knowledge17

WORK at LIGHTSPEED

Knowledge Management Panel Discussion







Moderated by: Sarup Paul
Product Management Director
ServiceNow

© 2017 ServiceNow All Rights Reserved

servicenow

Objectives and Ground Rules

Objectives

- Hear from panelists about the use of Knowledge Management (KM) at their company

Ground Rules

- Please raise your hand and wait for the microphone
- Ideally only one question per opportunity
- Moderator will pick 1-2 panelist to answer a question
- However, you may direct question to a panelist
- Please keep your questions to KM best practices
- Questions on Product configurations may be asked in the Lab sessions

© 2017 ServiceNow All Rights Reserved

Panelist Introductions



NAME: Victor Zhu

TITLE: ITSM Lead

COMPANY: Halifax Regional Municipality



NAME: Fred Broce

TITLE: Associate Director, Request Management

COMPANY: Bristol Myers Squibb



NAME: Tara O'Brien

TITLE: Director, Global Service Desk

COMPANY: Johnson & Johnson

© 2017 ServiceNow All Rights Reserved

ServiceNow Knowledge Management



- ✓Integrated Out-of-Box into your existing process
- ✓In-context Knowledge Use/Review/Creation
- ✓Built on top of ServiceNow's configurable platform and Portal

© 2017 ServiceNow All Rights Reserved

Thank You

#Know17

© 2017 ServiceNow All Rights Reserved