knowledge17

WORK at LIGHTSPEED

Government Services at Lightspeed during Transition

Bob Osborn
CTO
ServiceNow

Brian Arlington, *Group Leader Service Manager, Information Technology Services Division, Oak Ridge National Laboratory*

Byron Caswell, *Sr. Technology Advisor, FCC*

Jared Struchtemeyer, *Project Manager, US Navy*

Kathleen A. Warnaar, *Manager, IT Performance Achievement, USPS*

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Agenda

- Introductions
- Panel Discussion
- Q&A
- Wrap-Up

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Distinguished Panel – Federal



Kathleen A. Warnaar
Manager, IT Performance Achievement
USPS



Brian Arlington
Group Leader Service Manager,
Information Technology Services Division
Oak Ridge National Laboratory



Byron Caswell
Sr. Strategic Advisor
FCC

Jared Struchtemeyer
Project Manager
US Navy

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USPS AS A BUSINESS

WE ARE PART OF A $1,300,000,000,000 INDUSTRY

USPS IS INVESTING IN NEW CAPABILITIES TO: BETTER SERVE CUSTOMERS, GROW REVENUE, AND COMPETE EFFECTIVELY IN THE MAILING AND SHIPPING BUSINESS.

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KATHY WARNAAR

IT Performance Achievement, United States Postal Service



Experience: 30+ years in professional IT experience, including 11 years of visionary executive IT leadership at USPS

Expertise: Data Center, Database Technologies, Project Management, Process Re-engineering

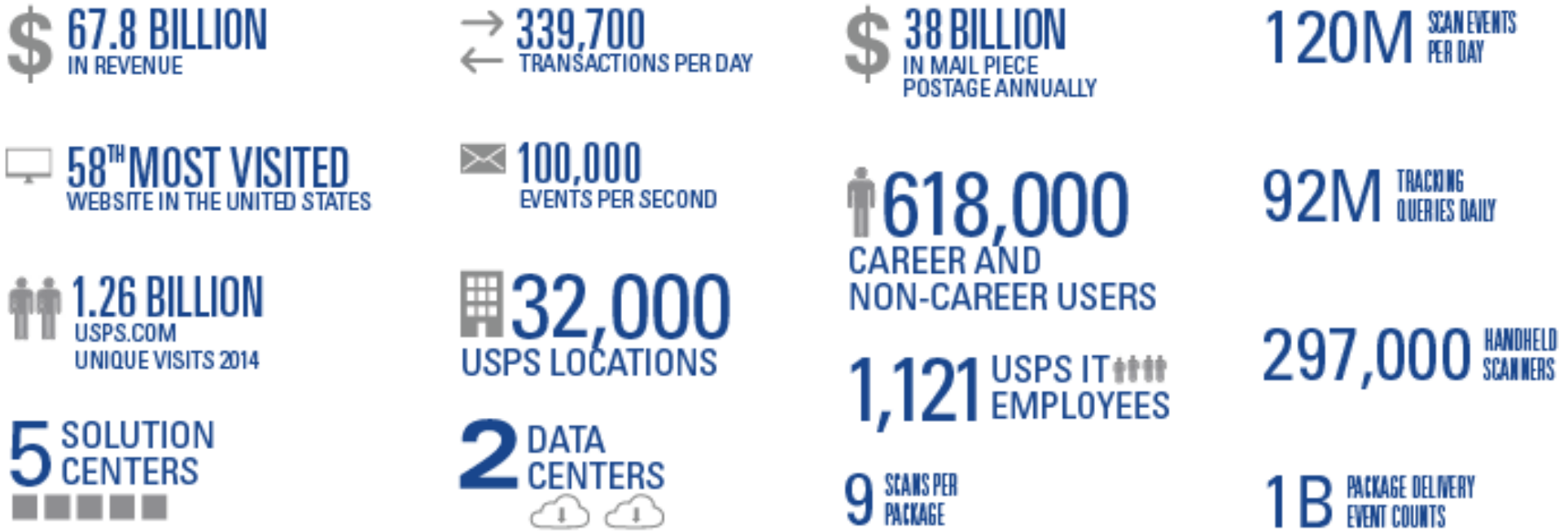
Achievements: Led the development of the CIO Dashboard, Bright Spots Dashboard, Parts Ordering, and Supply Management Applications

Current Projects: Enterprise Dashboard

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USPS AS A BUSINESS

IT SUPPORTS ONE OF THE LARGEST AND MOST EFFICIENT LOGISTICS AND DELIVERY NETWORKS IN THE UNITED STATES

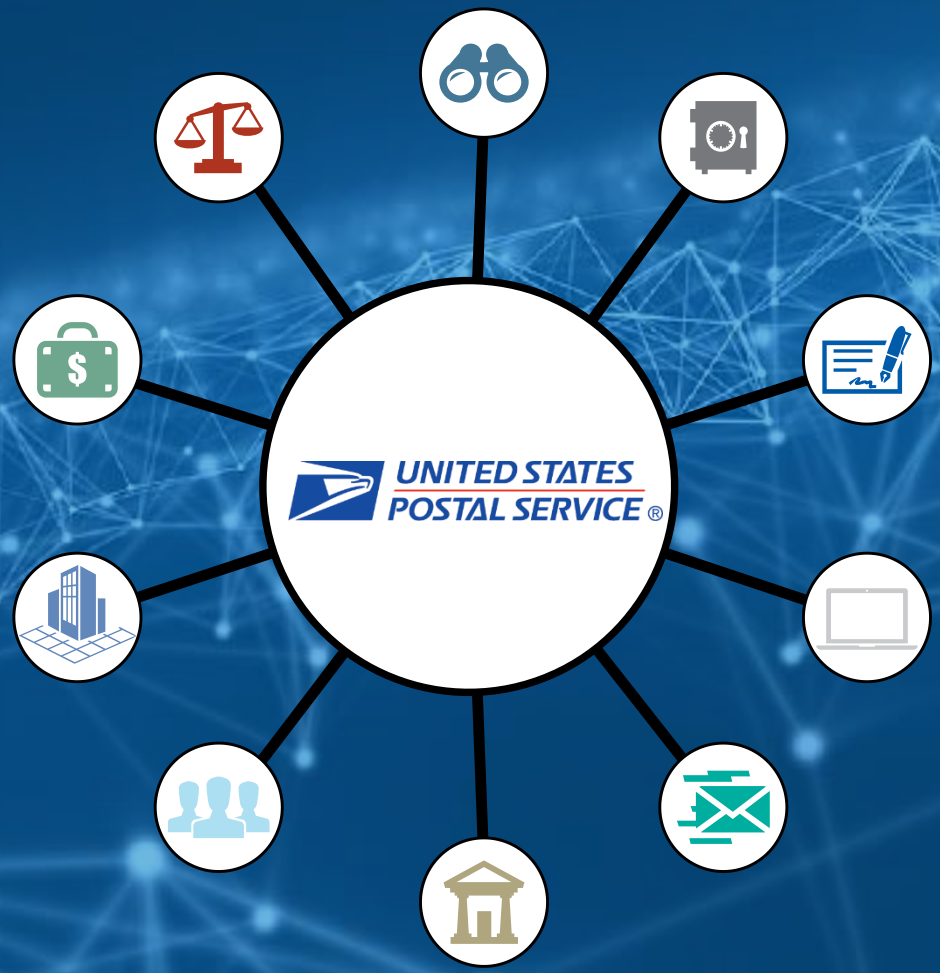


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IT SUPPORTS THE BUSINESS

- Marketing
- Human Resources
- Inspection Services
- Facilities
- Logistics
- Security

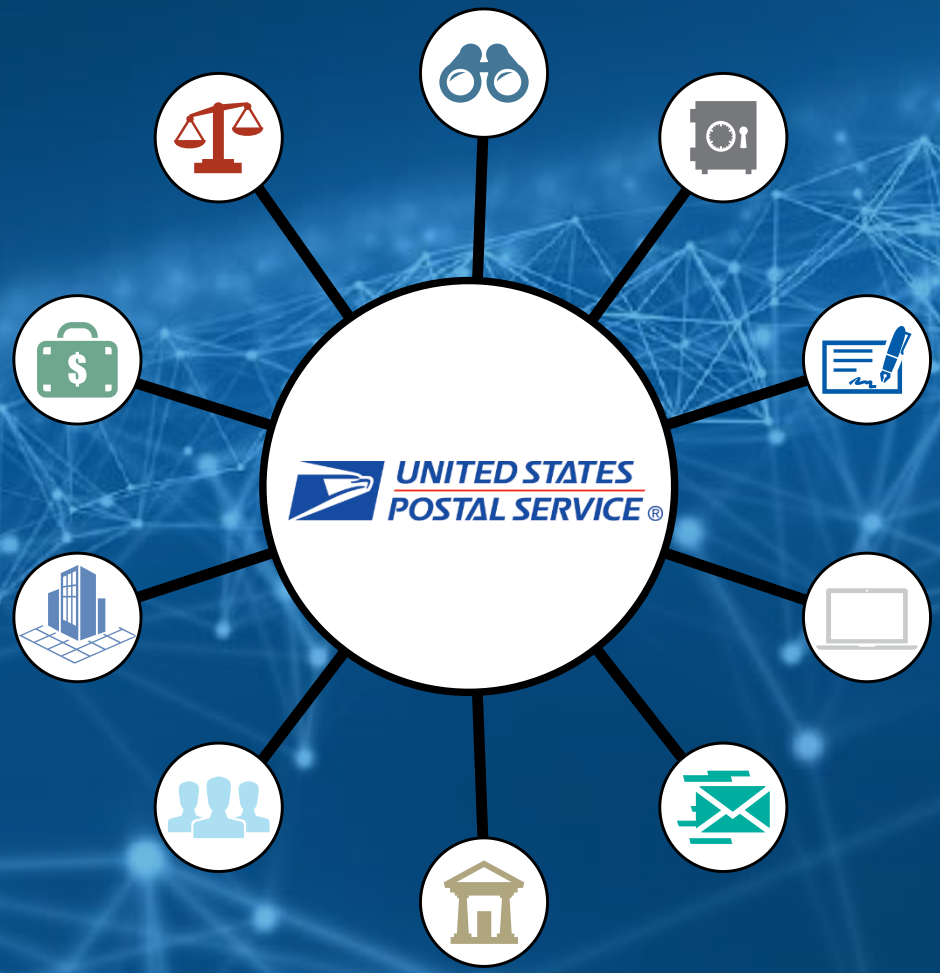
- Customer Relationship Management
- Procurement
- Chief Information Officer
- Engineering



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WHERE SERVICENOW FITS INTO THE ORGANIZATION

- **Marketing**
- **Human Resources**
- Inspection Services
- **Facilities**
- Logistics
- **Security**
- Customer Relationship Management
- **Procurement**
- **Chief Information Officer**
- **Engineering**



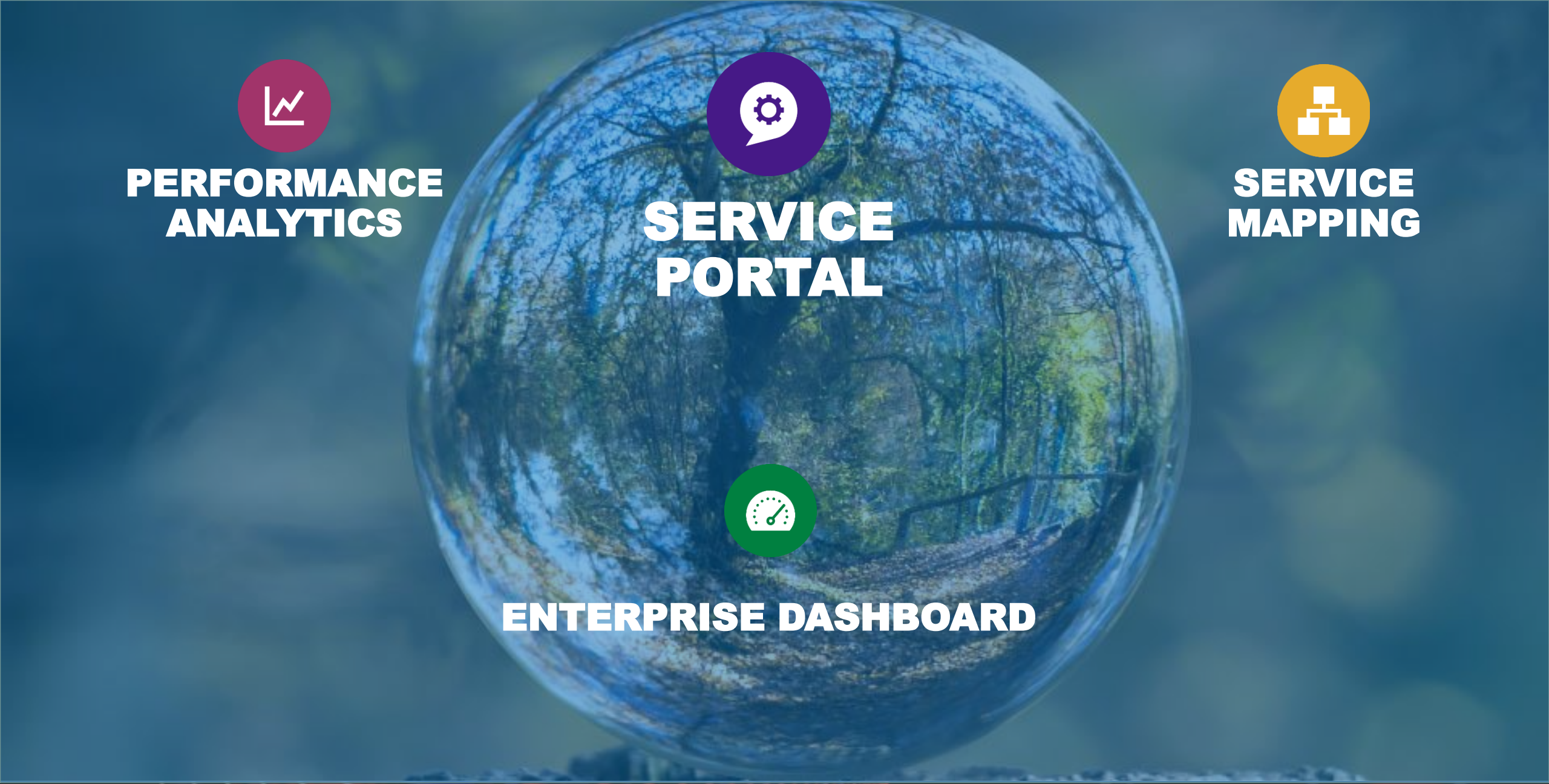
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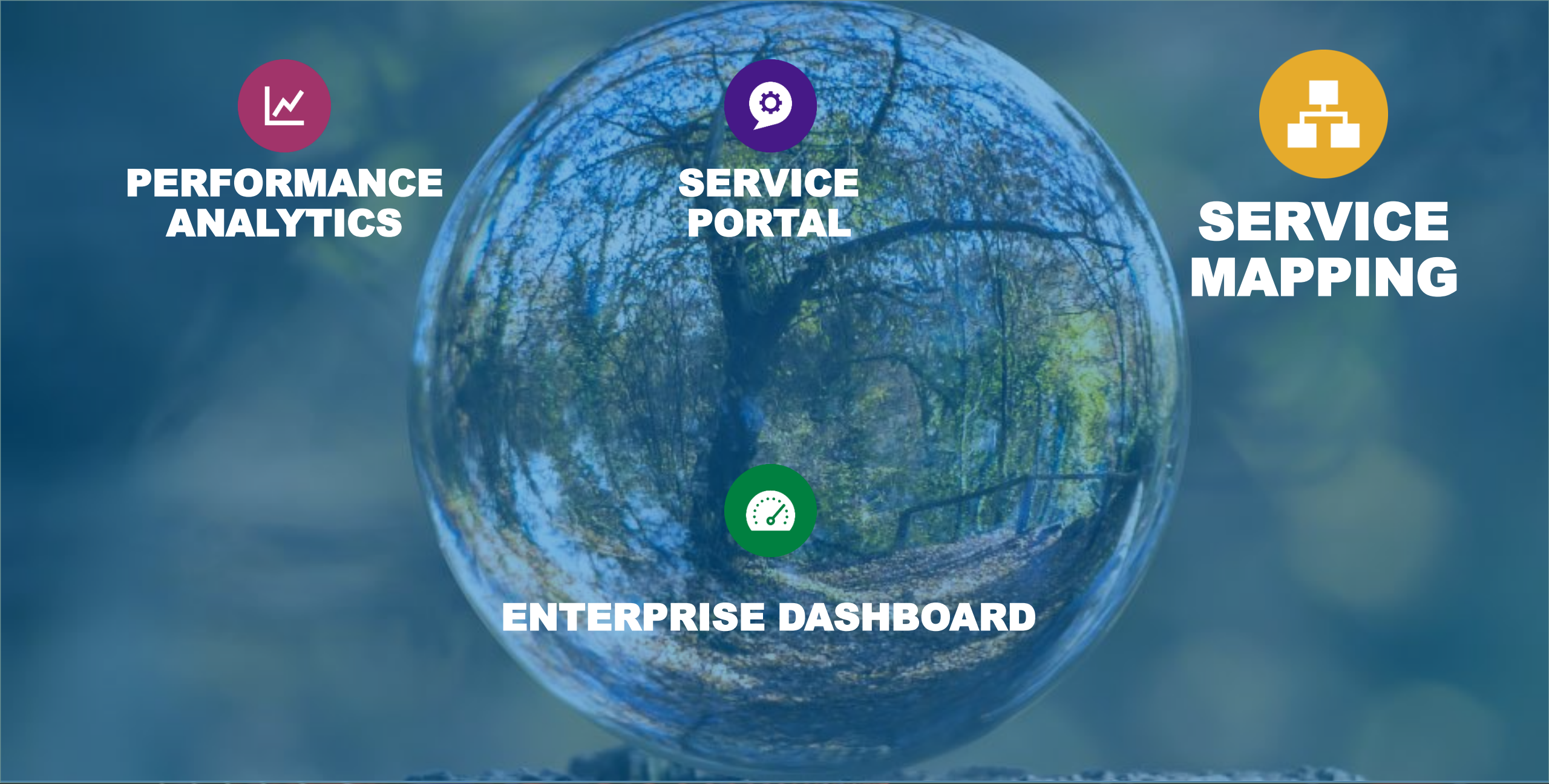
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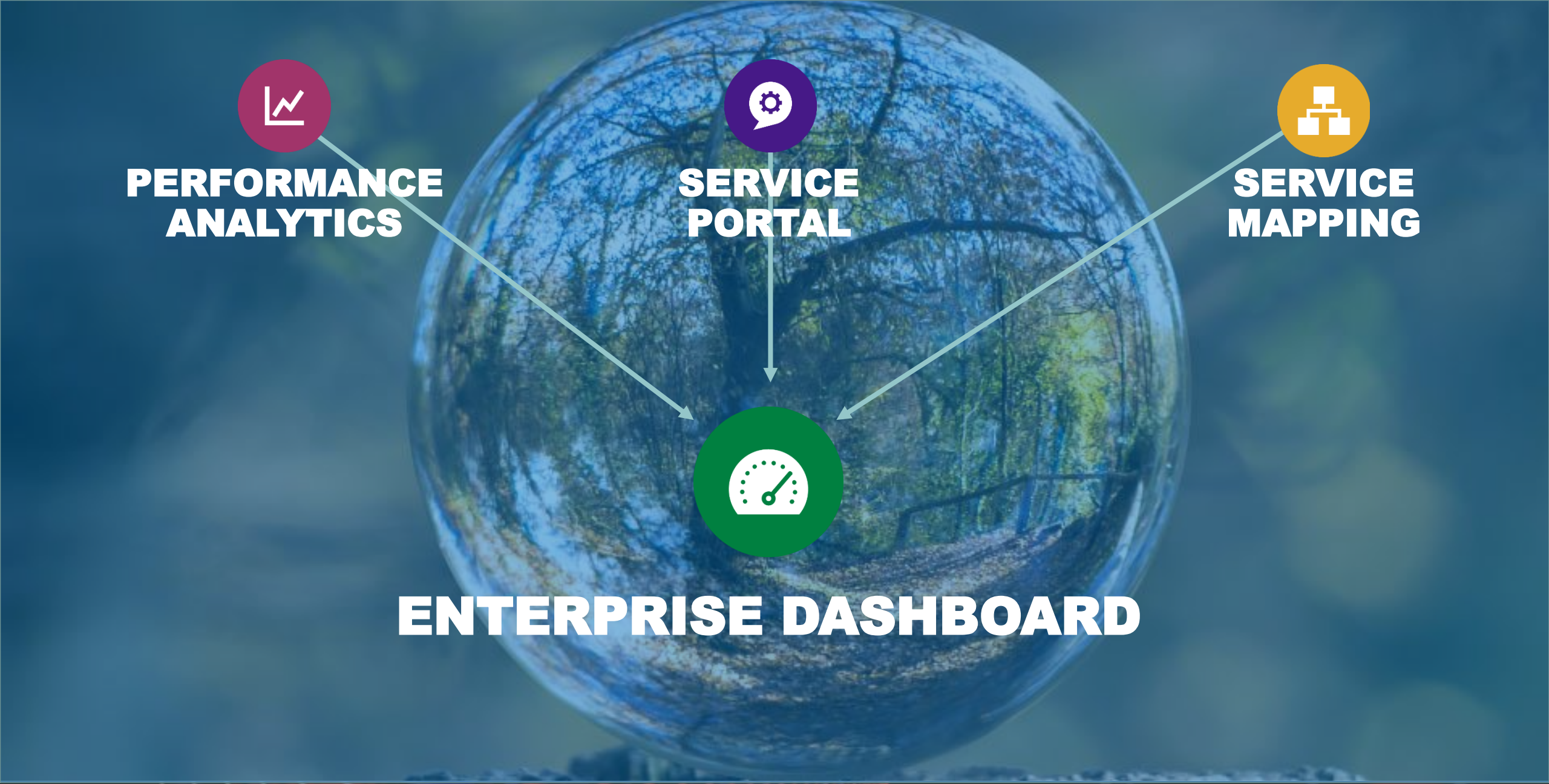
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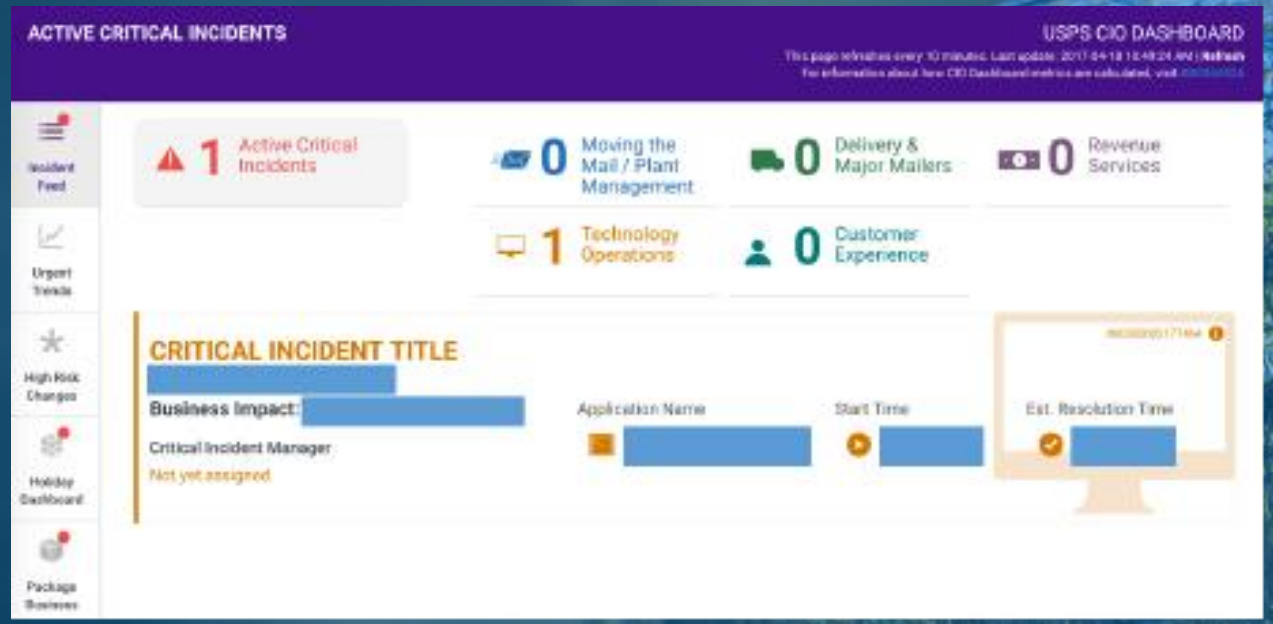
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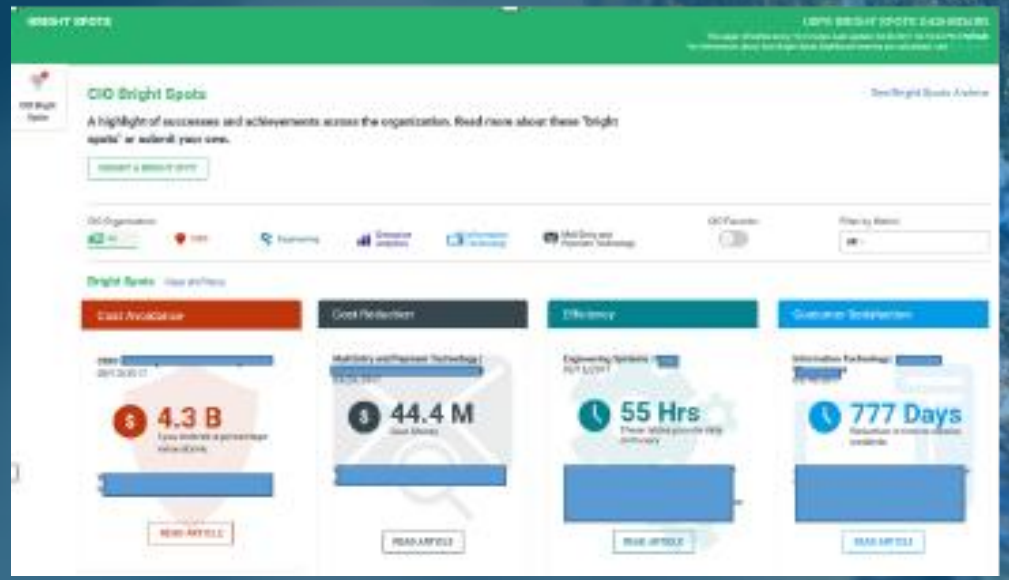


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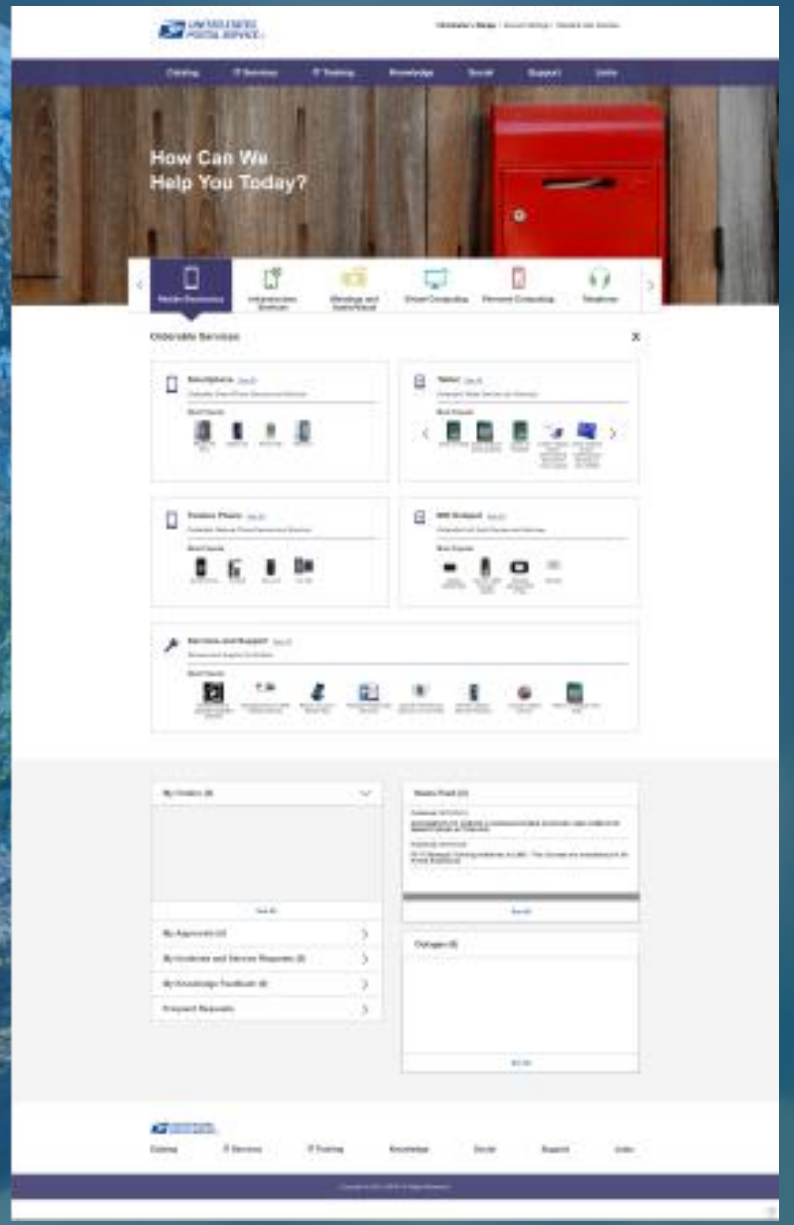


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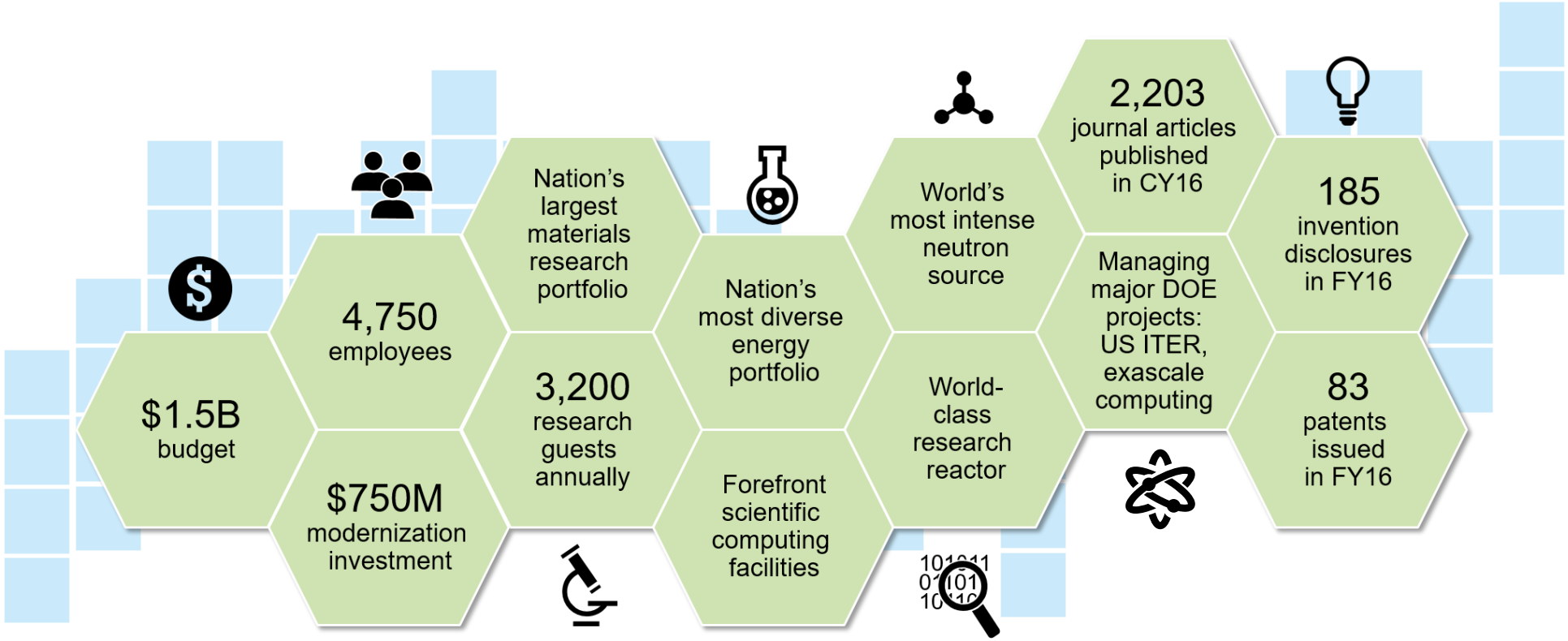






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Today's Afternoon Sessions Delivered by Leaders in Government

Time	Session ID	Session Title	Presenter	Presenter Title	Company
1:30 PM – 2:20 PM	BRP4287	Panel: Knowledge Management	Panel includes Victor Zhu	ITSM Coordinator	Halifax Regional Municipality
2:40 PM – 3:30 PM	**SIGN132108**	**SIG Bingo! Government Networking – Join us for a fun session designed for attendees to share best practices and lessons learned!**			
2:40 PM – 3:30 PM	BRE4133	Everything as a Service for CERN Physicists!	Eric Lienard	Business Analyst	CERN
3:50 PM – 4:40 PM	BRE4361	Attracting the Business by Delivering Transformative Solutions with ServiceNow at USPS	Glyn Tomkins Nathan Bost	ITSM Exellence Director ITSM Team Lead	USPS
3:50 PM – 4:40 PM	BRE3985	How enterprise service management enabled significant savings in the operations of our hotels	Reinoud Martens	GS Service Manager	CERN
5:00 PM – 5:50 PM	BRE4144	Integrating IT service suppliers – Our way to common requirements and integrated service delivery	Mats Onnestam	Services and Configuration Mgr	European Space Agency

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Thought Leadership Opportunities

Interested in working with ServiceNow on a case study or white paper?

If so, please contact:

Sheila Pickett
Global Industry Marketing,
Higher Education & Government
sheila.pickett@servicenow.com
669.262.2823

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Thank You

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