knowledge17

WORK at LIGHTSPEED™

Eat, Sleep, Breathe, ServiceNow

CAREY BLUNT
GLOBAL CHIEF ARCHITECT FOR SERVICE MANAGEMENT TOOLS
Fujitsu

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servicenow

Agenda

- Things everyone is telling you
- Things I've been told to tell you
- Things you actually want to know!

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Speaker Introduction



NAME: Carey Blunt

TITLE: Global Chief Architect for Service Management Tools

FUNCTION: IT Services

COMPANY: Fujitsu

EXPERIENCE: 20 Years working for Fujitsu, 11 years specializing in ITSM tools

EXPERTISE: IT Service Management, ITIL, Agile Scrum, Systems Management tools (ITOM)

ACHIEVEMENTS: Deployed ServiceNow systems for 2500 Fulfiller users last year

CURRENT PROJECTS: Delivering Fujitsu's standard ITSM platforms across the globe

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My Company



NAME: Fujitsu

INDUSTRY: ICT including IT Services

MARKET FOCUS: Fujitsu enables customers to realize digital transformation through co-creation. 156,000 Fujitsu people support customers in more than 100 countries.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Fujitsu's full portfolio of products, solutions and services gives its customers a competitive advantage in the era of digital transformation

COMPANY-WIDE INITIATIVES: Use ICT to contribute to the creation of a prosperous society - a Human Centric Intelligent Society

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Session Overview



Objectives

- Understand how the worlds largest Managed Service Providers (MSPs) deliver ServiceNow ITSM and non-ITSM services to both internal and external customers and how you can benefit from the same approaches

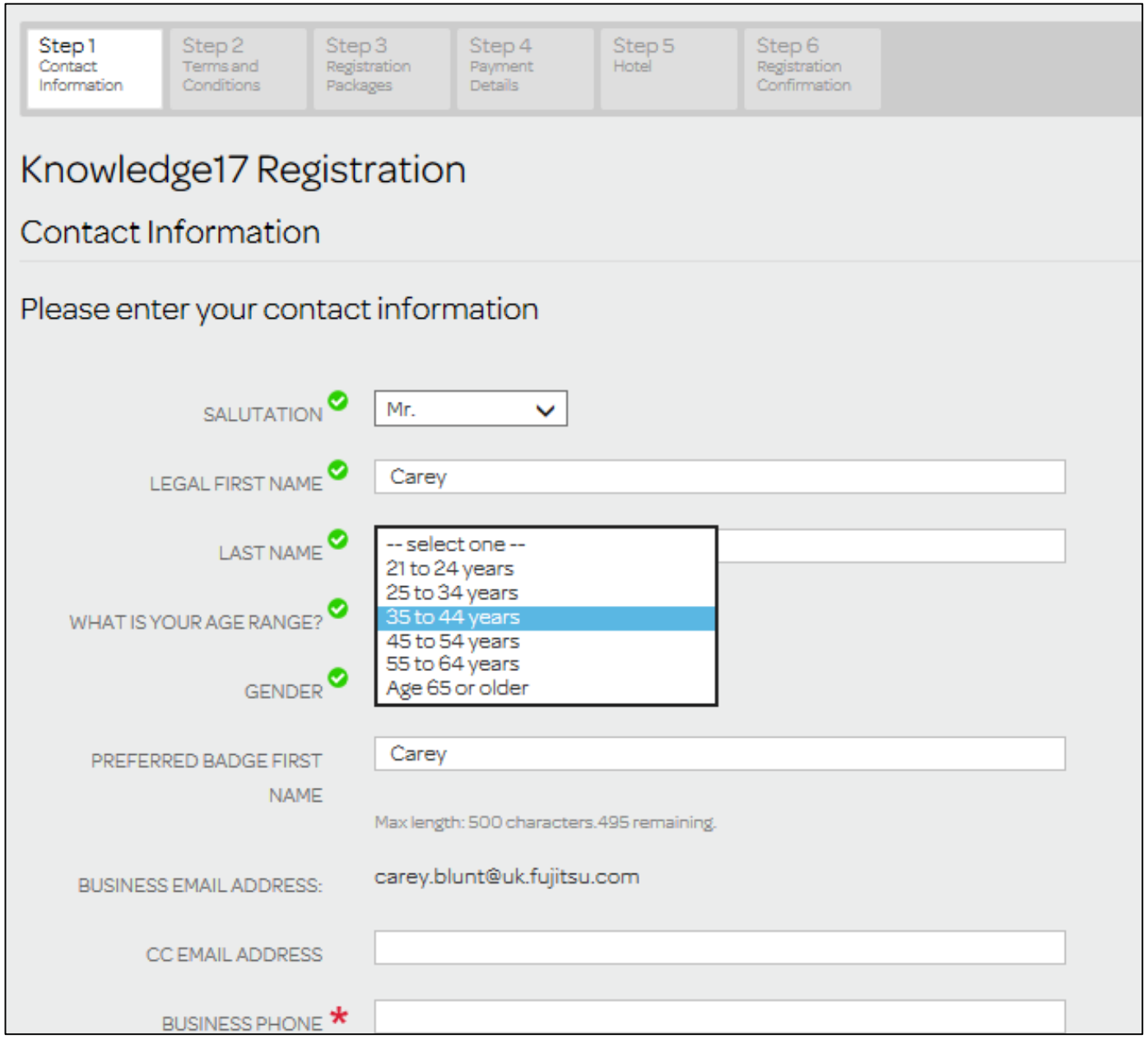


What You Will Learn

- How to break your ITSM focus and start delivering non-ITSM services using ServiceNow
- Tips for driving a Self Service approach
- Common pitfalls and problems that MSPs see across their many customers when implementing ServiceNow solutions

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But First…..



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Your First Experience of When Your Computer Broke….

- Your computer broke and you had to go and find the IT guy in his office and ask him to help
- Your computer broke and you rang a “Help Desk” and someone came to your desk and fixed your computer in front of you
- Your computer broke and you rang a “Service Desk” and someone fixed your computer by remote controlling your desktop
- Your computer broke and you raised a ticket with the “Contact Center” via a Mobile App and an automated fix was applied
- “The” computer never broke down but you could only use it for 30 minutes once a month
- You can’t remember when your computer first broke but if your computer breaks now you just get your Grand Kids to fix it for you

- 45 to 54
- 35 to 44
- 25 to 34
- 21 to 24
- 55 to 64
- 65 or over

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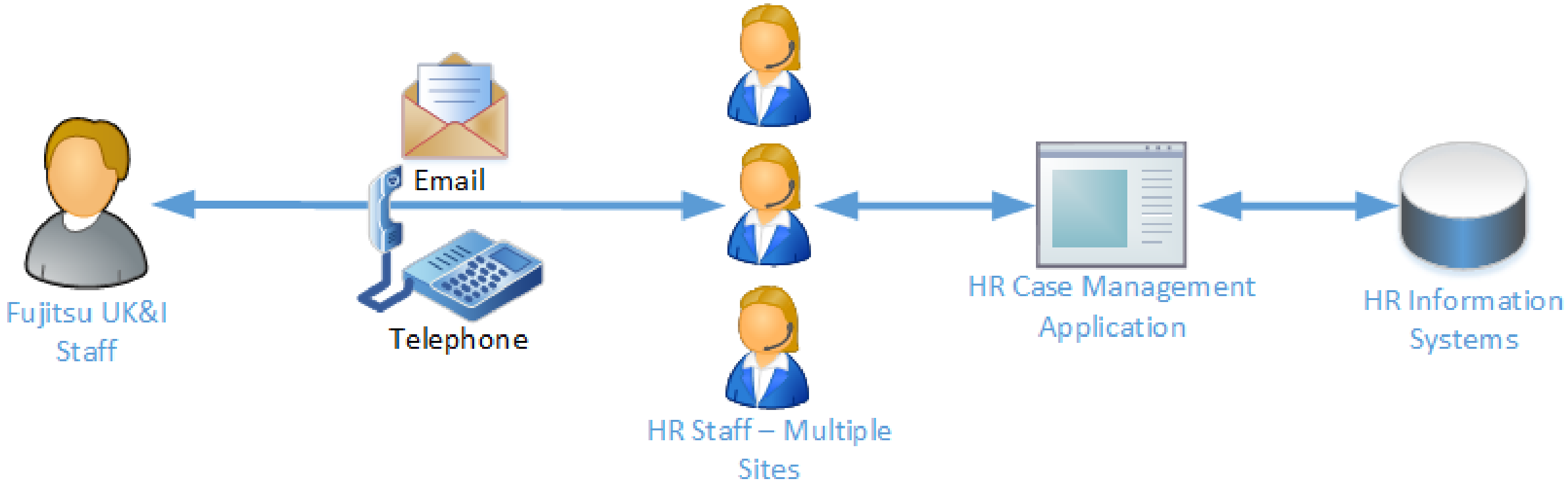
Fujitsu in 2015….

- We were undertaking massive internal restructuring – Single EMEIA wide organization
- We needed to replace our internal HR Case management system and rationalize our internal ITSM systems
- We wanted more internal functions delivered as services…
- …But less reliance on the e-mail and phone as contact channels

- We knew we could be more efficient, save money and deliver a better customer experience to our internal customers

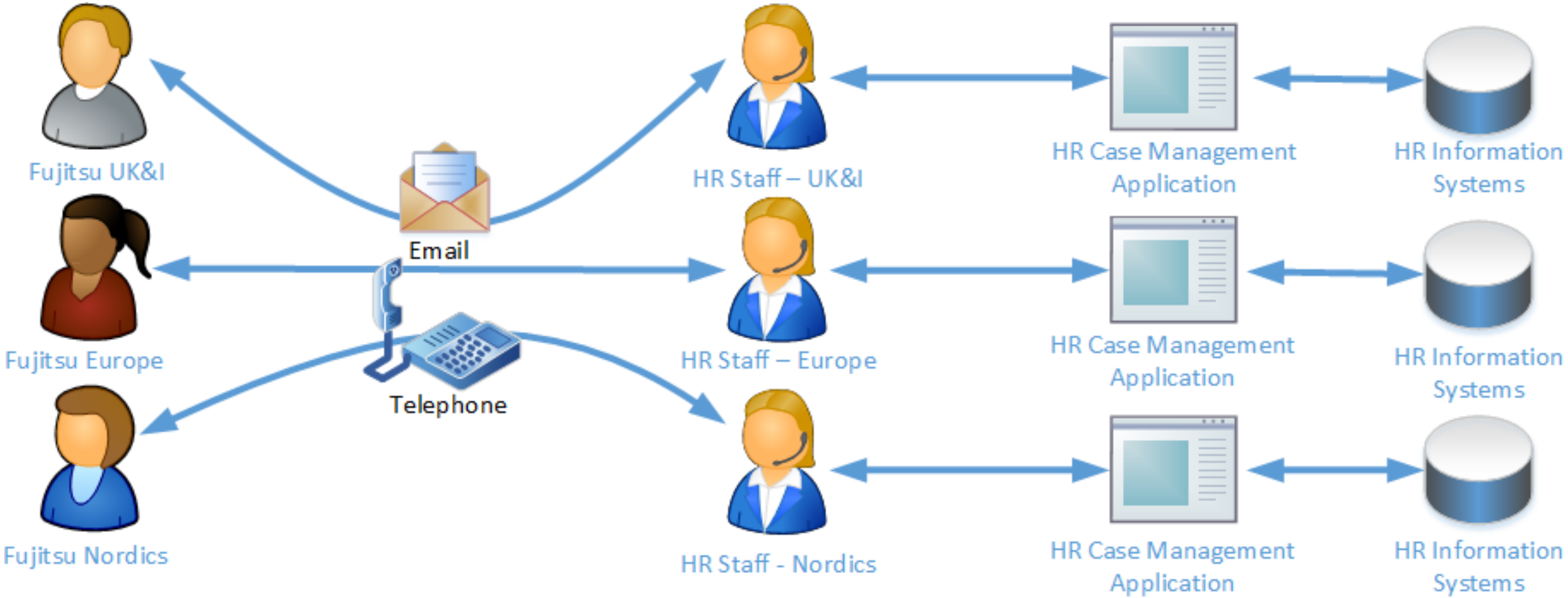
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Fujitsu UK&I HR Systems 2015



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Fujitsu EMEA HR Systems 2015



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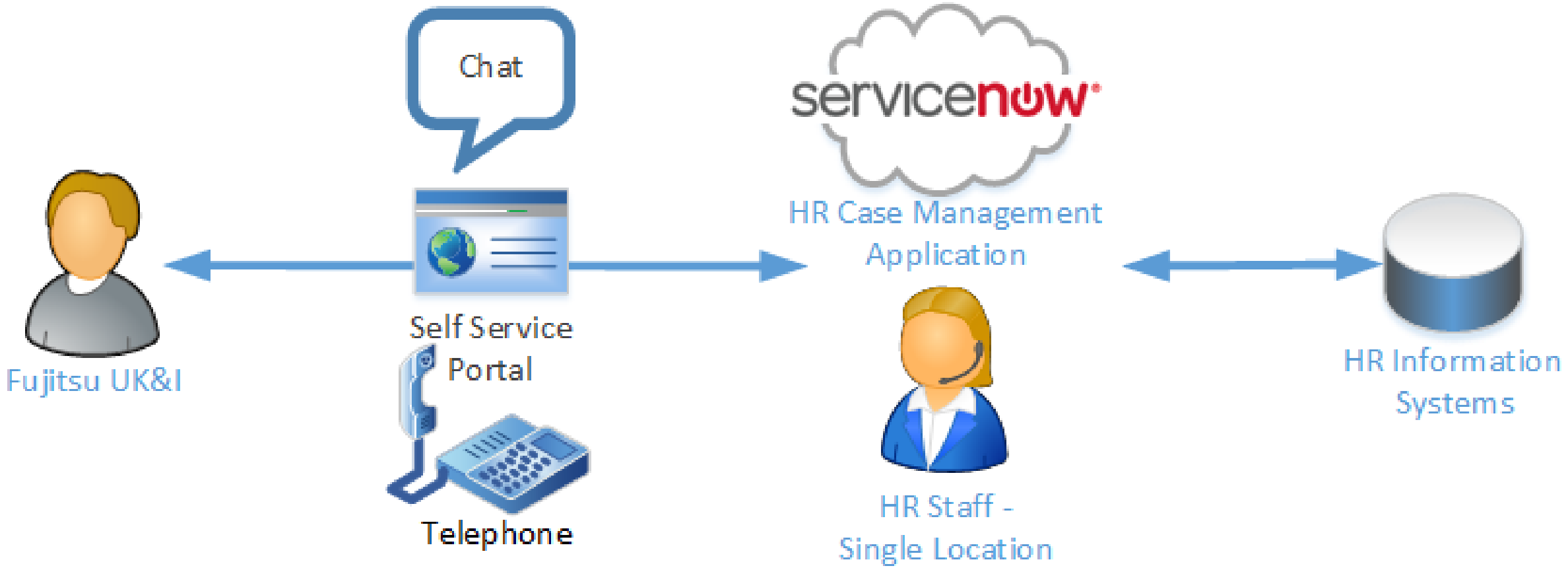
Challenges and Goals

- Replace existing HR case management system
- Introduce Self Service portal
- Completely remove e-mail as a channel
- Produce a solution suitable for wider EMEIA organization
- Build a blueprint for other non-ITSM desk solutions

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Phase 1 Solution at a Glance

ServiceNow HR Case Management application driving self service and removal of e-mail channel

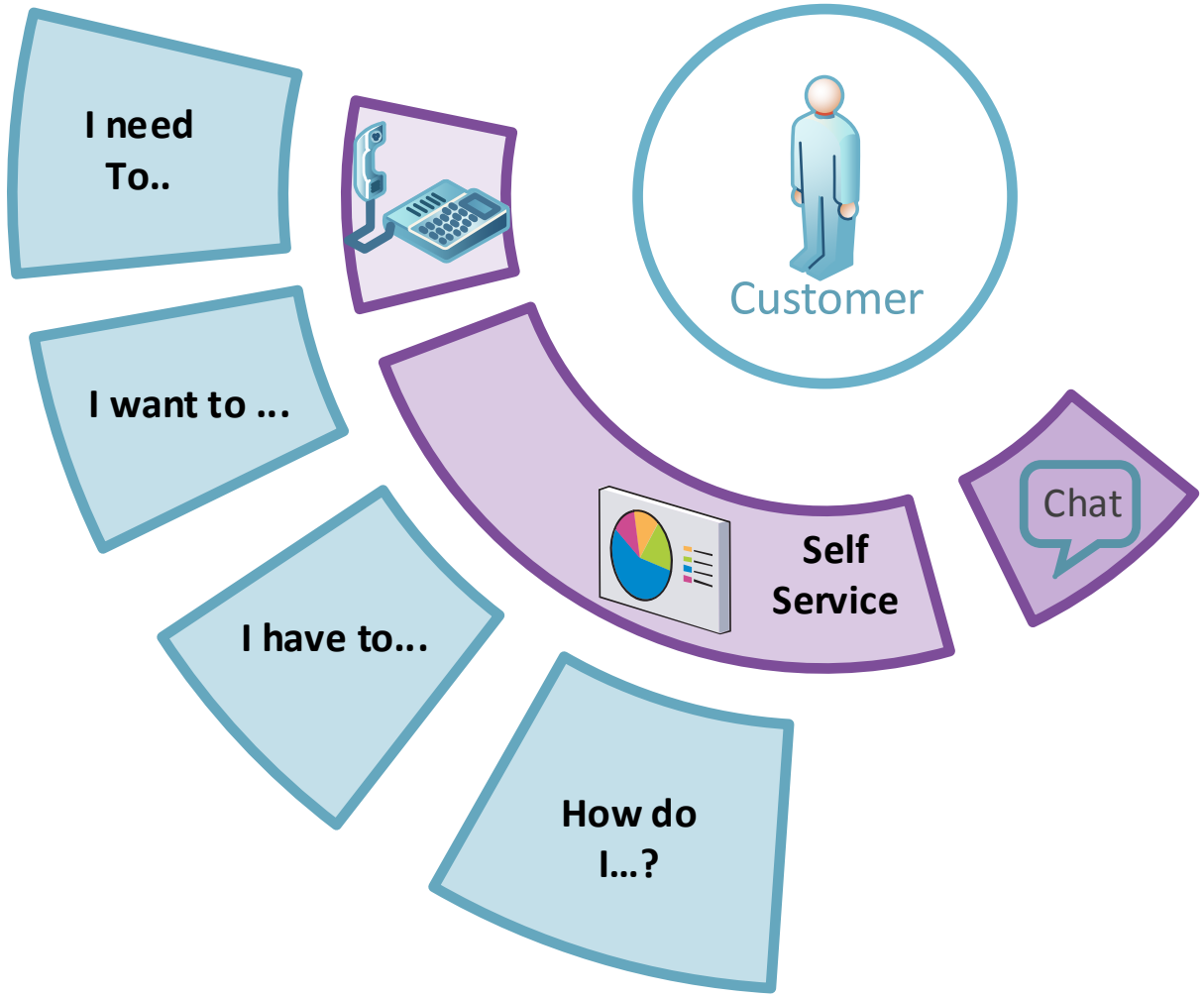


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Solution – The How…

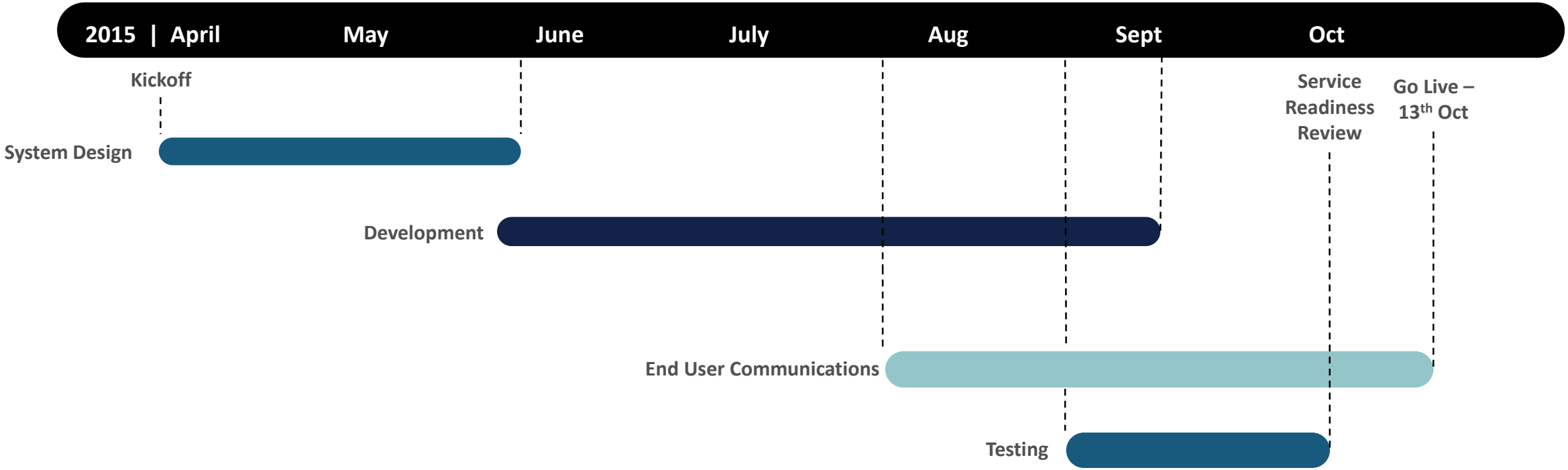
- We chose a good partner
- We designed with self service in mind from the start
- We designed the solution we wanted not a replacement for what we already had
- We communicated

- Outside ITSM the Request Fulfillment is King!



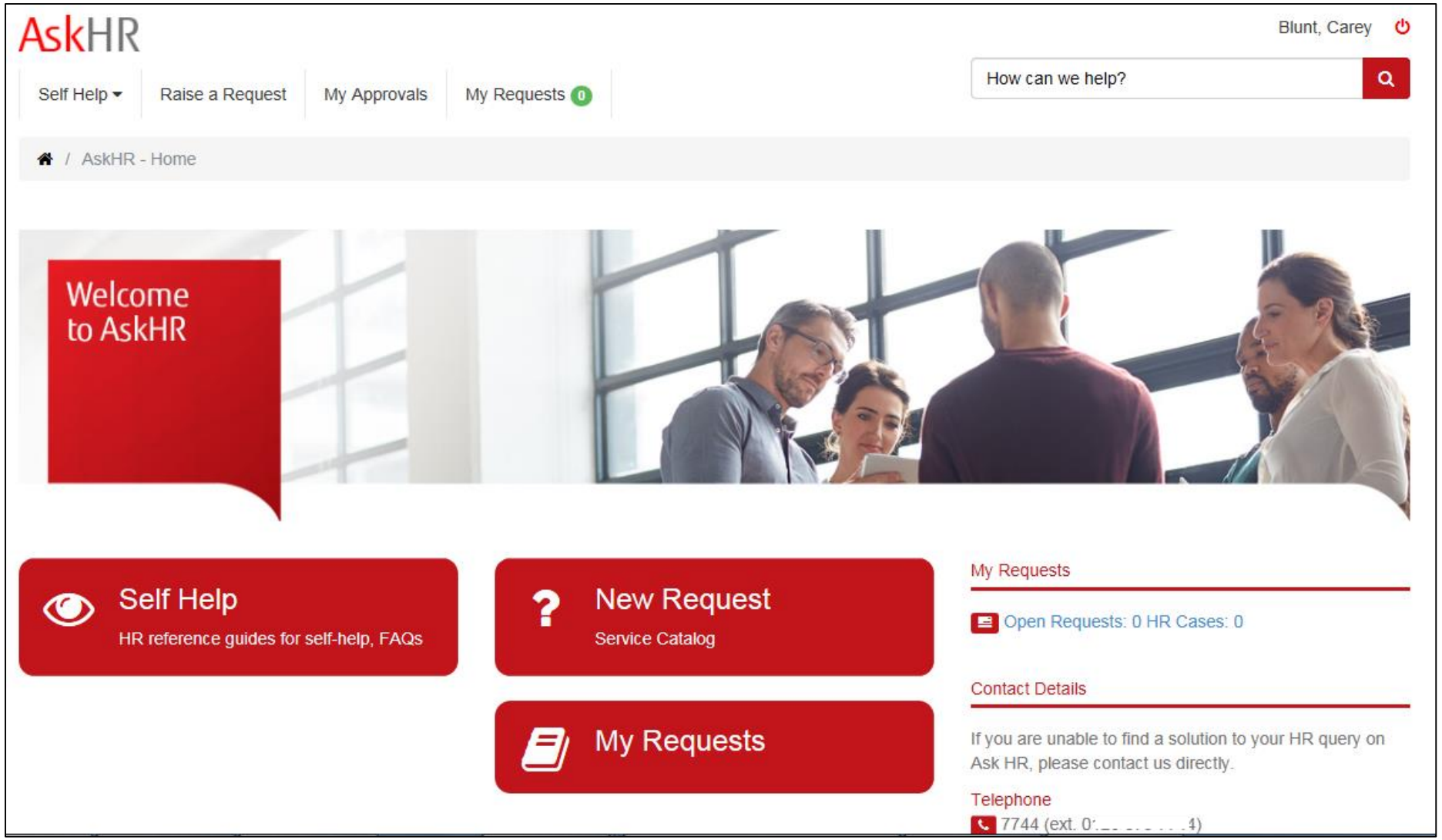
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Solution – Timeline



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Solution At a Glance



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Solution – Relevant Data

- Supports 26,000 internal Fujitsu users in Europe, Middle East, India and Africa
- 2,800 HR cases average per month
- 659 public articles & 88 HR team-only articles
- 295 combinations of HR category & sub-category, derived from 78 category & 212 sub-category items

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Solution – Relevant Data

1. Ask HR – Fujitsu Internal HR Case Management
2. Ask IT – Fujitsu Internal IT Support
3. Ask Property – Fujitsu Internal site facilities case management
4. Ask Assurance – Fujitsu Internal governance, risk and compliance case management

Average of 21,000 ITSM incidents per month

2,800 HR cases average per month

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Communication – This is About Culture Change…

- We started communicating with our end users 4 MONTHS before Go-Live
- We had a full communications plan
- We issued 5 separate “Red Top” announcements
- We produced 5 x 2 Minute demonstration Videos showing how to use the system



UK & Ireland Announcement

FUJITSU

Reference number:	UKI2016-188
For:	ALL UK EMPLOYEES
Date:	6 OCTOBER 2016
Message from:	SARAH WADSWORTH
Re:	ASK HR IS CHANGING

Next week Ask HR will be migrating to a new platform, ServiceNow. This is part of a global programme to use a single platform for all our internal service desk operations (e.g. 7799 as well as Ask HR). Ask HR is the first service to move to the new platform. ServiceNow provides a more user-friendly interface, with improved auto-routing for requests.

Key points you need to be aware of:

- Ask HR will continue to be accessed from the same links on Café VIK as today
- Login will use single sign-on, which means you will no longer be prompted for your username and password to access the system. Therefore, please make sure you always lock your computer when you leave it unattended, as per the ITG Internal IT Policy
- If you have an open case in Ask HR, it will be transferred to the new system, and you will receive email updates from the new system when it is updated
- To help us with a smooth transition to the new system, we ask that you only raise new requests if they are urgent on Monday and Tuesday next week. You can call the Ask HR team on 7744 if you need help.

If you want to take an early look at the new system, there are five short (two minute) training videos available:

- Using the Knowledge base
- Raising a new case
- Updating and reviewing an HR case
- Sorting and filtering your HR cases
- End User email notifications

Sarah Wadsworth
Head of HR Services

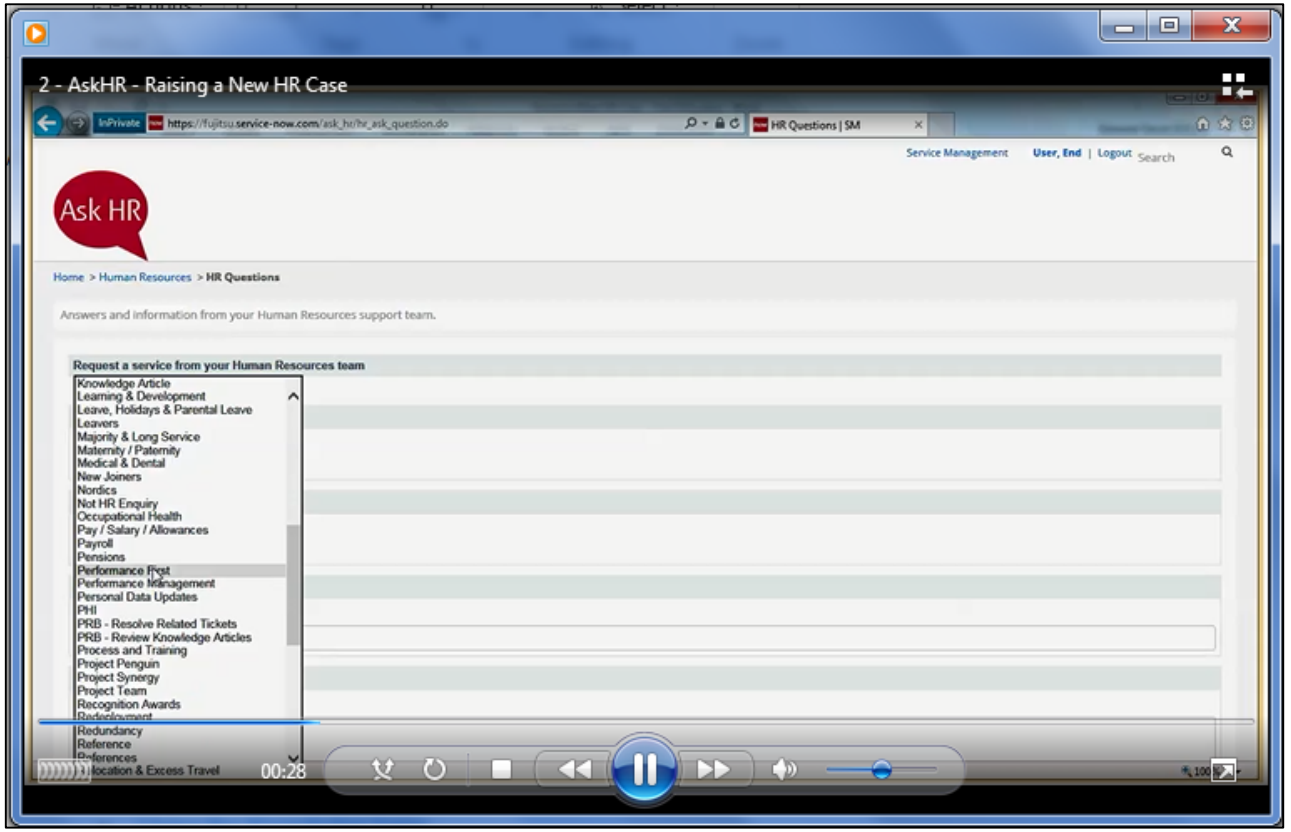
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Communicating – Seeing is Believing

Five 2 minute videos to aid user adoption…

- Using the Knowledge base
- Raising a new case
- Updating and reviewing an HR case
- Sorting and filtering your HR cases
- End User email notifications



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The Benefits

- Tickets are pre-qualified with all the required data supplied via the portal. This is a big time saver
- HR staff consolidated to a single location
- Less time spent dealing with chases
- E-Mail channel completely removed for internal communications
- Finally – proper reporting!
- Much easier and more flexible to use than previous systems
- Less reliance on individual HR Practitioners
- Workload management possible based on historical case volumes

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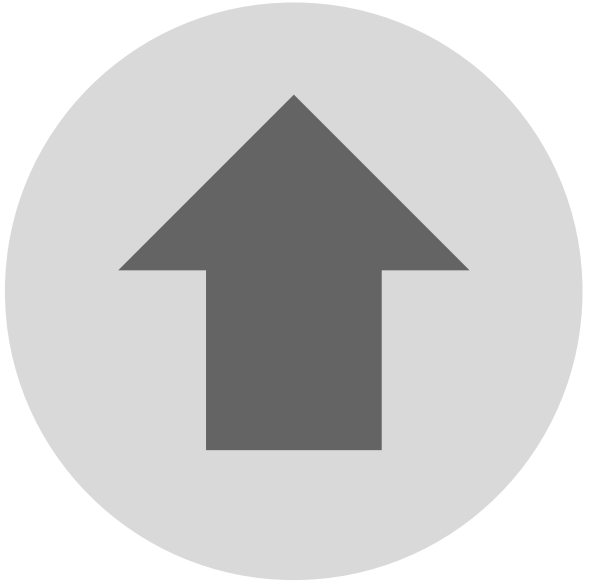
Value Outcomes



License, Support and Hosting Costs



Per Ticket Saved



Increased Customer Satisfaction

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Lessons Learned

1. ADFS and SSO can be difficult but are essential – Plan for this!
2. Get the right partner,
3. Don’t get stuck on the cosmetics – focus on content,
4. Beware of other HR initiatives and HR peak periods,
5. Get Buy-in. People still denied seeing the comms,
6. Fiercely defend the change freeze,
7. Getting data out of the older systems can be difficult and time consuming,
8. Plan for Security testing,
9. HR are friendly and undemanding customers compared with ITSM staff!

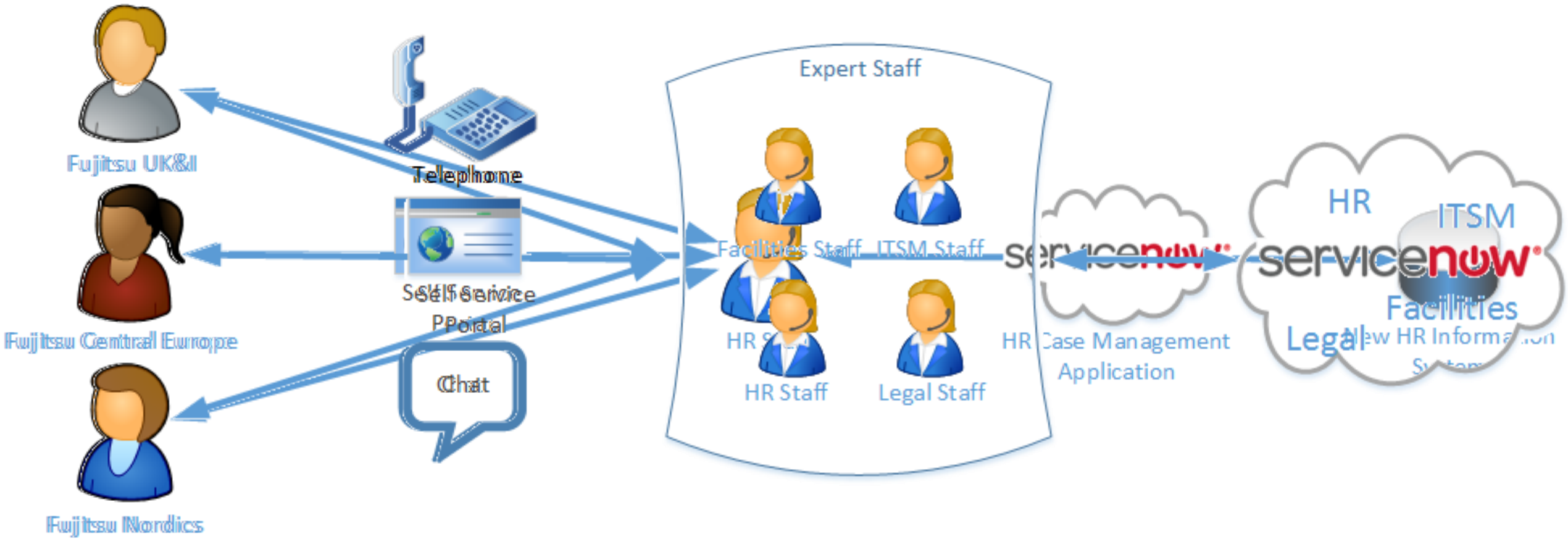
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Other Things to Think About

1. Your ticket volumes may go up – This is a good thing!
2. If you are “running down and ramping up”: HR tickets often run for longer than ITSM incidents. Plan to manually copy across the rump of tickets
3. Give extra consideration to Disability awareness
4. Training not as important as you think it might be. Focus on UI basics like filtering and sorting
5. You must focus on keeping cases updated after implementation
6. What will you do with the time saved?

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The Current Project Phase…



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Our Next Steps

Our future plans include……

- Room Booking
- Asset Management
- Legal/Commercial Case Management
- Health and Safety Case Management

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Top Takeaways

1

Drive your implementation from the end users point of view.

2

Pick the right Partner.

3

You aren't just implementing technology – you are implementing culture change.

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Thank You

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Q & A

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Take the Survey

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

Thank You

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