knowledge17

http://clabs.link/lab132012

WORK at LIGHTSPEED

Achieving Continual Service Improvement

Sasson Jamshidi
Advisory Solution Architect
ServiceNow

Paul van Nistelrooij
Product Line Sales
ServiceNow

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- Introductions
- Overall Lab Goal
- Indicators in Context
- Finding the right approach
- Putting it all together

© 2017 ServiceNow All Rights Reserved

Introductions

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Sasson Jamshidi

Title: Advisory Solution Architect

Function: Product Specialist

Company: ServiceNow

Experience: 4+ years with ServiceNow, 3 years in Professional Services, 1 year as product specialist

Expertise: Performance Analytics, ServiceNow Platform, Field Enablement

Achievements: 40+ ServiceNow Implementations, Field enablement for 2 ServiceNow Performance Analytics releases

Current Projects: Developing future enablement content, developing mature integrations between Performance Analytics and other platform offerings.

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Paul Van Nistelrooij

Title: Product Line Sales

Function: Product Specialist

Company: ServiceNow

Experience: 4 years ServiceNow SC/PLS, 1 year in current role

Expertise: 10 years of Performance Analytics expertise (of which 6 yrs Mirror42)

Achievements: Set up Global Practice, responsible for EMEA PA Sales, totaling 10+ Sales Cycles

Current Projects: EMEA Sales

© 2017 ServiceNow All Rights Reserved

Overall Lab Goal

© 2017 ServiceNow All Rights Reserved

Performance Analytics makes Service Management manageable by creating visibility on the performance of your processes so you can align with goals at the strategic, operational, and individual level.

Deliver real-time insights with in-platform analytics.

Provide actionable insights for ServiceNow users.



© 2017 ServiceNow All Rights Re

Indicators in Context

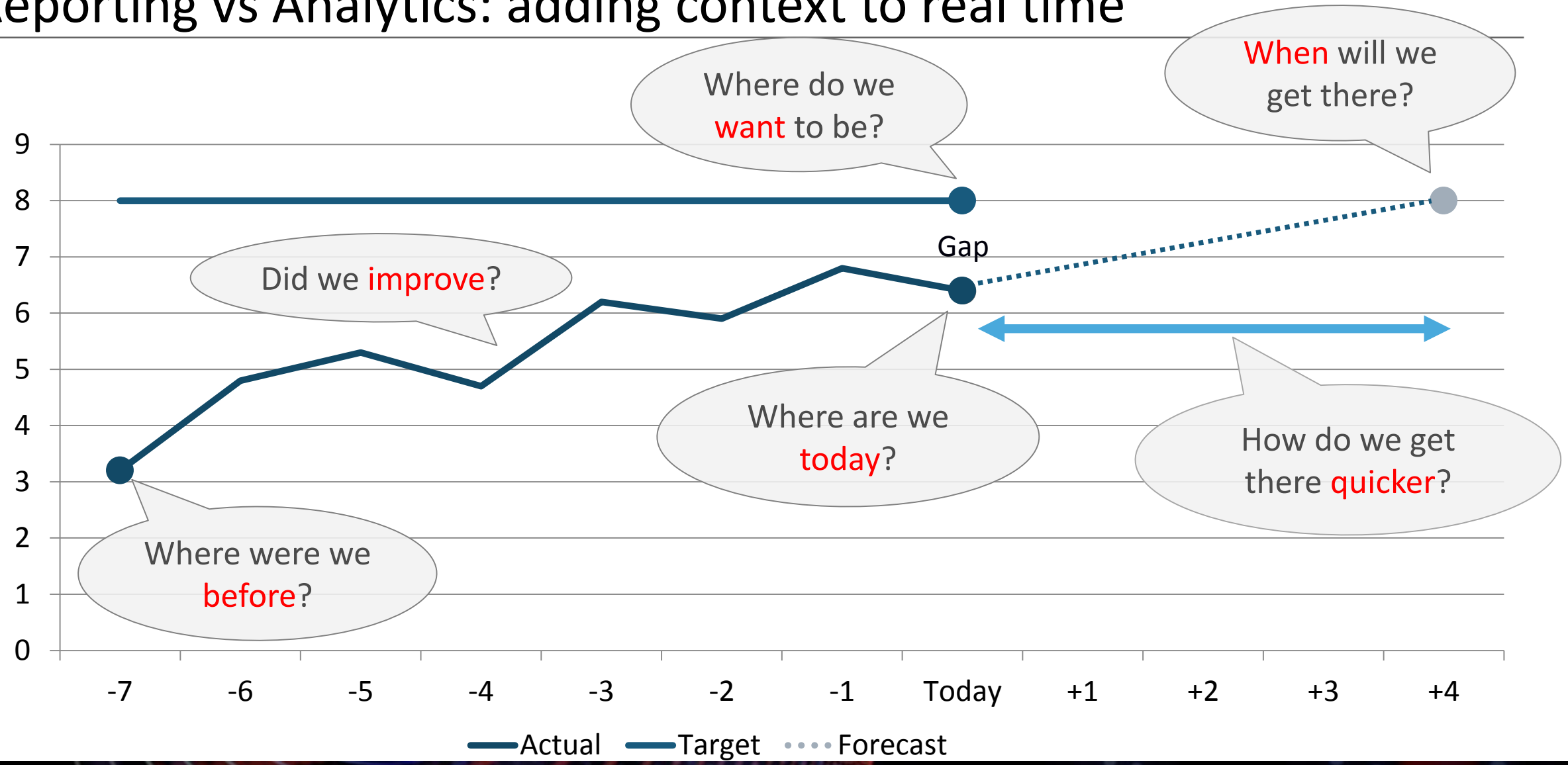
Lab 1.0 Create a Time Series Widget

Lab 2.0 Create a Time Series with Influence

Lab 3.0 Create a Breakdown Dashboard

© 2017 ServiceNow All Rights Reserved

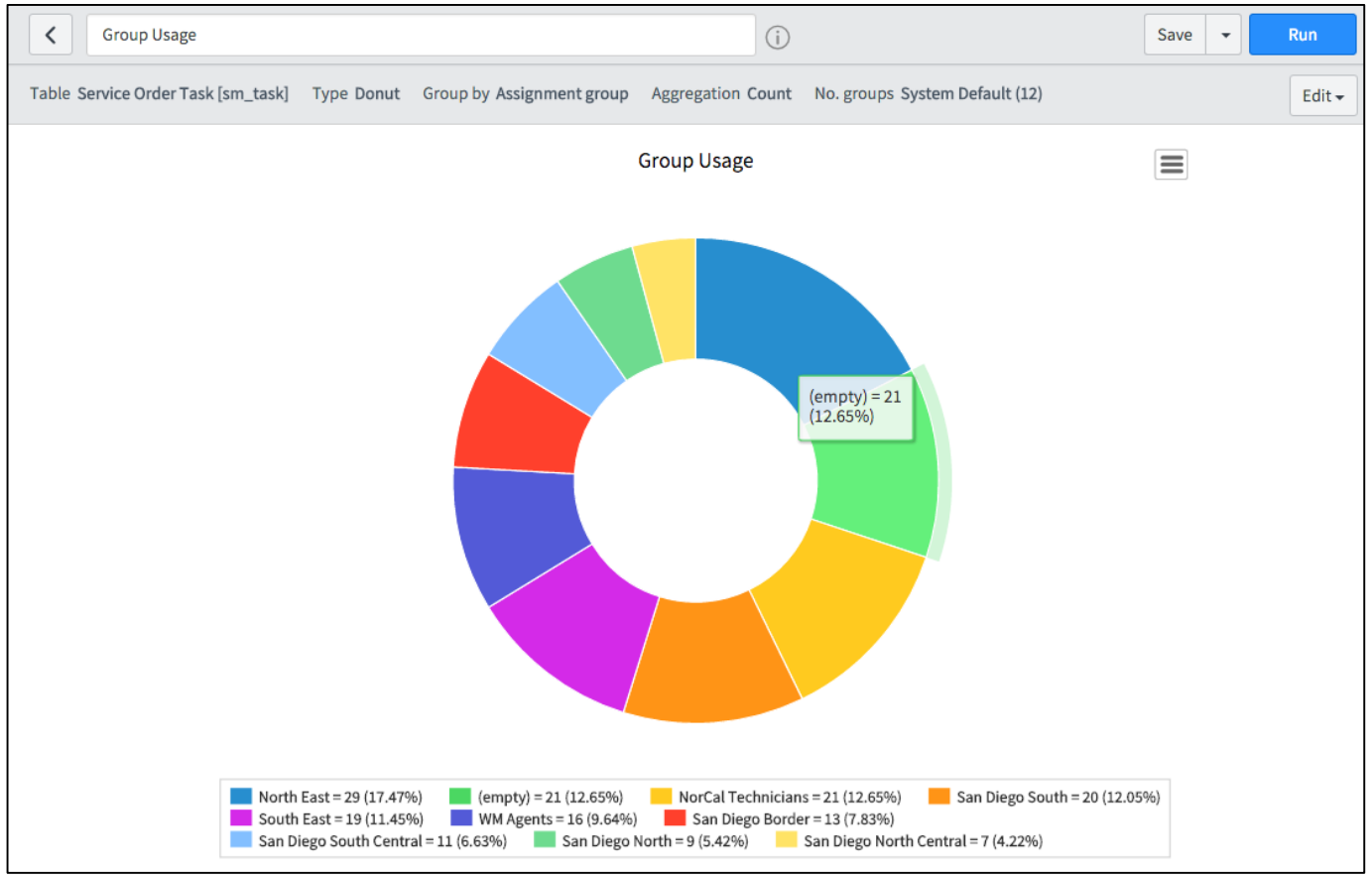
Reporting vs Analytics: adding context to real time



© 2017 ServiceNow All Rights Reserved

Example of Insight Provided by Reporting

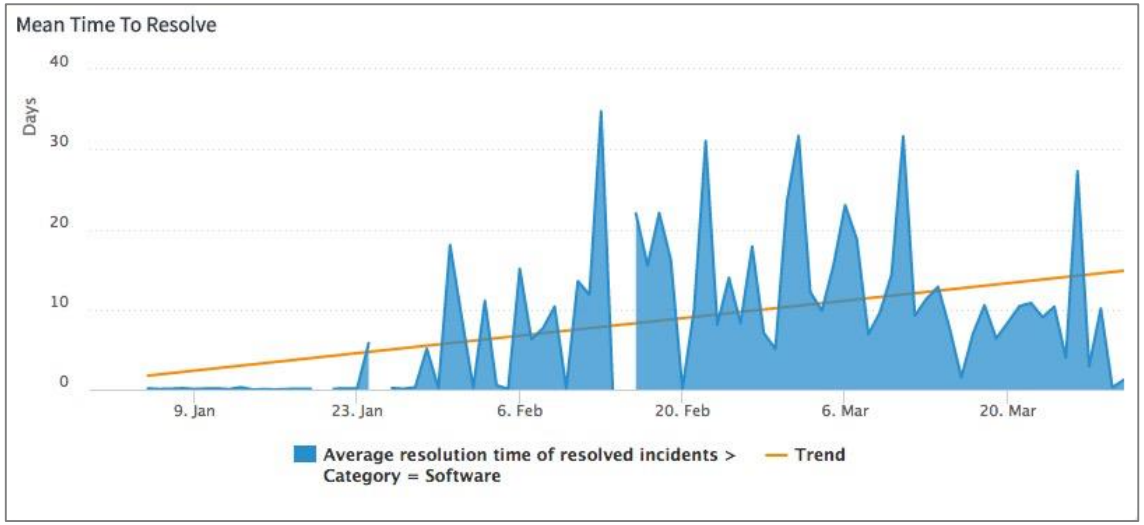
- ServiceNow is used to replace email and spreadsheets with collaborative workspaces and automated business services
- Reports provide real-time insight in the current status of these processes and services



© 2017 ServiceNow All Rights Reserved

Lab 1.0: Create a Time Series Widget (15 min)

- Performance Analytics create time-stamped data of relevant metrics
- These scores are stored in a separate table and can be used to create time series or trend reports
- This lab explains how to build a Dashboard Widget based on time-stamped Incident data, showing the total number of Open Incidents over time



© 2017 ServiceNow All Rights Reserved

Performance in Context: Influence



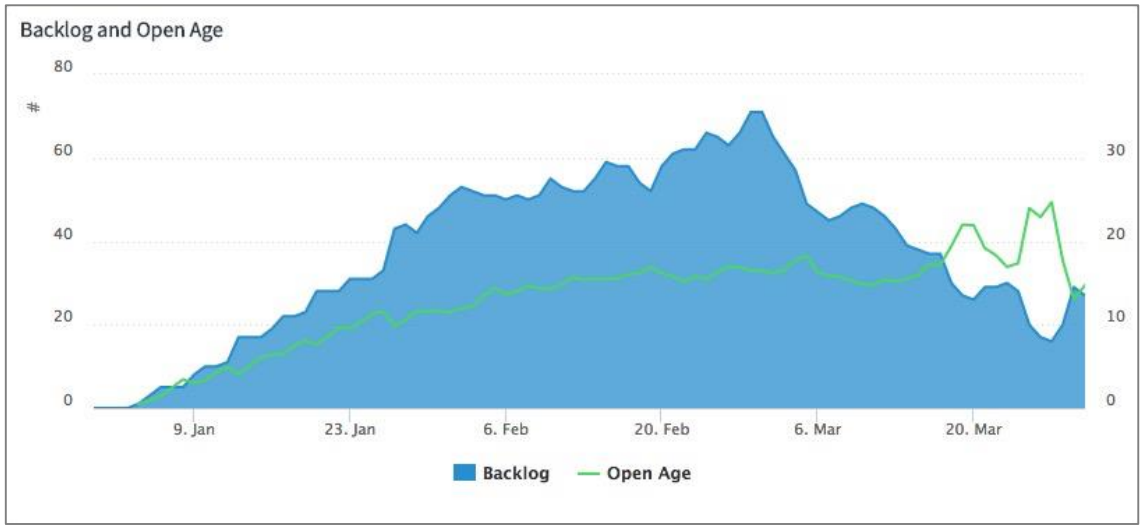
"Data without context is just organized information."

– Albert Einstein

© 2017 ServiceNow All Rights Reserved

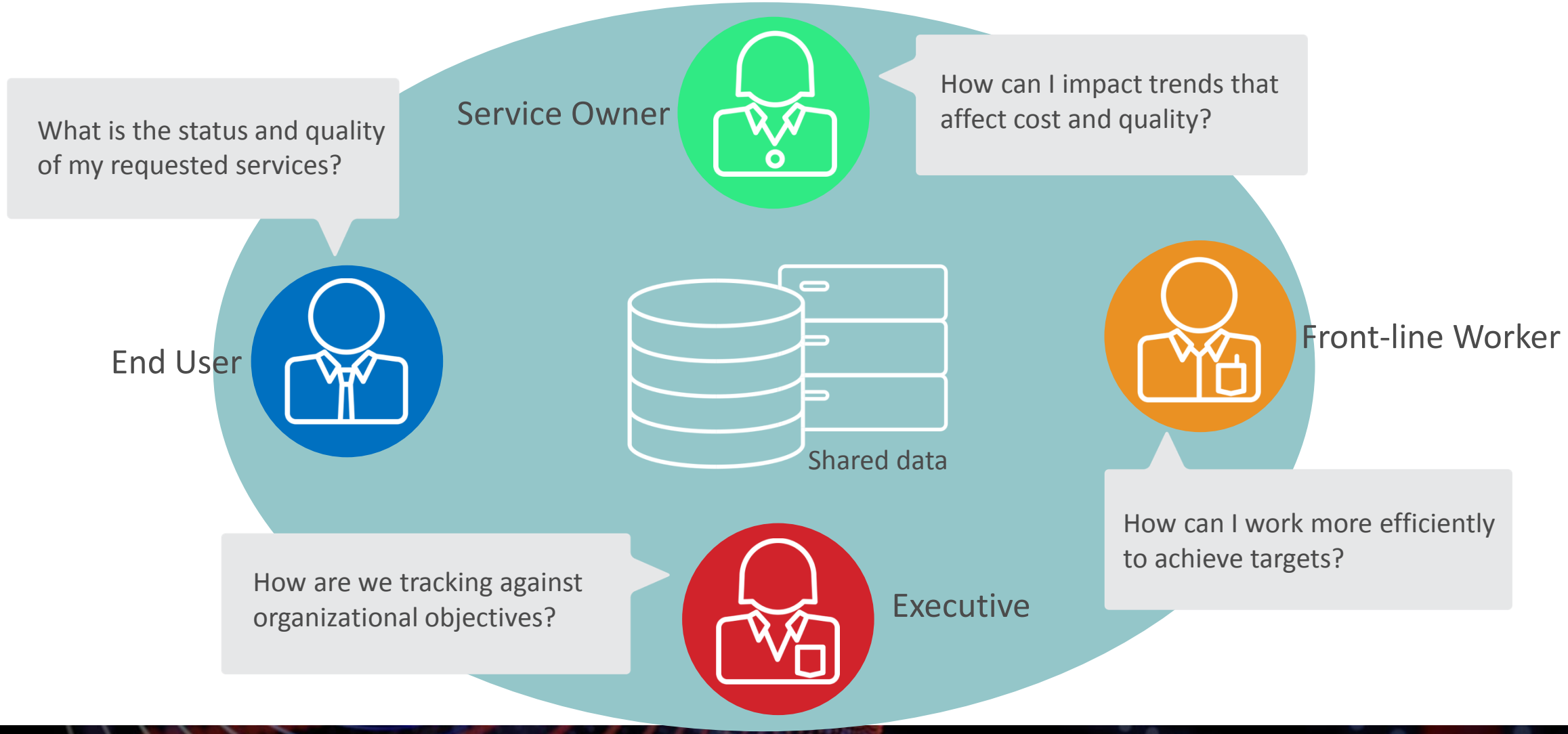
Lab 2.0: Create a Time Series with Influence (15 minutes)

- Process KPIs have a context within which they need to be analyzed
- As all processes are related to other processes, the context of these KPIs are not limited to 1 process
- This lab explains how to build a widget that consists of related indicators that influence each other



© 2017 ServiceNow All Rights Reserved

Performance in Context: People



© 2017 ServiceNow All Rights Reserved

Lab 3.0: Create a Breakdown Dashboard (15 minutes)

- Providing context relevant to your role or persona is important when utilizing analytics
- Contextualizing information to a particular breakdown is one way to satisfy this need.
- In this lab, you learn how to filter your entire dashboard at once.



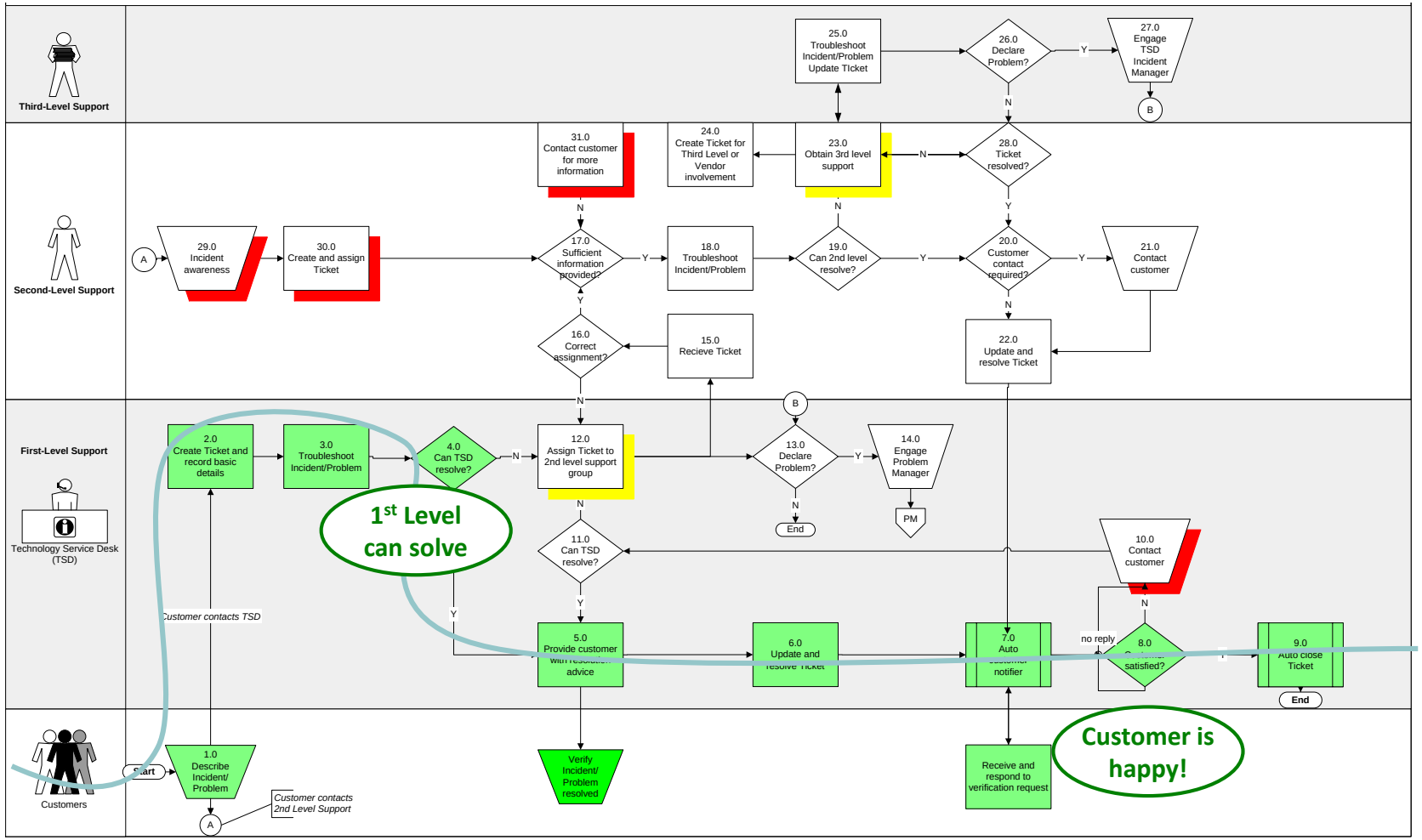
© 2017 ServiceNow All Rights Reserved

Finding the Right Approach

Lab 4.0: Create Spotlight Criteria

© 2017 ServiceNow All Rights Reserved

Identifying Areas for Improvement with Structured Workflow

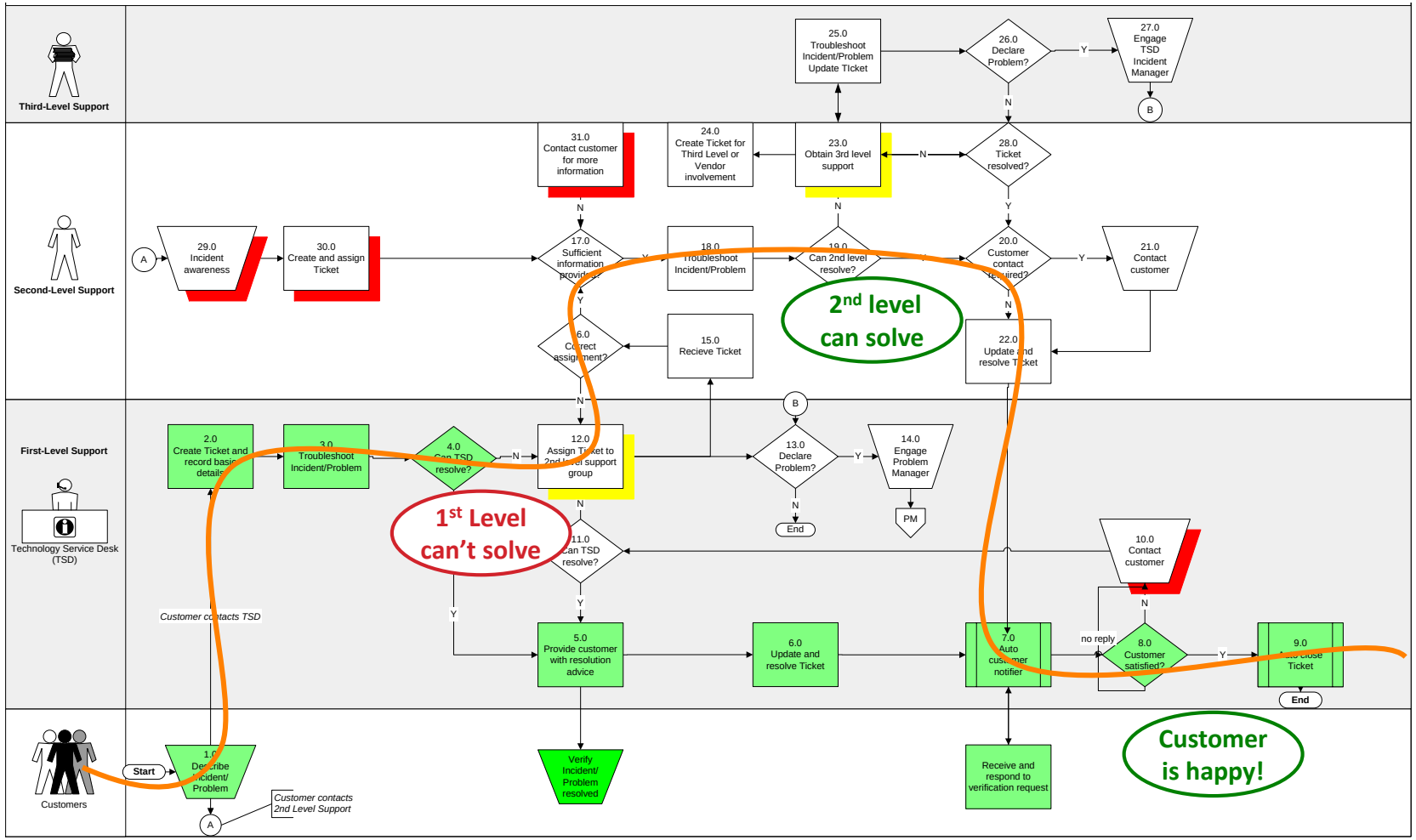


Start: Service requested

Finish: Service delivered

© 2017 ServiceNow All Rights Reserved

1st level Cannot Solve: Increased Workload, Resources, Time

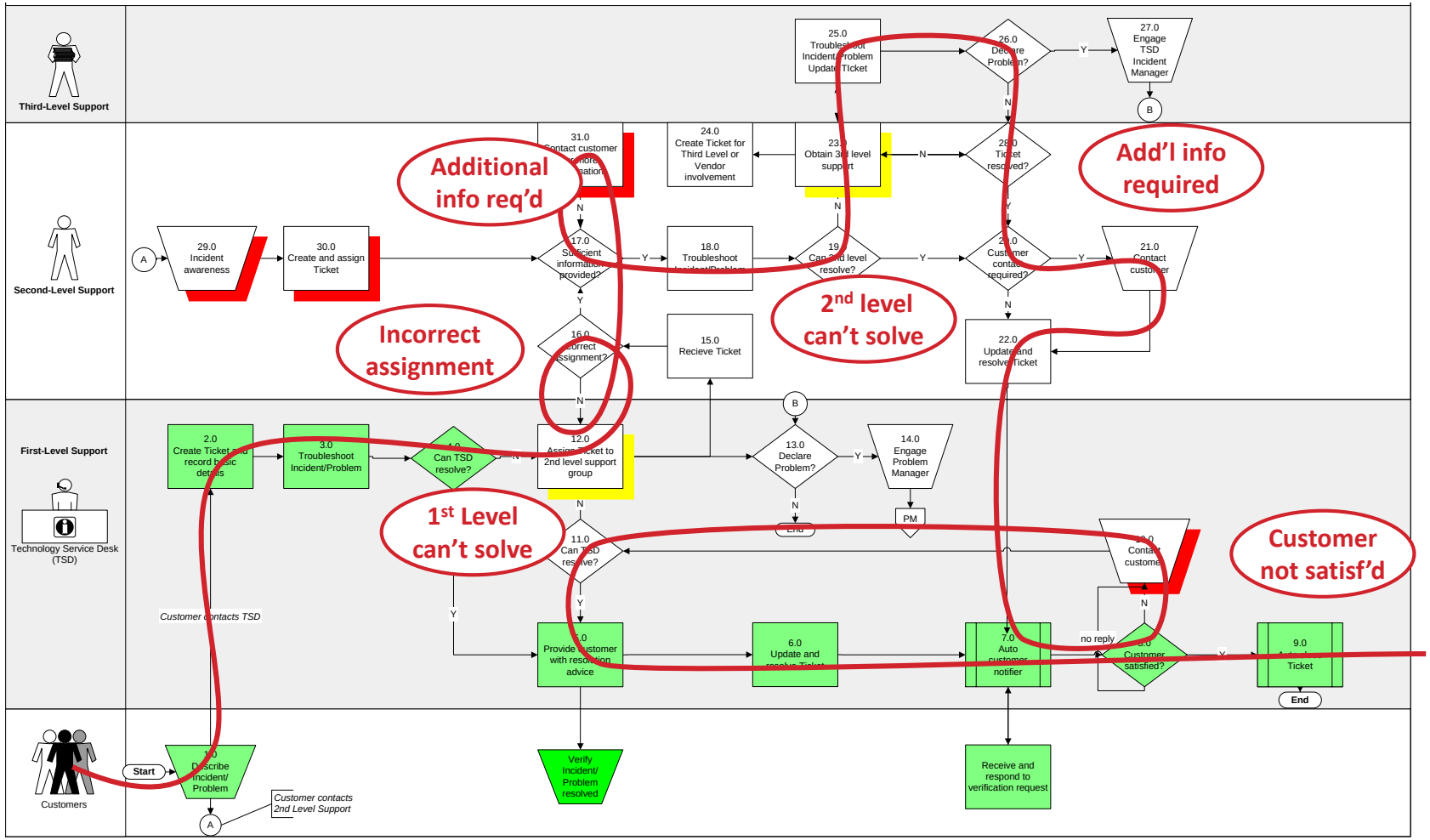


Start: Service requested

Finish: Service delivered

© 2017 ServiceNow All Rights Reserved

Every Feedback Loop Increases Workload, Resources, and Time



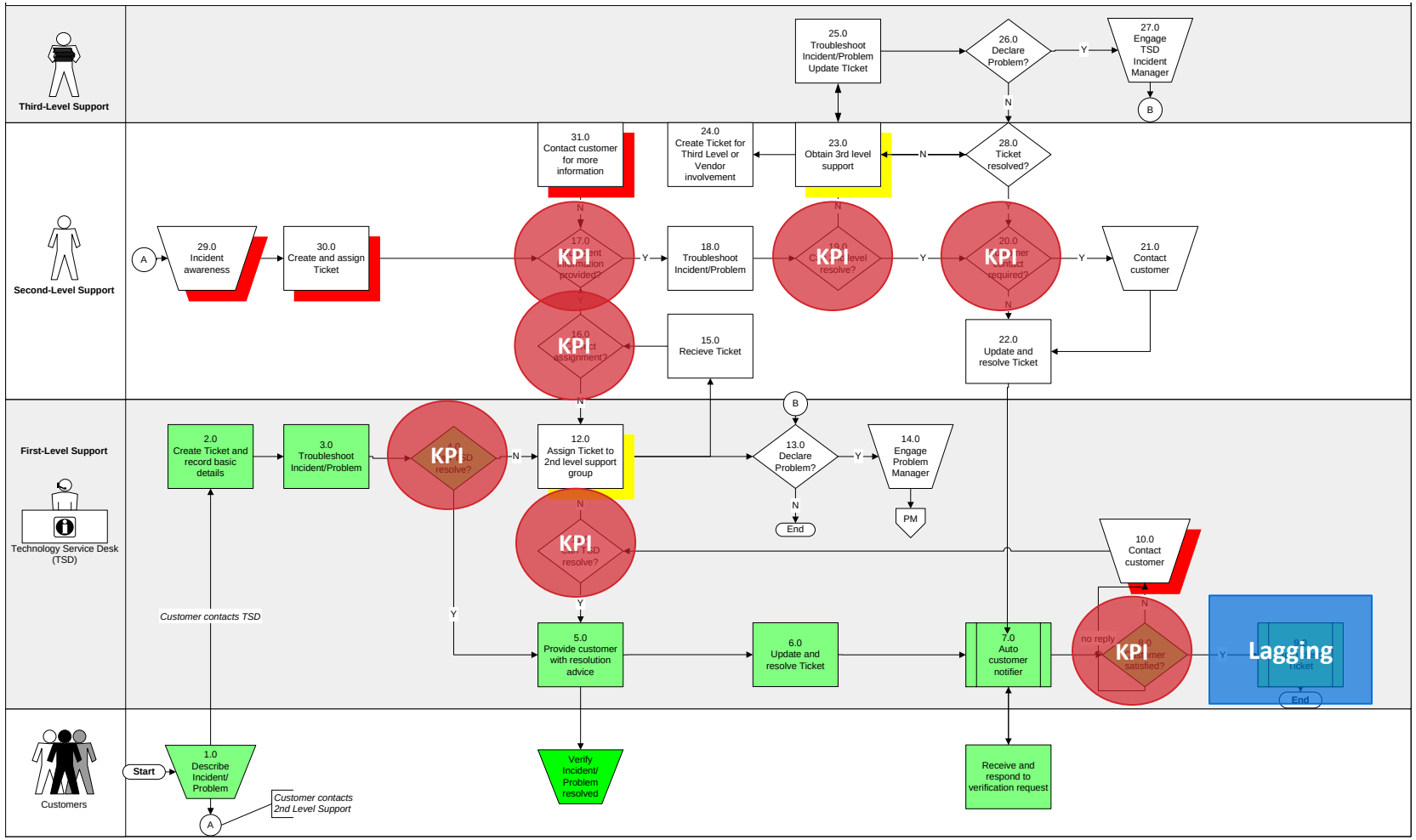


Start: Service requested

Finish: Service delivered

© 2017 ServiceNow All Rights Reserved

Process KPIs Impact Outcomes



Start: Service requested

Finish: Service delivered

© 2017 ServiceNow All Rights Reserved

Prioritization of Incidents Based on Single Criteria

Ranked by Priority

Incidents

Number	Priority ▲	Short description
INC0000031	1 - Critical	When can we get off Remedy? UI is killing us
INC0010312	3 - Moderate	Threshold breach for Environment Live File System Percent Utilize
INC0010113	3 - Moderate	Can't open Outlook
INC0010223	3 - Moderate	New laptop request
INC0010333	3 - Moderate	Can't launch X-Win32
INC0010331	3 - Moderate	Rain is leaking on main DNS Server
INC0000041	3 - Moderate	My desk phone does not work

Ranked by Business Criticality

Incidents

Number	Business criticality ▲	Short descript
INC0010221	1 - most critical	Your account has b locked...
INC0010312	1 - most critical	Threshold breach t Environment Live I System Percent Ut
INC0010212	1 - most critical	more storage for o mailbox
INC0010113	1 - most critical	Can't open Outloo
INC0010322	1 - most critical	Battery dying
INC0010233	1 - most critical	Security Card Replacement
INC0010012	1 - most critical	Amazon EC2 is dov

Ranked by SLA Due Date

Incidents

Number	SLA due ▲	Short description
INC0005891	2009-05-20 17:00:00	Mac keeps crashing
INC0001283	2014-02-24 23:42:46	Sales forecast spreadsheet is
INC0001803	2014-02-27 15:44:39	Can't launch X-Win32
INC0003192	2014-03-10 01:00:44	I can't get my weather report
INC0001139	2014-03-14 18:00:00	I can't launch my game anyn
INC0001492	2014-03-18 17:00:00	Need access to sales db for t
INC0001790	2014-03-18 17:00:00	How do I create a sub-folder

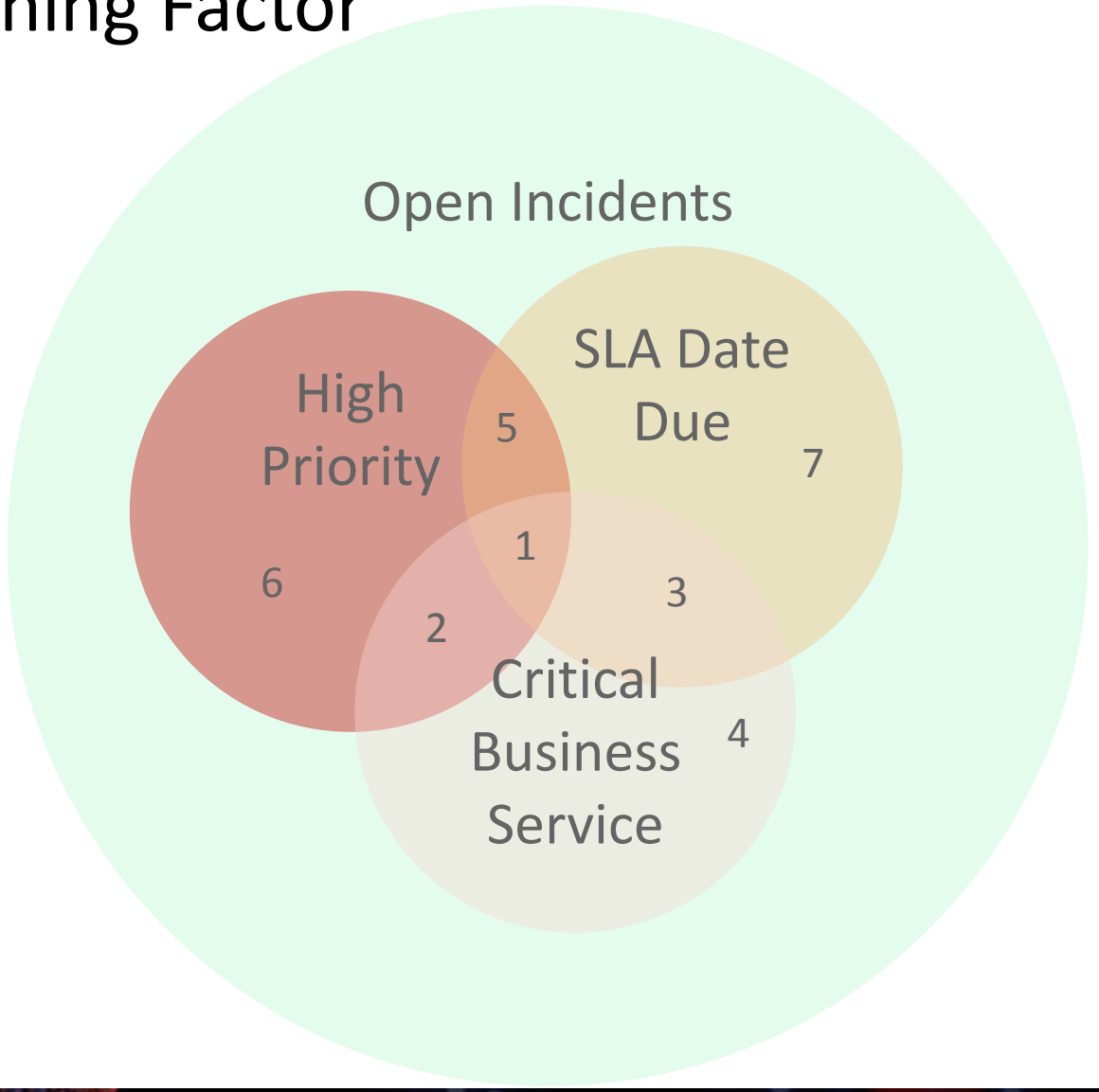
Questions

- which one of these represents the most appropriate ranking?
- which incident required the most attention? Which one comes second, third, etc.?
- is there 1 best way of prioritization for all different types or categories of incidents?

© 2017 ServiceNow All Rights Reserved

Applying Multiple Criteria and Weighing Factor

- In order to build a better overall prioritization, it is advised to take multiple aspects into account
- In this example, we look at
  - Incident priority (weight = 2.4)
  - Proximity of SLA due date (weight = 1.5)
  - Business criticality (weight = 5.2)
- We want to combine these aspects and apply a weighing factor for each of them
- Based on the indicator properties and the weighing factor, a better prioritization can be generated



© 2017 ServiceNow All Rights Reserved

Prioritization of Incidents Based on Multiple Criteria

Ranked by Priority

Incidents

	Number	Priority ▲	Short description
4	INC0000031	1 - Critical	When can we get off Remedy? UI is killing us
	INC0010312	3 - Moderate	Threshold breach for Environment Live File System Percent Utilize
	INC0010113	3 - Moderate	Can't open Outlook

Weighing factor: 2.4

Ranked by Business Criticality

Incidents

	Number	Business criticality ▲	Short descript
2	INC0010221	1 - most critical	Your account has b locked...
1	INC0010312	1 - most critical	Threshold breach Environment Live System Percent Ut
3	INC0010212	1 - most critical	more storage for o mailbox

Weighing factor: 5.2

Ranked by SLA Due Date

Incidents

Number	SLA due ▲	Short description
INC0005891	2009-05-20 17:00:00	Mac keeps crashing
INC0001283	2014-02-24 23:42:46	Sales forecast spreadsheet is
INC0001803	2014-02-27 15:44:39	Can't launch X-Win32
	2014-03-10	

Weighing factor: 1.5

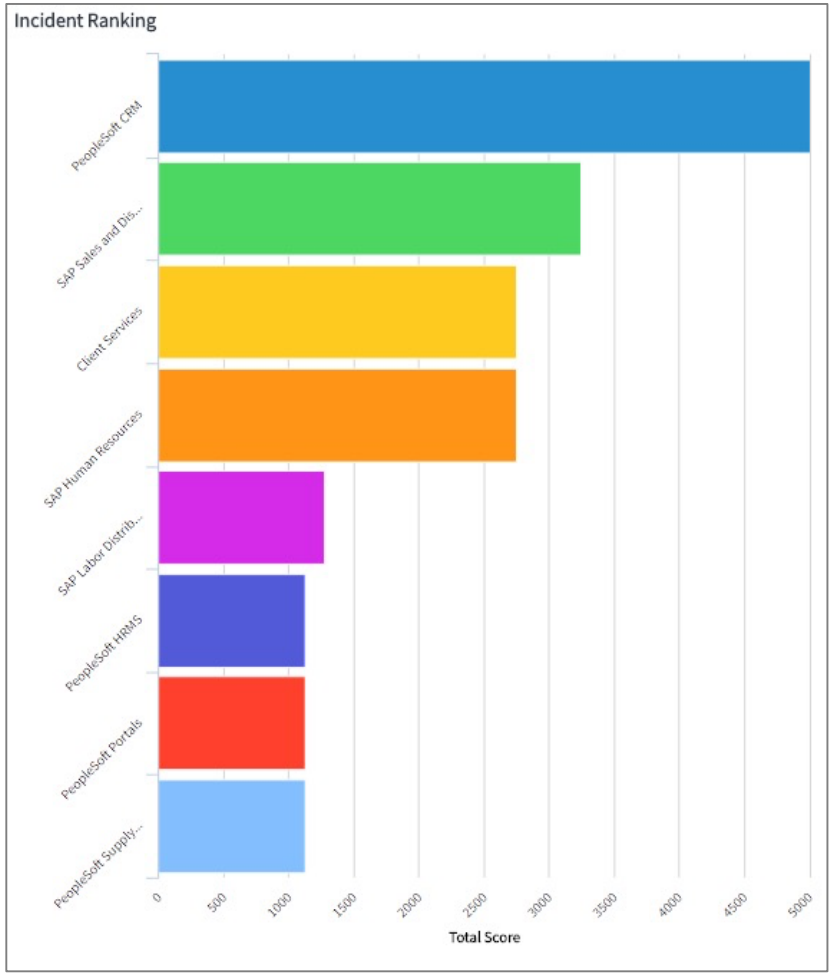
Spotlight

1	INC0010312	1 - most critical	Threshold breach Environment Live System Percent Ut
2	INC0010221	1 - most critical	Your account has b locked...
3	INC0010212	1 - most critical	more storage for o mailbox
4	INC0000031	1 - Critical	When can we get off Remedy? UI is killing us

© 2017 ServiceNow All Rights Reserved

Lab 4.0: Spotlight (15 minutes)

- Spotlight brings the insight of Performance Analytics to the Front Line Worker
- This means that Analytics insight is no longer restricted to Management Overviews
- Instead, Performance Analytics helps drive performance improvements throughout the Service Organization
- This lab explains how to create a spotlight with criteria and weights



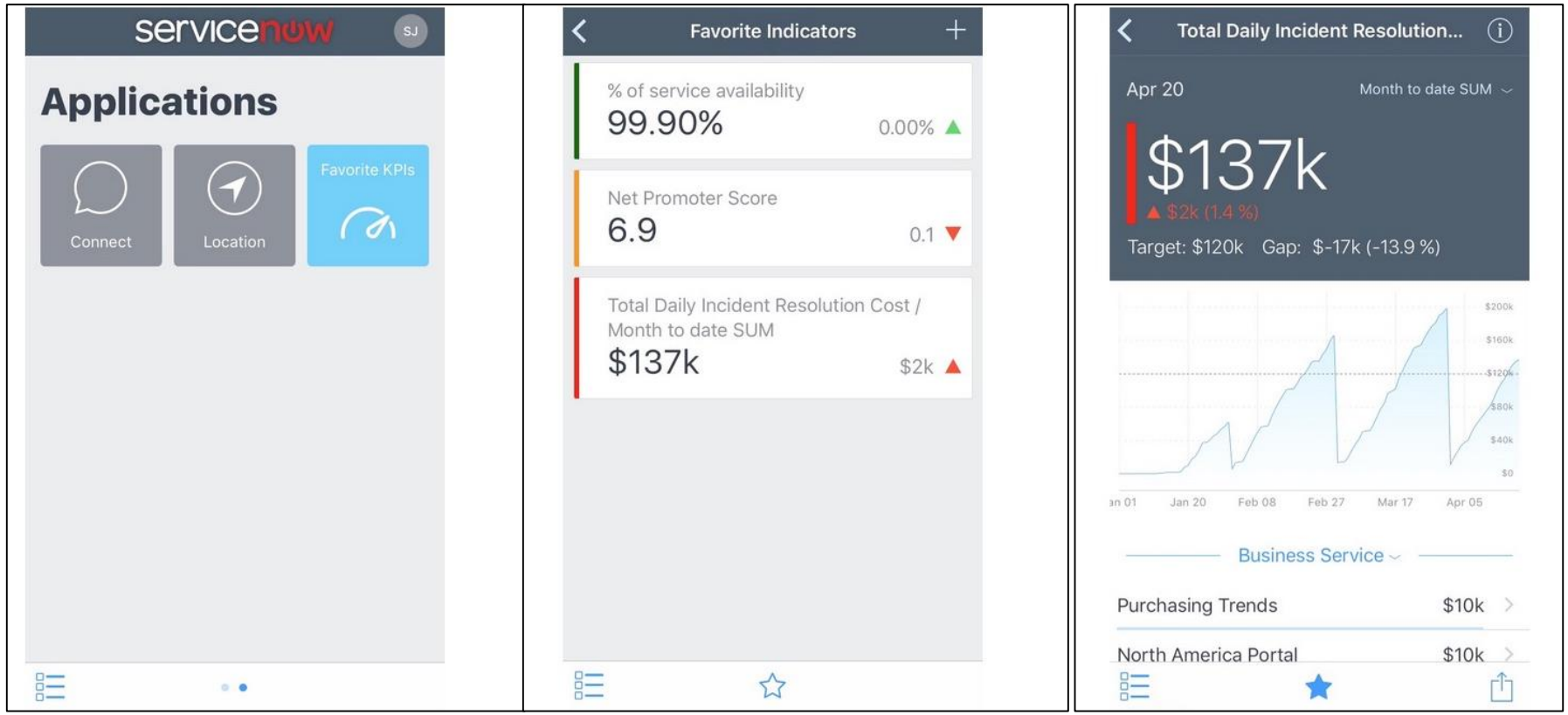
© 2017 ServiceNow All Rights Reserved

Putting it all together

Lab 5: Complete the dashboard

© 2017 ServiceNow All Rights Reserved

Executive View on Performance Indicators (through mobile device)



How can I view the KPIs important to my organization when I am not at my desk?

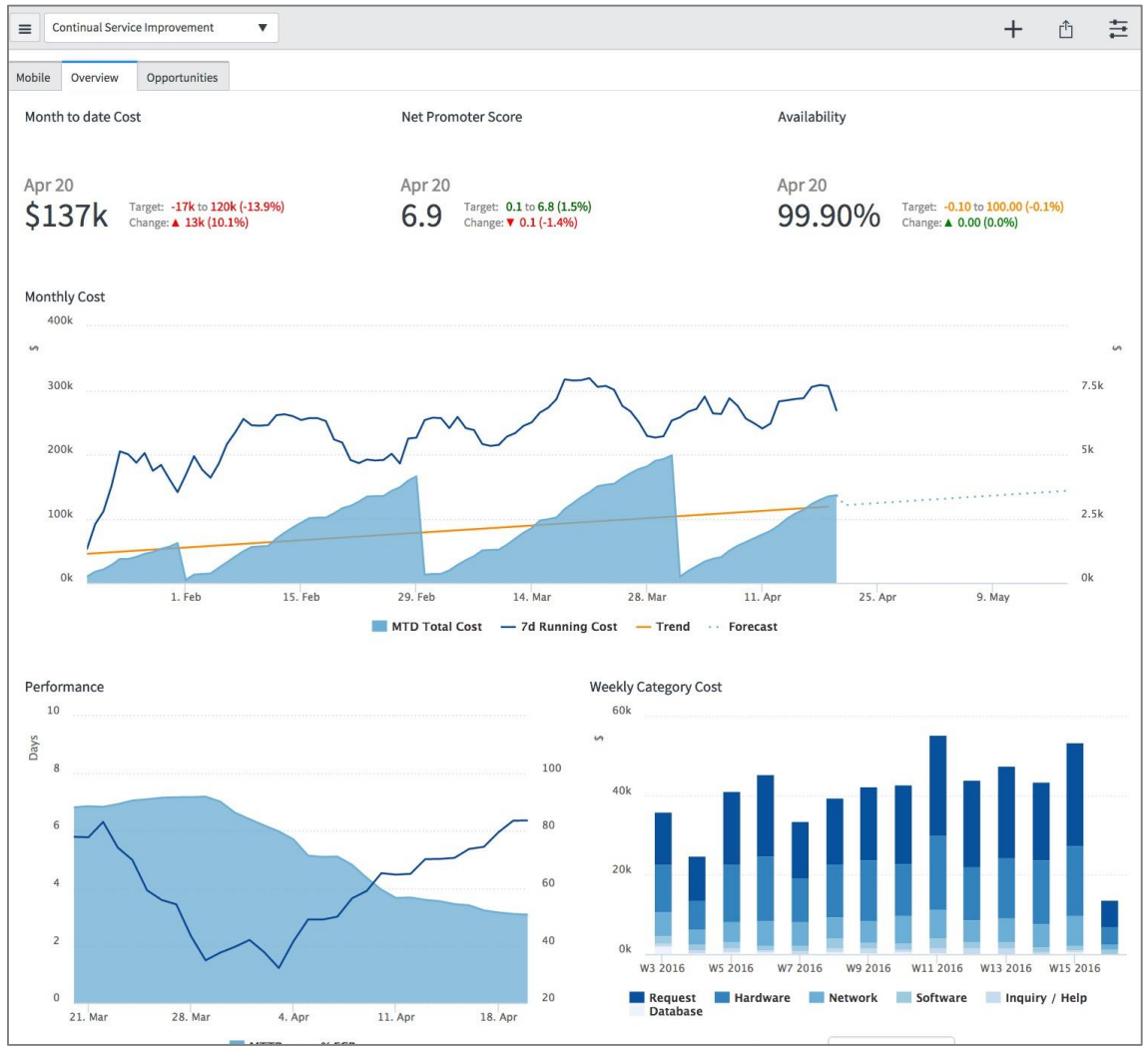
What matters to me:

- Service availability
- Net promoter scores
- Total cost of ownership

Drill in on outlier to identify performance trend

© 2017 ServiceNow All Rights Reserved

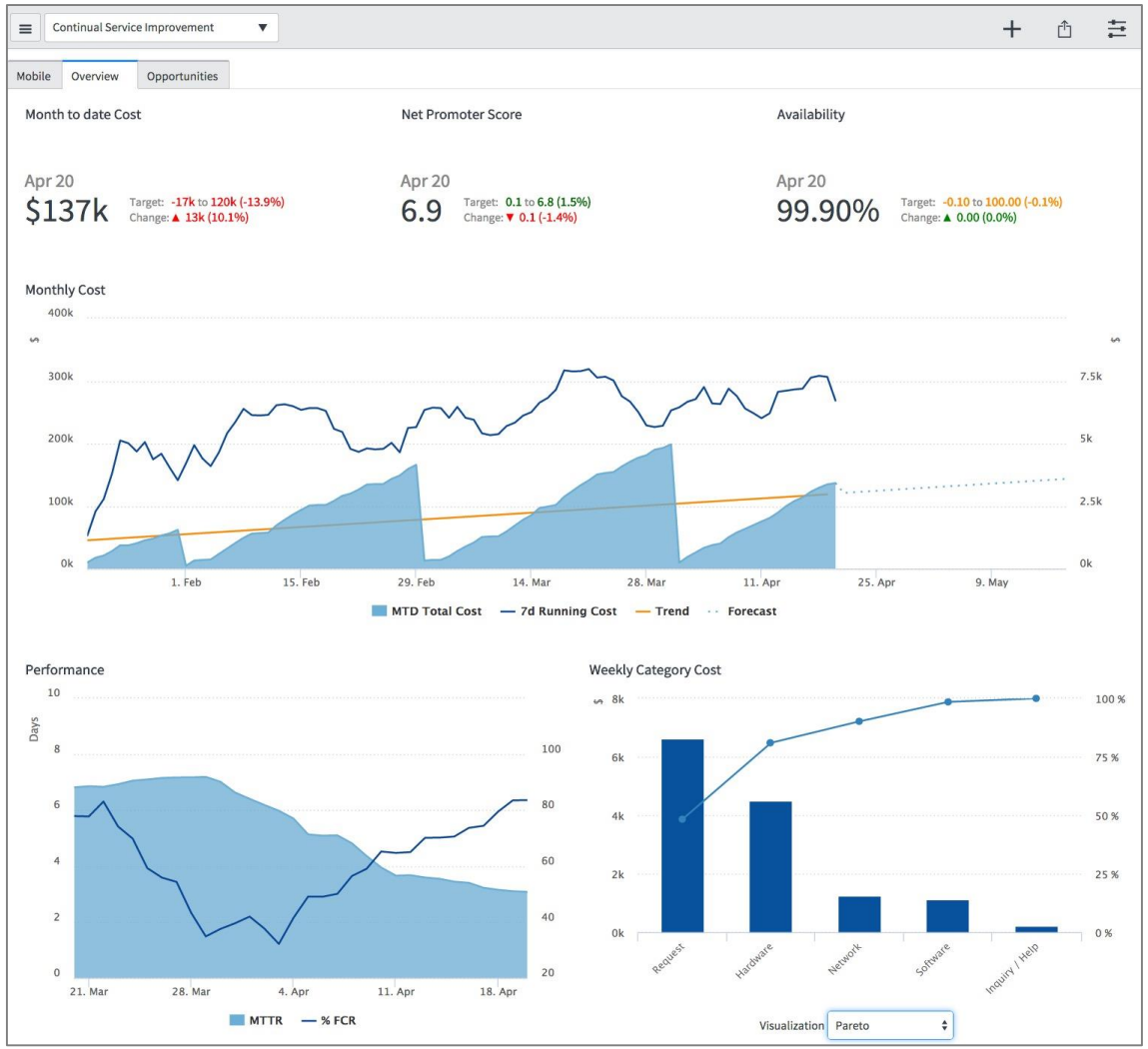
Overview of the Health of My Service Delivery



- Multiple important aspects
  - Cost
  - Customer Satisfaction
  - Availability
- One aspect stands out to me…
  - Cost containment issue with resolution costs trending upward month over month
- How do we take control of the situation to reverse this trend?

© 2017 ServiceNow All Rights Reserved

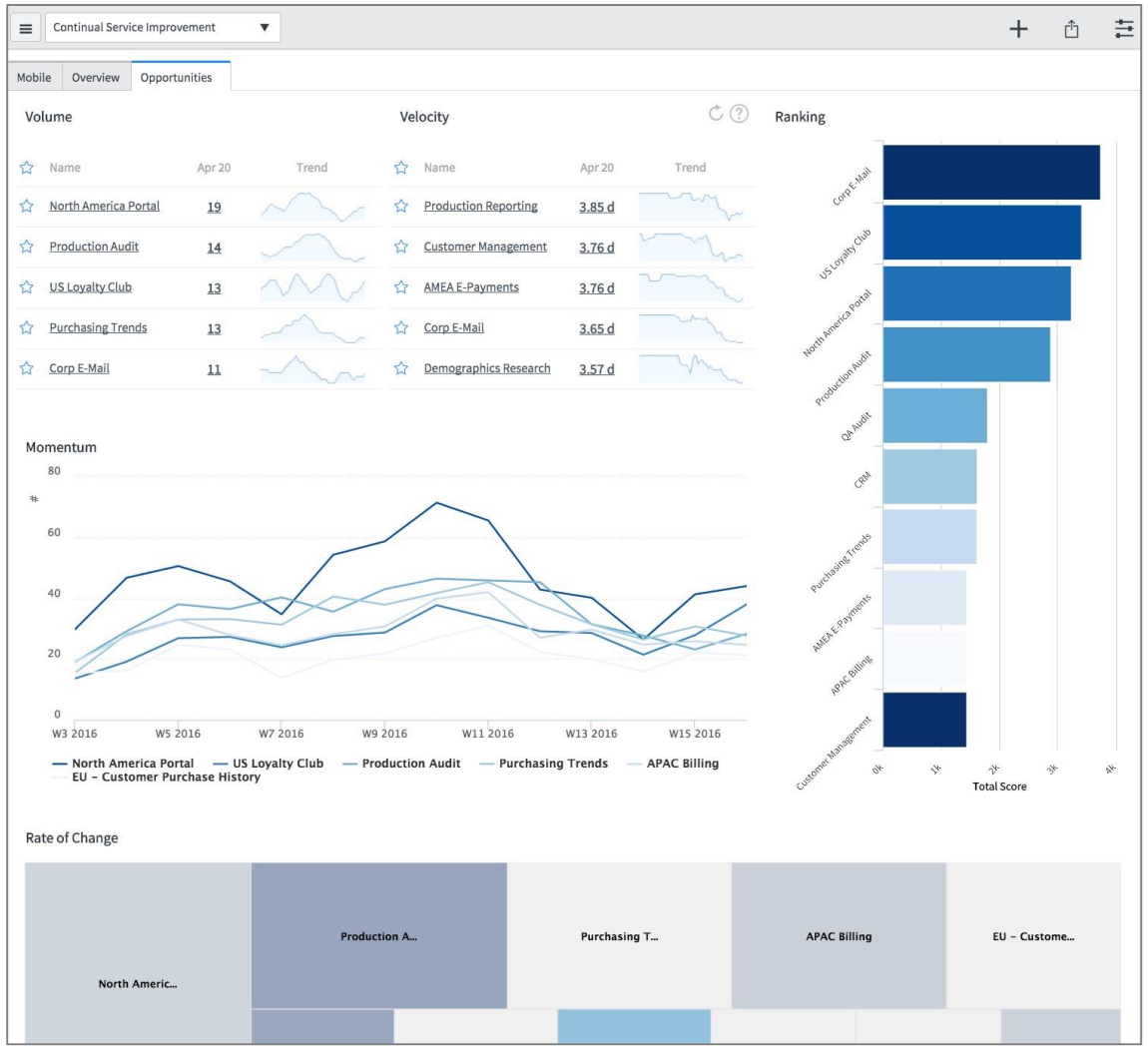
What are the Contributing Factors to This Upward Trend of Cost?



- Where are my opportunities to take control of the situation?
- This visualization allows me to look at my costs from different perspectives
- What I can see here on this visualization that almost half my costs are coming from requests
- Where does my best opportunity lie for a return on my investment?

© 2017 ServiceNow All Rights Reserved

Identify the Opportunities That Maximize Return on Investment



- To take control here I to take into account Volume, Velocity and Momentum
- Shouldn't Analytics tell me which opportunity will have the largest impact?
- The visualization on the right ranks my services relative to Volume, Velocity and Momentum
- Using this ranking, I can target the opportunity with the most impact

© 2017 ServiceNow All Rights Reserved

Lab 5.0: Build an Actionable dashboard (15 minutes)

- This lab explains how to combine the right information in the right place/way to solve a process improvement problem
- It combines all of the content built in the previous Labs and compiles it into one Actionable Dashboard



© 2017 ServiceNow All Rights Reserved

Top Takeaways

1. Trending allows for identifying the direction of an indicator's score, difference to and tending towards targets, and required improvements to achieve targets
2. KPIs are never stand-alone. In order to understand an indicator's score, one needs to take into account both timely context and business context
3. Performance Analytics empowers users at all levels in the organization to gain insight through interactivity to drive service improvement

© 2017 ServiceNow All Rights Reserved

Thank You

Sasson Jamshidi
Advisory Solution Architect
ServiceNow

Paul van Nistelrooij
Product Line Sales
ServiceNow

@sjamshidi | @pvnistelrooij | #Know17 | http://clabs.link/lab132012

© 2017 ServiceNow All Rights Reserved

Q & A

Sasson Jamshidi
Advisory Solution Architect
ServiceNow

Paul van Nistelrooij
Product Line Sales
ServiceNow

@sjamshidi | @pvnistelrooij | #Know17 | http://clabs.link/lab132012

© 2017 ServiceNow All Rights Reserved