knowledge17

WORK at LIGHTSPEED™

Life Sciences at Lightspeed

MODERATOR:
CARRI THOMPSON
DIRECTOR OF GOVERNANCE, RISK MANAGEMENT & COMPLIANCE
ServiceNow

PANELISTS:
ATUL DARJI, Leader Enterprise Tools, Quality-CSV, Johnson & Johnson
JOHN CHUN, Principal Advisor, snowaid
CHERLY BUDAJ, Head of ITSM Processes, Takeda Pharmaceutical
RINUS SADIE, Head of IT Domain Architecture, Novartis

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Agenda

- Introductions
- Automated Testing Framework (ATF)
- ServiceNow Core
- Panel Discussion
- Q&A
- Wrap-Up

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Automated Testing Framework (ATF)

Presented by Shrity Verma

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Problem – Why did we built Automated Test Framework

- Concerns - Upgrade testing consumes over 25% of time and resources for many customers
- Customer test frameworks are ‘completely broken’ by each major upgrade or UI change
- Most customers do not use an automated test framework, and test manually

UPGRADE

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Continuous Customer-Driven Enhancements

Jan 2017

Istanbul

- Forms & UI Testing
- Server Side Testing
- Supports Jasmine assertion engine
- Supports both OOB and custom application

Q2 2017

Jakarta

- Service Catalog testing
- Rest APIs testing
- Scheduling
- Pick browser
- Transaction log

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Automated Testing Framework – Benefits

PRODUCTIVITY

- Reduced upgrade cycle times
- Create tests once to test different versions of software.
- Expects 40%-60%+ of test are covered

EASE OF USE

- Create tests right from the UI
- Create Tests using scripts
- Supports jasmine assertion engine

COMPREHENSIVE

- Forms, Service Catalogs, REST APIs and Server Side Testing
- Test scheduling
- Browser selections

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ServiceNow CORE™

Presented by Michael Malcangio

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Session Overview



Objectives

- Improve your knowledge about Automated Test Framework (ATF)
- Learn how to register for the ServiceNow CORE™.
- Gain inspiration and best practices from the panelist implementation of ITSM, CAPA, CMDB, Scoped Applications, automated workflows, E-Signature, and much more
- Discover how ServiceNow helps Life Sciences customers address GxP

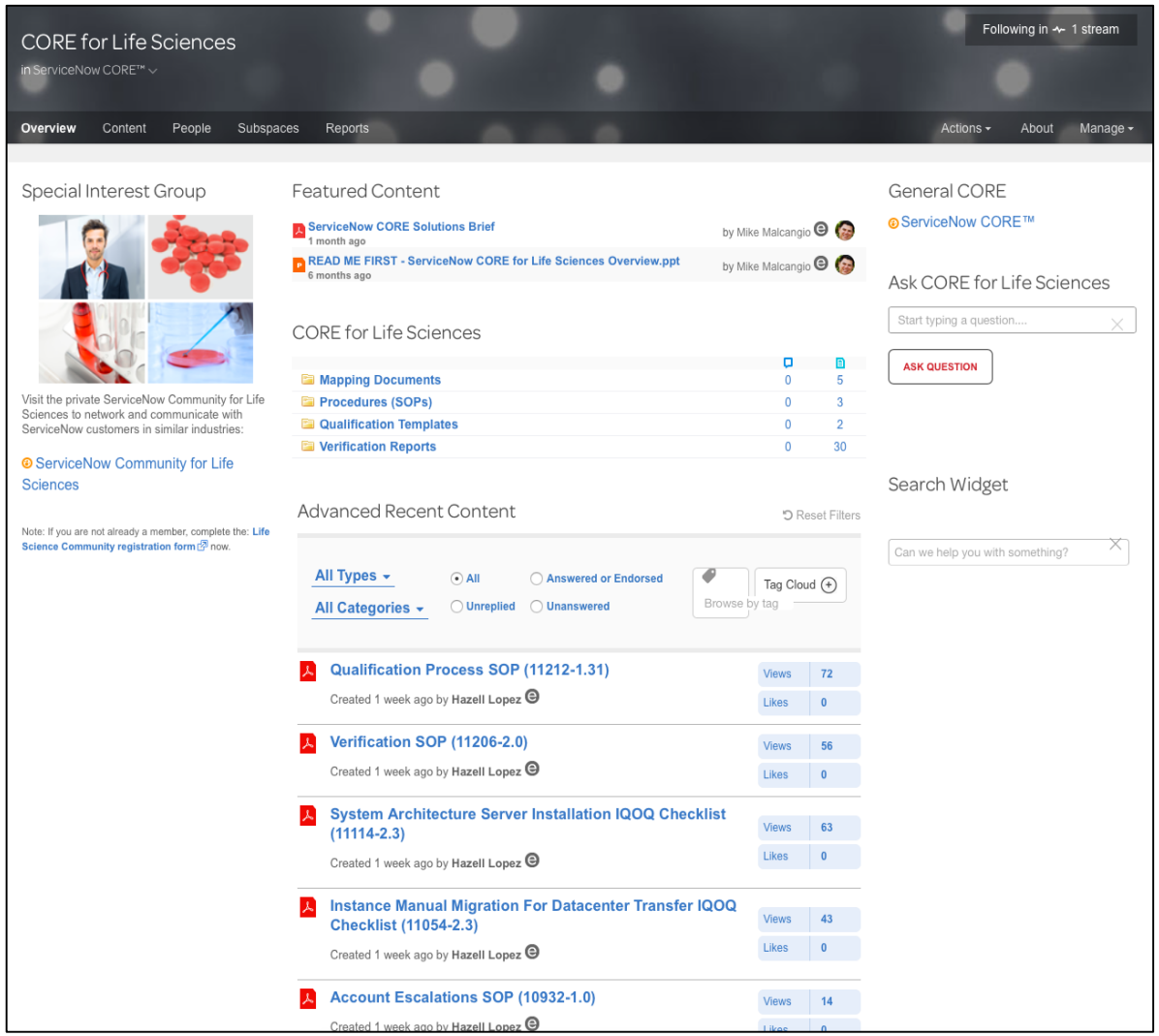


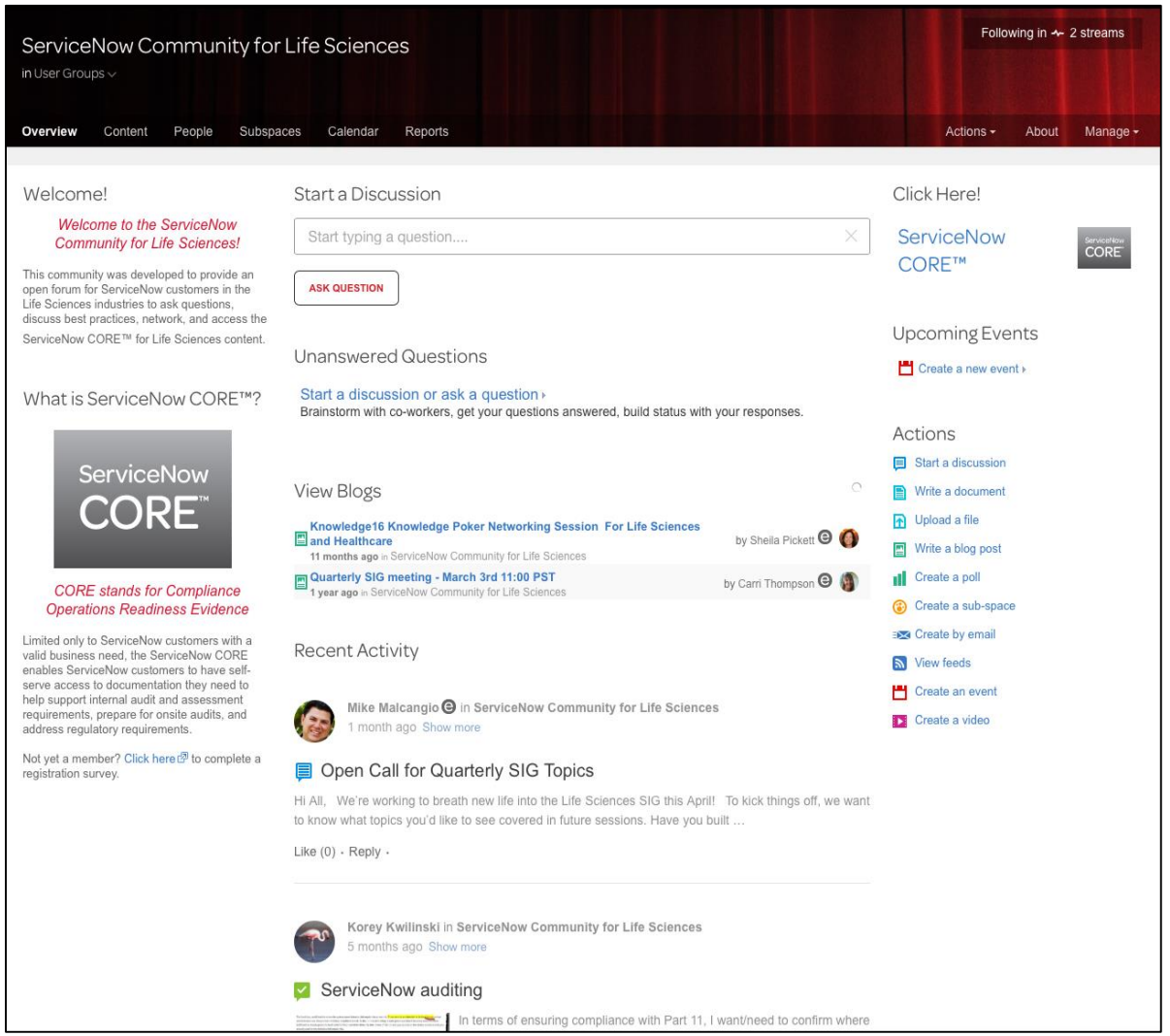
What You Will Learn

- Learn about leveraging ServiceNow in support of Life Sciences unique needs and regulations
- Hear a variety of perspectives for industry leaders in IT, Quality, Validation, and development
- Interact with the panelists in the Q&A portion of the session

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ServiceNow CORE and Life Science Community





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How Do You Join?

- Join the ServiceNow Special Interest Group (SIG) for Life Sciences and ServiceNow CORETM:
  - In the ServiceNow Community, click the “Connect” tab at the top
  - Under “Special Interest Groups,” click Join Life Sciences Special Interest Group
  - Get the answers you’re looking for from peers, experts, CORE and the SIG Meetings!
- Not already a member of the ServiceNow Community? Join now to get started:
  - Go to https://community.servicenow.com/welcome
  - Register & get started
  - Log in & engage

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NAME: Atul Darji
TITLE: Leader Enterprise Tools, Quality-CSVE
COMPANY: Johnson & Johnson



NAME: Carri Thompson (Moderator)
TITLE: Director of Governance, Risk Management & Compliance
COMPANY: ServiceNow



NAME: John Chun
TITLE: Principal Advisor
COMPANY: snowaid



NAME: Rinus Sadie
TITLE: Enterprise architect
COMPANY: Novartis



NAME: Cheryl Budaj
TITLE: Head of ITSM Processes
COMPANY: Takeda Boston–Takeda Pharmaceuticals - Boston/Switzerland

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Q & A

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Upcoming Sessions Delivered by Leaders in Life Sciences

Day	Time	Session ID	Session Title	Presenter	Presenter Title	Company
Thurs	9:00 AM – 9:50 AM	BRE131867	Keeping House-Device Compliancy at Ascension	Aubrey Tribble	Solutions Development Senior Analyst	Ascension Information Services
Thurs	10:10 AM – 11:00 AM	BRE4100	Automated VM Provisioning: Delivering Value with maintaining Speed, Security and Reliability	Danny Plymesser	ITSM Service Manager	Actelion Pharmaceuticals Ltd.
Thurs	10:10 AM – 11:00 AM	BRE4366	Building a Best-in-Class HR Service Portal in a Global Digital World	Jared Van Doorn Jim Taylor	VP IT Service Desk Operations System Administrator	Consulate Health Care (formerly CMC II) Consulate Health Care
Thurs	11:30 AM – 12:20 PM	BRE4071	HMS and How We Automated the IT End-to-End Process	Debbie Balmos	Sr. Director, IT Support	Health Management Systems, Inc (HMS)

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Thank You

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Thank You

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