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WORK at LIGHTSPEED

# ITSM Global Implementation Best Practices


MODERATOR

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# Agenda

- The Challenges of Going Global
- Best Practices From the Ones Who've Done It!
- Things You Should Avoid


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# accenture Services Landscape

**400K+**
End Users

**14K+**
Fulfillers

**120**
Countries

**6** Corporate Functions

Finance

Legal

HR

Marketing

IT

Operations

**10K+**
Services

**7K+**
Applications

**40+** Integrating Systems & Platforms

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accenture

salesforce

SAP HANA

IBM Rational software

(x) matters

FLEXERA SOFTWARE

SAP SuccessFactors

zenoss Own IT.

Microsoft System Center

Qlik

SAP Ariba

prognosis

perspectium



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# Multi-lingual Catalog Rollout at Cardinal Health

## About Us

We deliver best-in-class healthcare logistics solutions

Over **37,000**
employees worldwide

**#21**
on the Fortune 500

**$100B+**
annual revenue

**3000+**
ITIL users in ServiceNow(Helsinki)

## Scope

Service Catalog and Self-Service Portal

**11** Languages

**182** Catalog items

**197516** words

## Timeline

Planning – Jan 2016

Define Scope – Apr 2016

Development – May 2016

First Wave – Sep 2016

Second Wave – Oct 2016

## Key Tactics

- Rollout was planned in Waves
- Translations were defined in a table rather than creating separate catalog for every language
- Majority of the free form texts were changed to drop down values
- Domestic fulfillment teams were trained to handle requests submitted in non-English

## Learnings

- Detailed discovery of words to be translated is essential
- Identify the model for ongoing support
- Set clear expectations for testers
- Defining a standard template to send/receive translations is critical


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sage

## About Us

We help 6 million small/medium-sized business succeed.

Over **14,000** employees worldwide

**750** Fulfillers

**24** Countries

**13,000** ITIL users in ServiceNow (Helsinki)

## Scope

Service Catalog and Self-Service Portal

**6** Languages

**8** Countries

**15,000** translations

## Timeline

Planning – Aug 2016

Define Scope – Sept 2016

Development – Oct 2016

First Wave – Dec 2016

## Key Tactics

- Establish strong system governance from the beginning. Get control of the system before our go live.
- Simplify the approach
- Agile methodologies

## Learnings

- Not everyone at same level of maturity.
- Supporting multiple languages changes everything
- Demo, demo, demo.



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# Thank You


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# Q & A

MODERATOR
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Company

PANELISTS
*TITLE1,* Company1
*TITLE2,* Company2
*TITLE3,* Company3
*TITLE4,* Company4



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