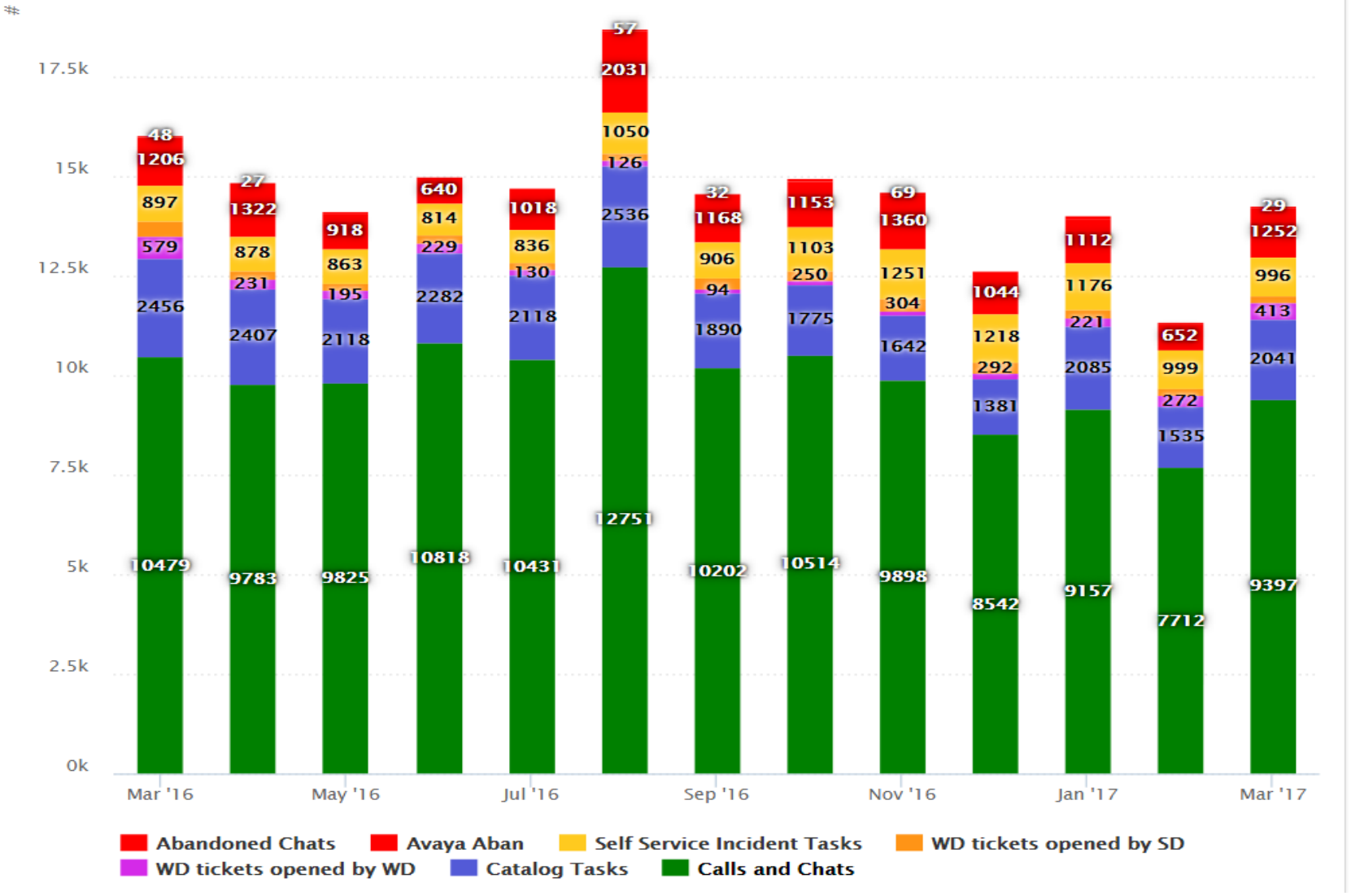


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Report Automation

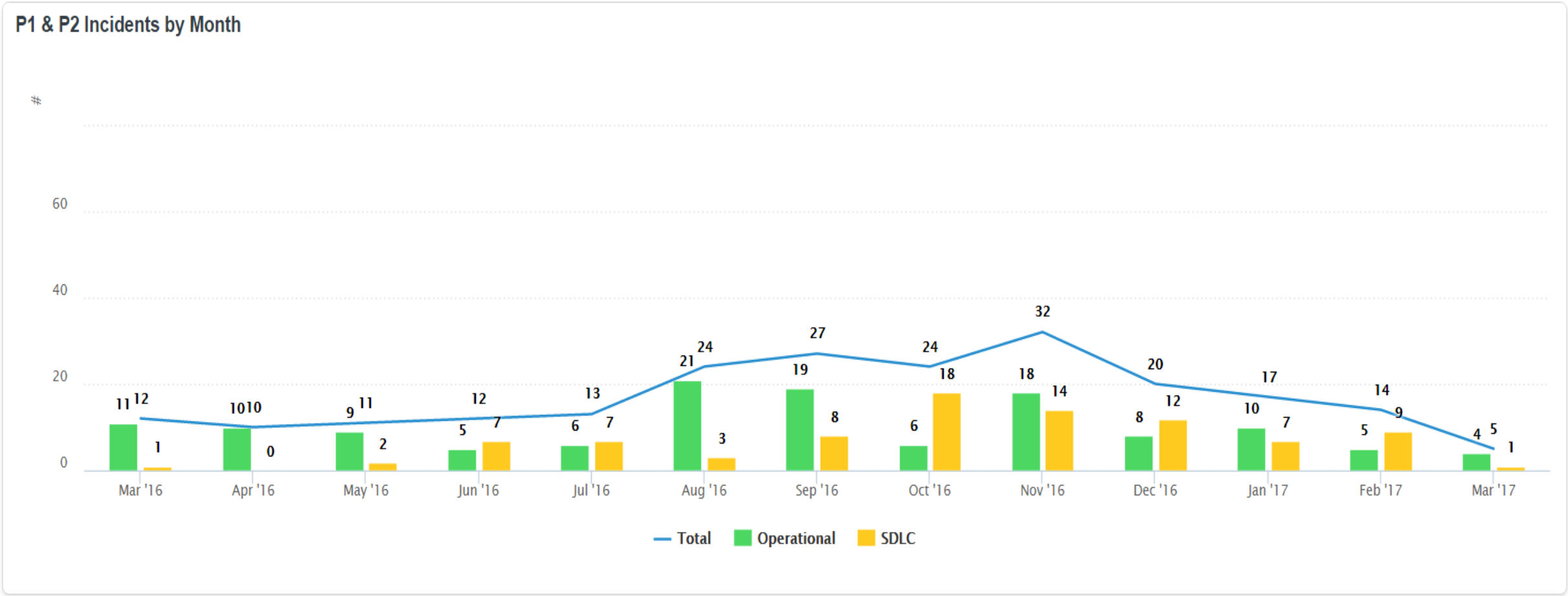
Multiple tables, one chart, no Excel!





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Ditch Excel



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Blue Shield of California Outcomes

A decrease of

5,000

Open and aged incidents



Time saved on monthly reporting

90%

Automated

And 90 fewer spreadsheets

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Lessons Learned

1. Get training as soon as possible when purchasing premium Performance Analytics. The investment is well worth it.
2. Set a specific timeline from the start.
3. Allocate resources in order to stay on track.
4. Identify power users at the start of the project.
5. What's important, actionable and reportable?

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Our Next Steps

- Upgrade custom Geneva built dashboards to the Helsinki responsive canvas version
- Add more filters to dashboards
- Use additional dashboards such as cmdb
- Updated training to highlight new features

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Top Takeaways

1

Have a plan from the start

2

Market this awesome new tool to encourage adoption!

3

Use the data to make quick positive changes

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Q & A

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Thank You

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