knowledge17

WORK at LIGHTSPEED™

Optimizing Service Management Post Merger

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Dell Technologies

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servicenow

Context

A massive acquisition

- Dell announced plans to acquire EMC for $67B in October of 2016 with a “day 1” target of September 2017 – the largest privately funded technology acquisition by 3x

Competitive pressures

- The need to keep IT relevant as a competitive provider of services enabling business outcomes aligned with corporate strategy

Corporate transformations

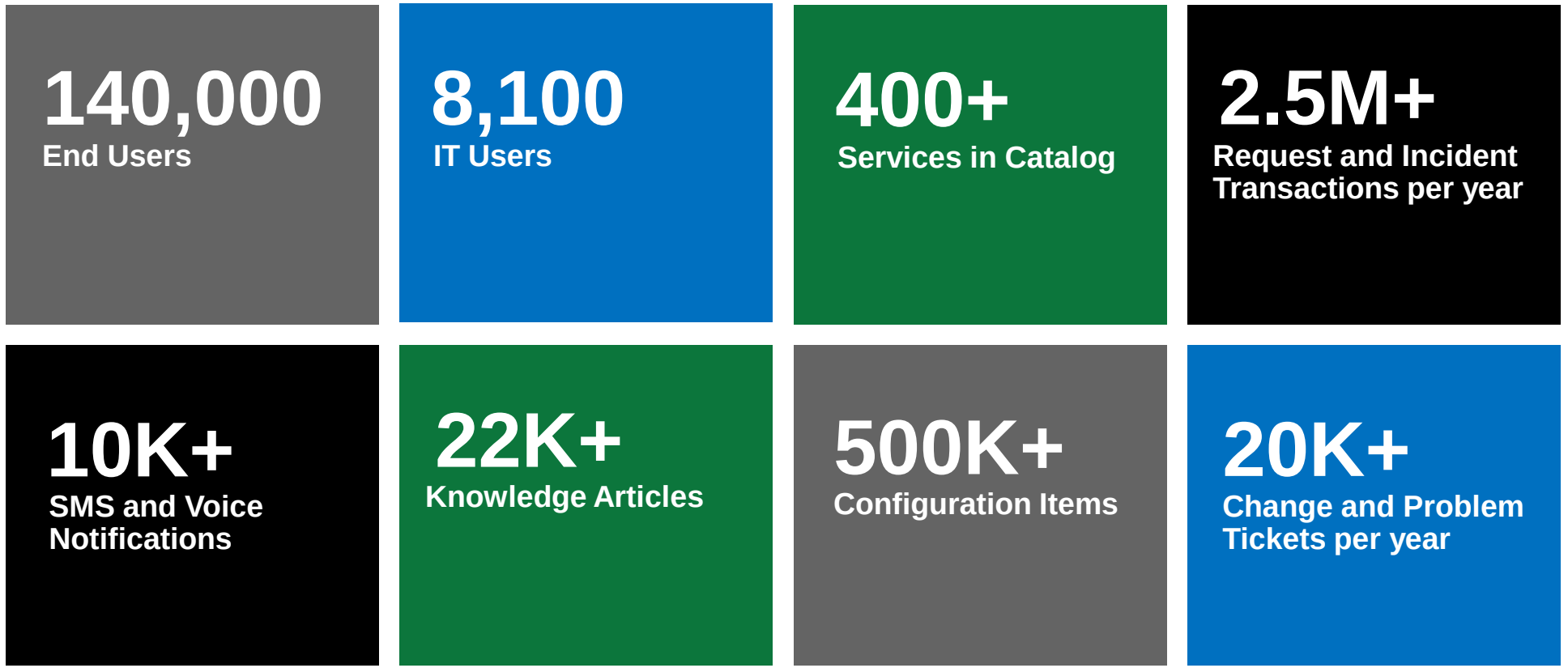
- Push for virtualization, cloud, PaaS, IaaS and ITaaS and transparency in IT operations

Departmental/Project/Program drivers and goals

- It was critically important to have the combined organization’s IT operations positioned and able to function as one and provide seamless services as quickly after “day 1” as possible
- Financial implications associated with operating two IT operations, platforms and processes

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A Massive Undertaking



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Scope of Work

Processes
Defined & Documented

Requests / Portal
Priority Req's

Integrations
Simplify & Consolidate

Platform
Foundation & Access

Data & Rept
All Data & Reporting

Testing
Functional & UAT

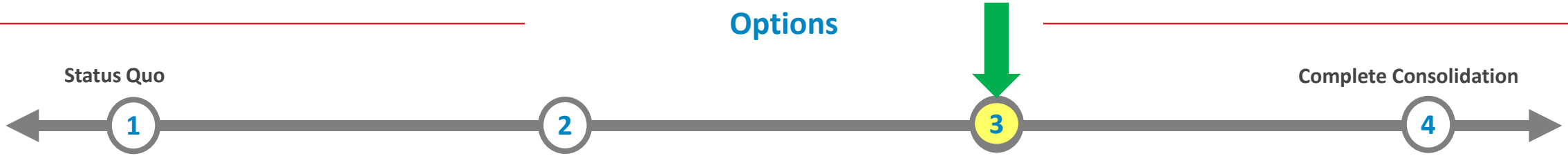
Training
TTT & End User

Communications
Marketing & Branding

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Solution – Strategy or Approach or Methodology

Options



Delayed Integration of processes / instances

Current Instance & Adopt all EMC processes

Current Instance & Adopt best processes from each of EMC & Dell

New Instance & Clean Sheet with newly defined processes

Supporting Data Points:

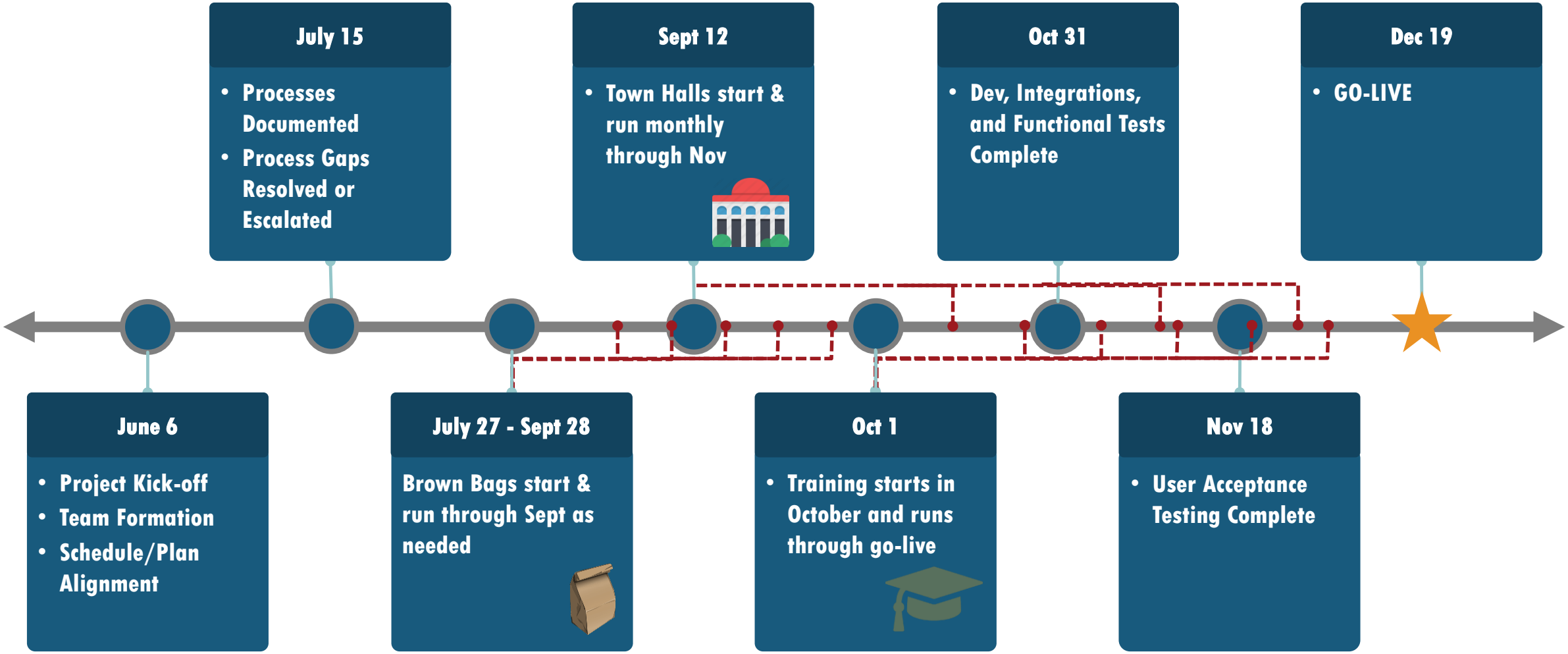
of key gaps to be resolved:
20 Process
12 Organizational

# of licensed resolvers/fulfillers:
Dell 4,800
EMC 3,600

# of Integrations & Effort hours to build all integrations
Dell 42 integrations
EMC 20 integrations

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6 Month Timeline to Deliver



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De-Risking Implementation

October and November deployments reduced Go-Live weekend run-book time from ~60hrs to 20hrs

URL Rename in EMC Production
- Impact to EMC Users only

October 22, 2016

ESM ServiceNow Release
- Impact to EMC users only
- Friday Nov 11th
- Incident, Knowledge/V3, Request, CMDB Roles, Problem if ready

November 11, 2016

Project Implementation
- Impact to Dell & EMC Users
- Remaining project items, SRM, infinIT, any defect remediation

December 19, 2016

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Enabling the Business



FASTER RESOLUTION

infinIT

CONSUMER-GRADE EXPERIENCE

BETTER SELF-SERVICE

IMPROVED COMMS

Thank You

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Q & A

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Thank You

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