knowledge17

WORK at LIGHTSPEED™

From Customer to Champion!

BIMALA TULLOCK
SR. MANAGER, GLOBAL CHAMPION ENABLEMENT
ServiceNow

TRISH JOHNSON
SR. MANAGER, INTEGRATED SYSTEMS
Becton Dickinson

© 2017 ServiceNow All Rights Reserved

servicenow

Speaker Introduction



NAME: Bimala Tullock

TITLE: Sr. Manager, Global Champion Enablement

COMPANY: ServiceNow

EXPERIENCE: 20 years technology, 6 years ServiceNow

EXPERTISE: Transforming Customers to Champions!

ACHIEVEMENTS: ServiceNow® Champion Enablement™

CURRENT PROJECTS: Resources to help customers run ServiceNow at Lightspeed



© 2017 ServiceNow All Rights Reserved

Session Overview



Objectives

- ‘Customer’ is boring… be a Champion!
- Amplify the value your team brings across your Enterprise



What You Will Learn

- What it means to be a ServiceNow Champion
- Resources available via ServiceNow® Champion Enablement™ center
- Customer to Champion Story: Trish Johnson, Becton Dickinson

© 2017 ServiceNow All Rights Reserved

The Magic Of Dopamine!



"Excellent learning condition = NOVEL ACTIVITY—>

TRIGGERS DOPAMINE—>

CREATES A HIGHER MOTIVATIONAL STATE—>

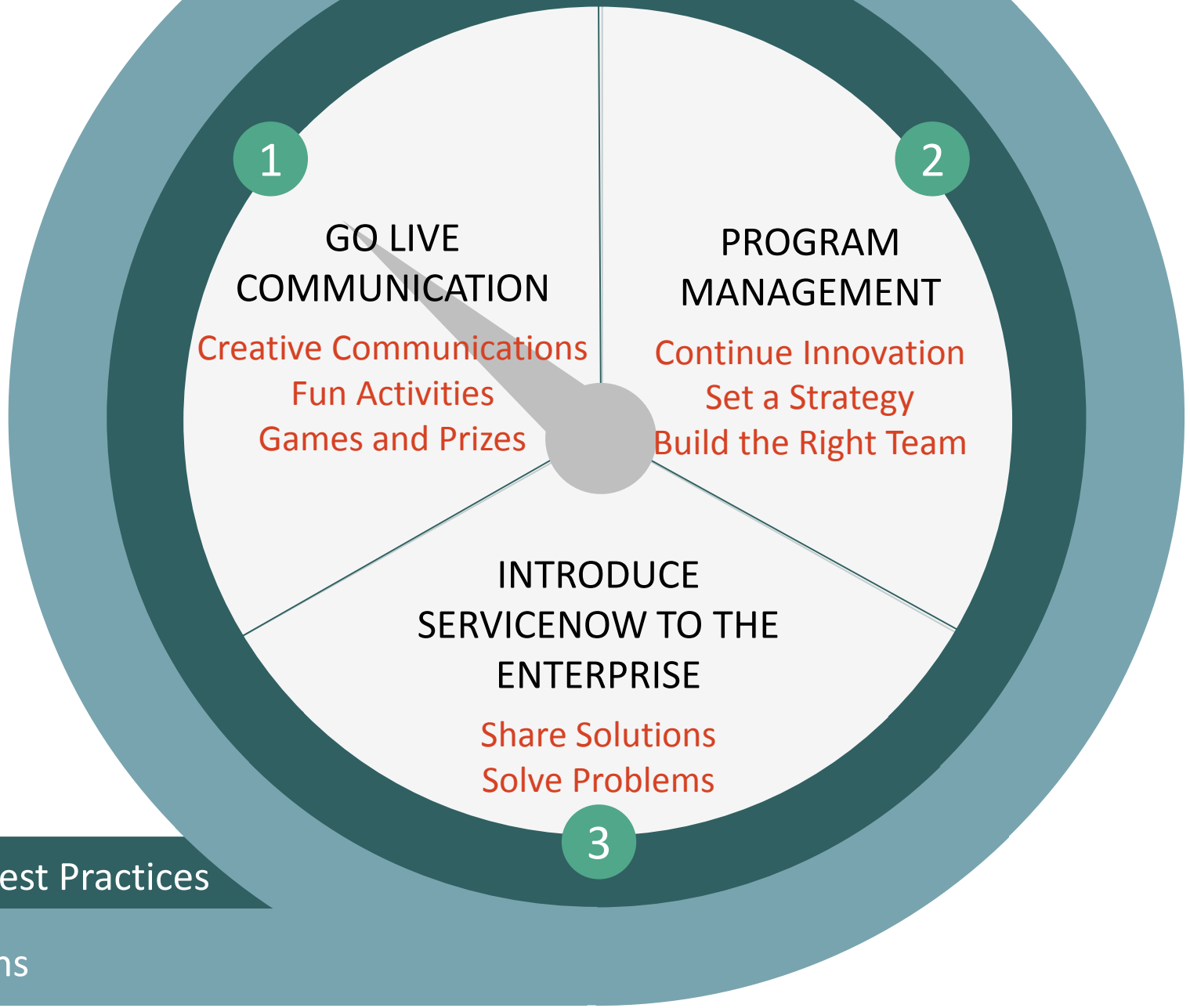
WHICH FUELS ENGAGEMENT AND PRIMES NEURONS—>

NEUROGENESIS CAN TAKE PLACE + INCREASE IN SYNAPTIC PLASTICITY (increase in new neural connections, or learning)"

*Scientific American

© 2017 ServiceNow All Rights Reserved

What Does a Champion Do?



ServiceNow Governance Framework and Best Practices

Inclusive of all ServiceNow Solutions

© 2017 ServiceNow All Rights Reserved



Go-Lives Done Right!

© 2017 ServiceNow All Rights Reserved | Confidential

Run ServiceNow as a Program

ALIGN WITH OVERALL PROGRAM TIMELINE

Project/Program Oversight

Overarching Scope, Budget, Change and Risk Management

Integration Management of all Work Streams

Quality Management and Definition (entry/exit criteria, defect definitions, go/no-go criteria)

Release Management of all Work Streams

Organizational Change

Stakeholder Analysis, Job Impact Analysis
Focus Group Creation
Communication Plan

OCM Planning
Supplier/Provider Engagement

Focused Communication
Focused Training
Adoption Management

Business Relationship Management

Operational Governance

Technical
- Instance Best Practices and Roadmap
- Basic Platform Management Capabilities (Incident, Change, Request, SDLC)
- Policies and Standards (development, UI, API, release)
- Platform Data Governance
- Upgrade Management
- Team Development
- Development Best Practices
- App Creation

Strategy Alignment
- SWOT Analysis
- Platform Support Model
- Organization Goals and Objectives
- Platform and Capabilities
- Communication & Training Plan
- Execution Strategy
- Resource Alignment and Planning
- Licensing Plan
- Application Rationalization
- Benefits Realization
- OCM Plan
- Program Plan

Portfolio Alignment
- Service Management
  - Service Taxonomy
  - Portfolios
  - Chargeback / SLA model
  - Roadmap Updates
  - Demand Management Process and Project Alignment
- ServiceNow Platform
  - Boundaries and Standards for Application Creation (App Creator)
  - Enterprise Architecture – Best Fit Usage Standards
  - User-driven UI /Usability Standards

Converge and Operationalize:
- Integrate Portfolios
- Demand Review
- Reporting (KPI, Metrics)
- Governance Collateral Review
- Roadmap Review/Realignment
- Executive Review
- Enterprise Compliance
- Enterprise Governance
- Enterprise Service Bus

© 2017 ServiceNow All Rights Reserved

Drive ServiceNow as an Enterprise Solution



© 2017 ServiceNow All Rights Reserved

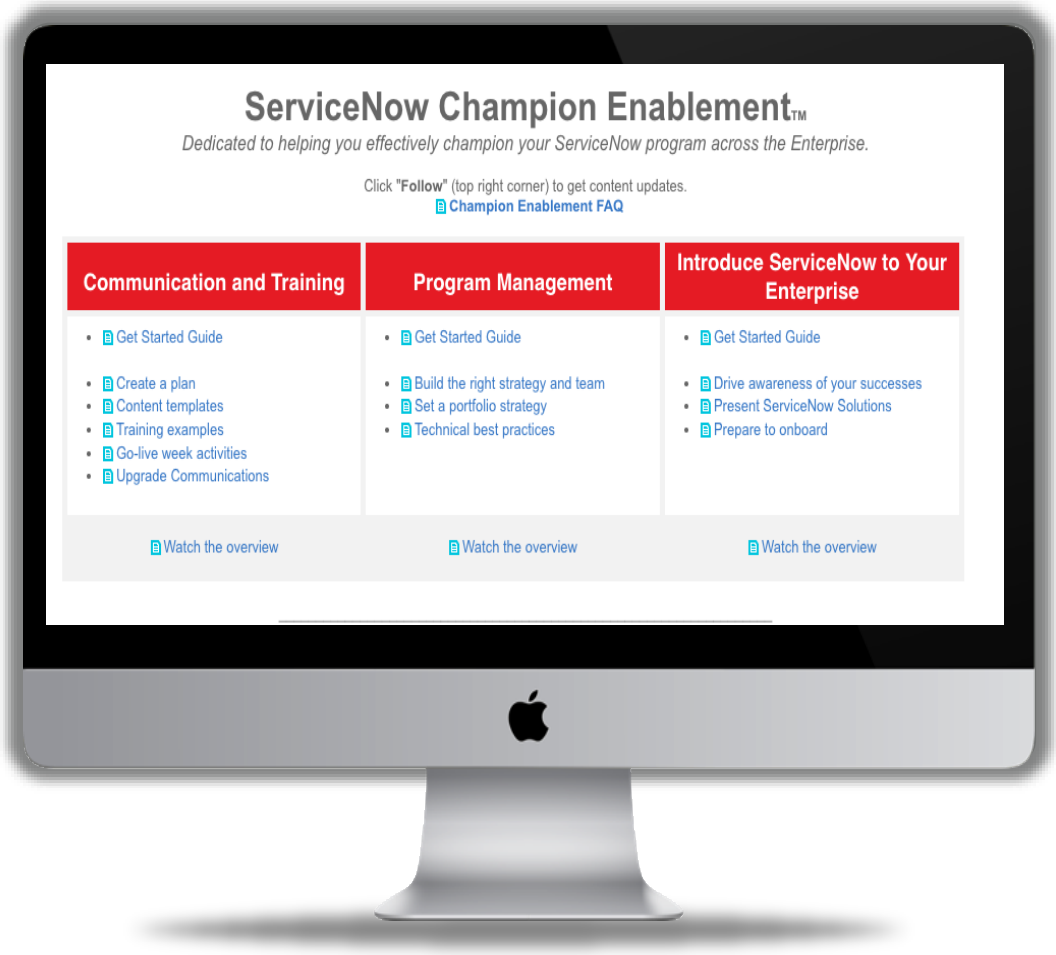
ServiceNow Champion Enablement™ Center

ServiceNow Champion Enablement™ Center

- Accelerate Go-live communication
- Establish a strategic program
- Share success with your Enterprise

Access Today!

www.servicenow.com/champion



© 2017 ServiceNow All Rights Reserved

What Champions are Saying

"A weight has been lifted from my shoulders."

- Kevin, HR Executive Sponsor

"I have never seen a vendor offer ANYTHING like this before!"

- Swapna, Platform Owner

"We built communications over a weekend using Champion Enablement templates."

- Milah, Project Manager

2300+

Accounts

95%

Will Return

1200+

Active Users

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



NAME: Trish Johnson

TITLE: Sr. Manager, Service Integrations Platforms

FUNCTION: Global Shared Services

COMPANY: Becton Dickinson

EXPERIENCE: Running Global Services Teams and Governing for Change

EXPERTISE: ServiceNow ITBM, Shared Services, Being a Champion!

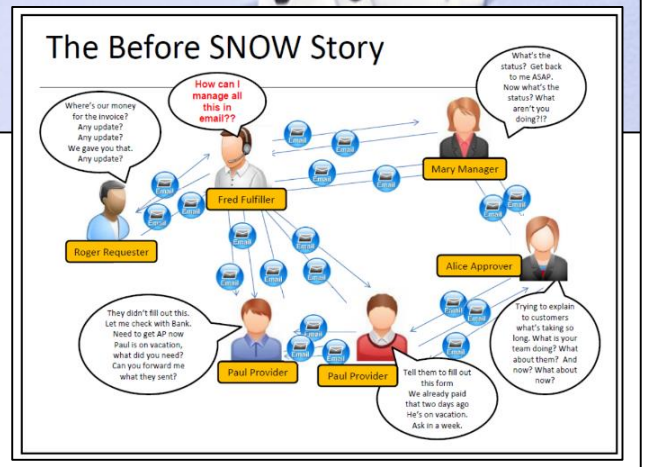
ACHIEVEMENTS: Having fun advocating Change while rolling out to 4 SSC's, 2 COE's and over 80,000 users!

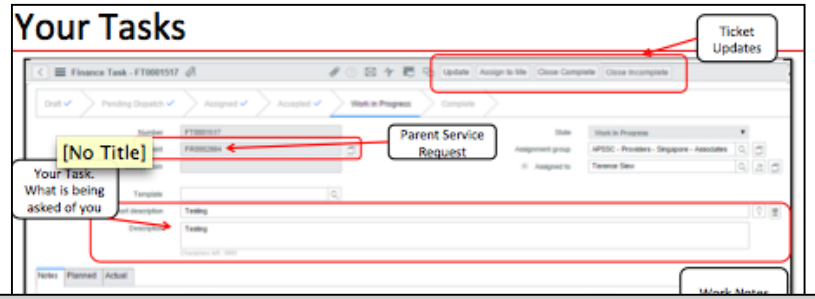
CURRENT PROJECTS: Continuing the momentum of ServiceNow to Legal, Facilities, and all arms of BD while creating Champions outside the ServiceNow team!

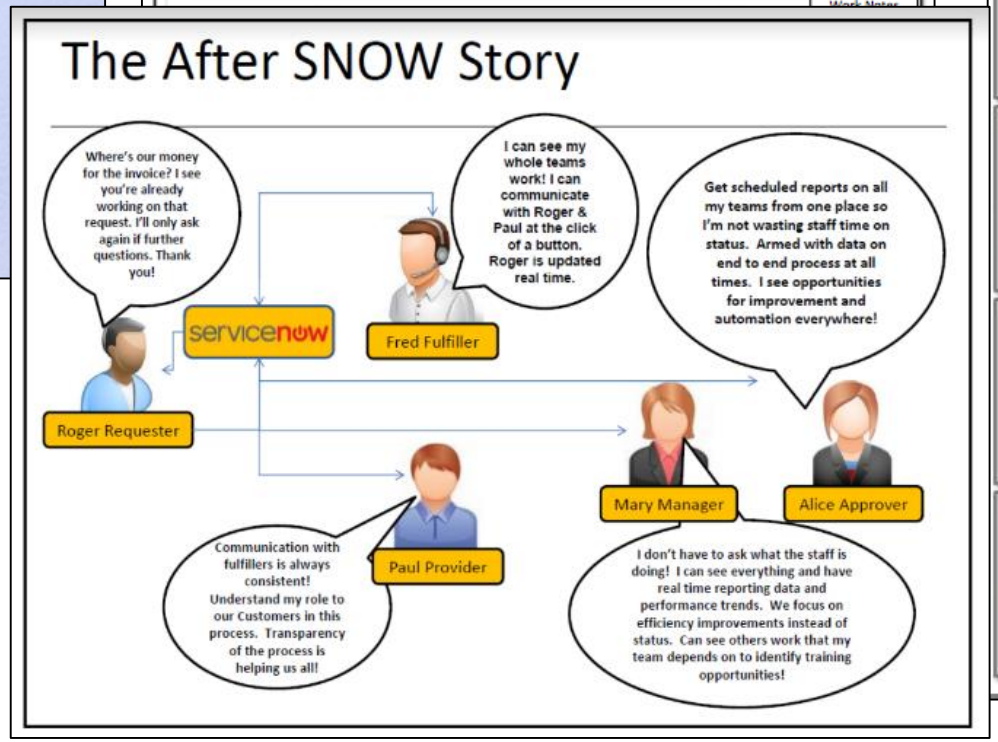
© 2017 ServiceNow All Rights Reserved

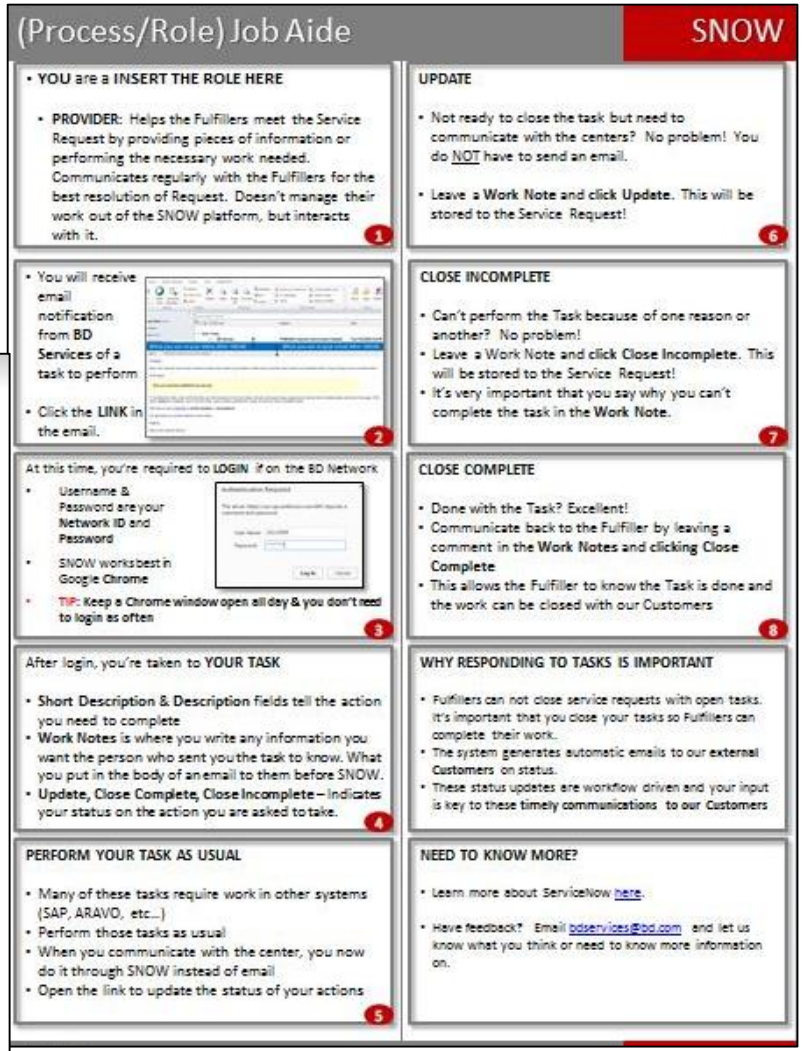
Initial Communications – Grass Roots











© 2017 ServiceNow All Rights Reserved

Line of Business Stakeholder Celebration – San Antonio



© 2017 ServiceNow All Rights Reserved

Line of Business Stakeholder Celebration – Singapore

snow

We are pleased to announce the launch of SNOW (ServiceNOW), a cloud-based platform that allows us to better manage emails and automate processes.

Look forward to the Launch of SNOW on the 22nd of July!

All associates are invited to gather at 11am at the Makan Place for a series of **EXCITING** activities. Look out for more details.

QUIZ TIME

To help you learn more about SNOW, a simple quiz on SNOW will be sent out shortly. Answers can be found from t out on SNOW (hint: SNOW is coming…..). Attractive prizes awaiting to be won for the 3 entries with correct answe through lucky draw! These prizes will be given out on the day of the launch, so be sure to attend!

BUILDING SNOW COMPETITION

Be excited to join us on the 22nd for the BUILDING SNOW competition - decorating (and munching) on **YUMMY** marshmallows, cupcakes and doughnuts to create something in line with our theme of **SNOW**.

PHOTO SUBMISSION

In addition, you can also participate in a **FUN** photo competition! The theme of this photo competition is… **SNOW**. Submit a hard copy picture of you or with your family or friends enjoying snow, with a short caption related to snow. SSC associates will vote for their favorite pictures, and the top 3 highest voted pictures win fabulous prizes.

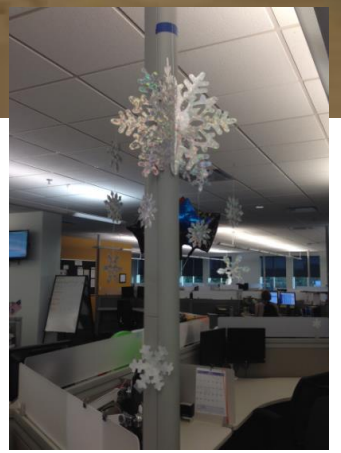
Submit to: Wen Jing (seated next to Priscilla Yap)
Closing date is July 28, 2015 (Tuesday)

GET READY FOR A FUN FILLED DAY WITH

snow











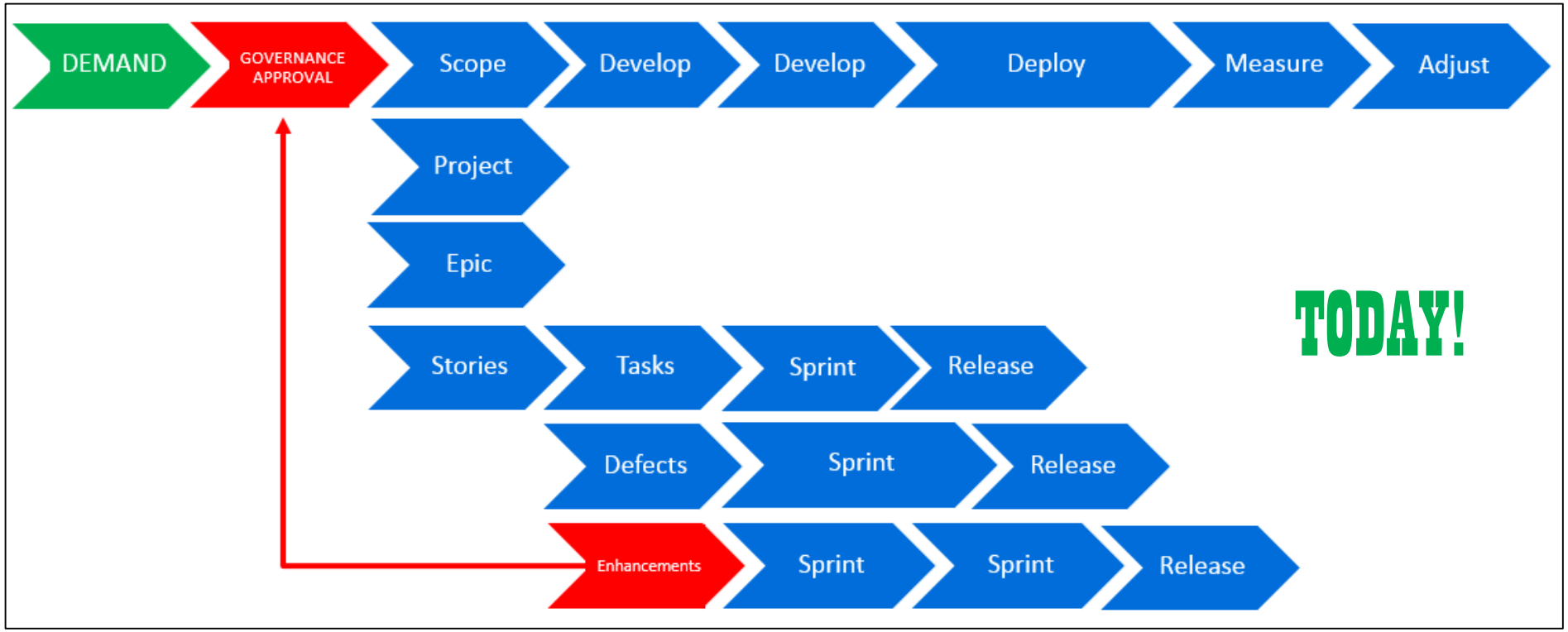


© 2017 ServiceNow All Rights Reserved

Enhanced Championship Through Governance



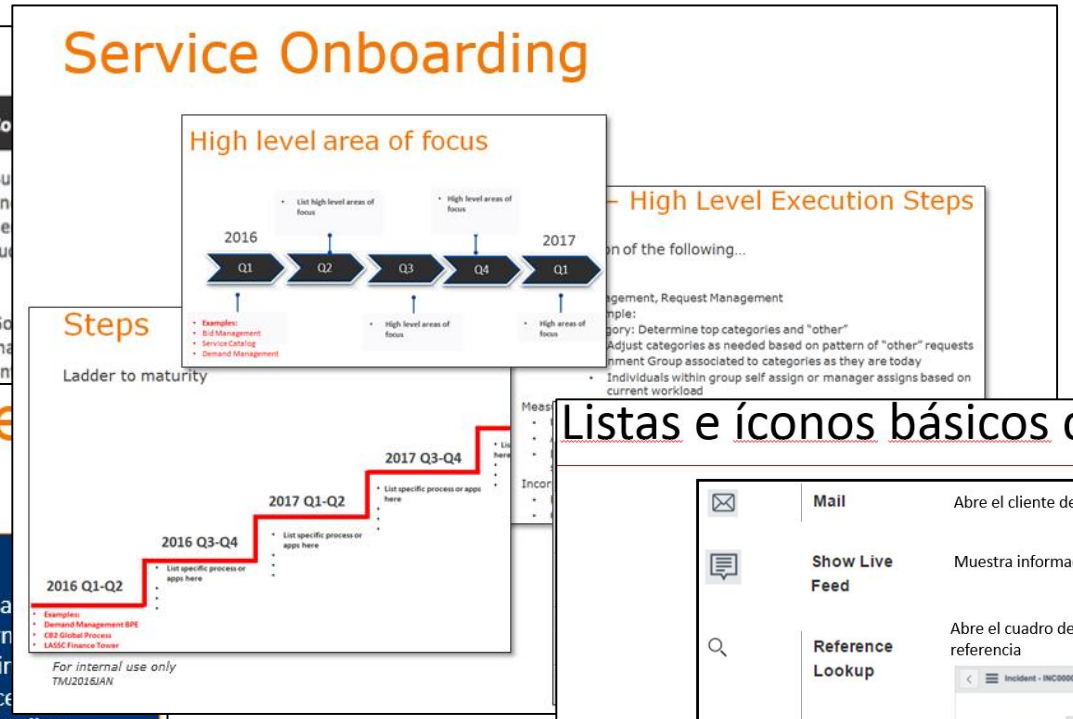
Where we started 18 months ago when managed by single individual

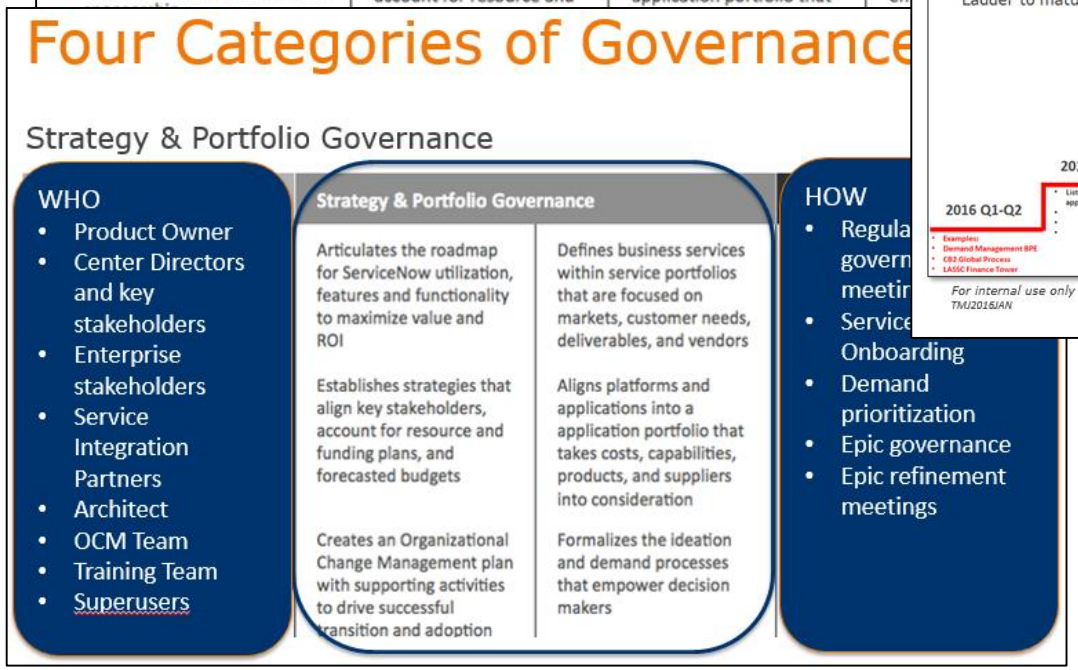


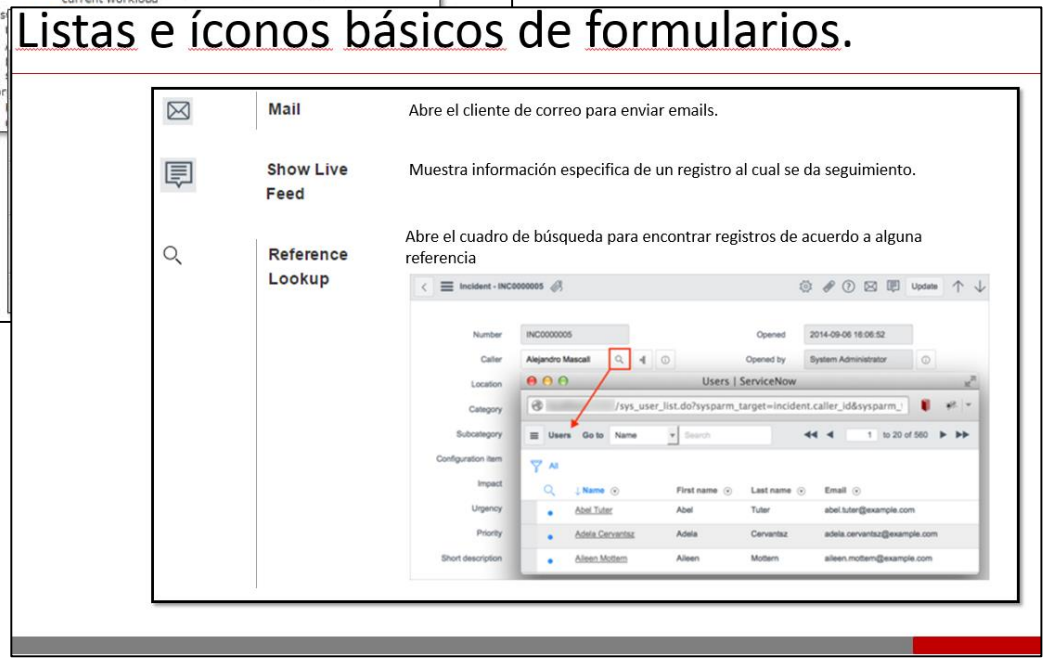
© 2017 ServiceNow All Rights Reserved

Made Champion Enablement Templates Our Own





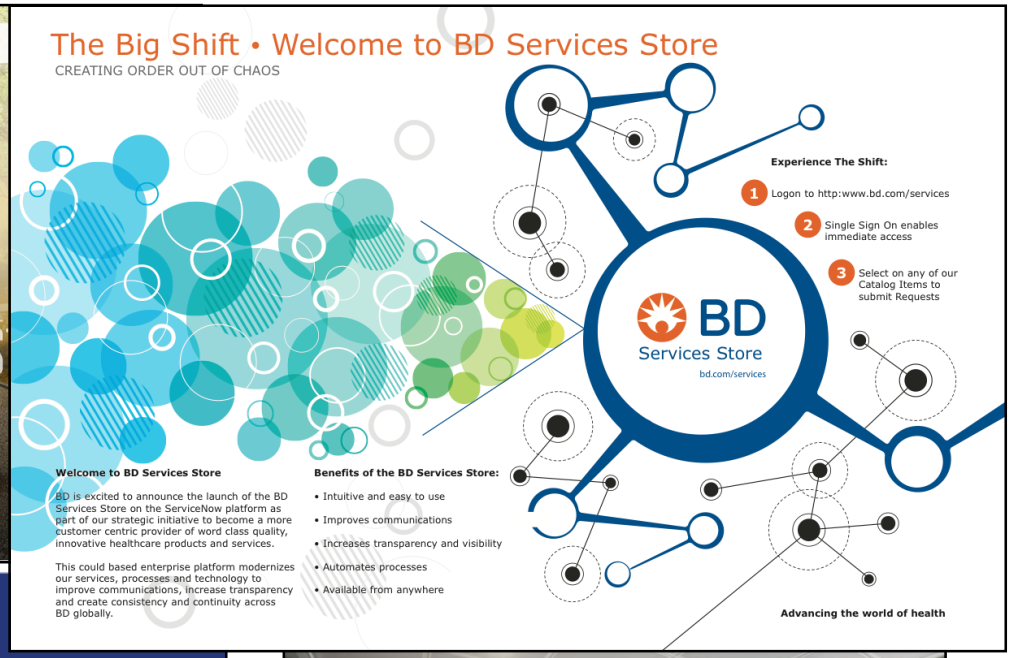


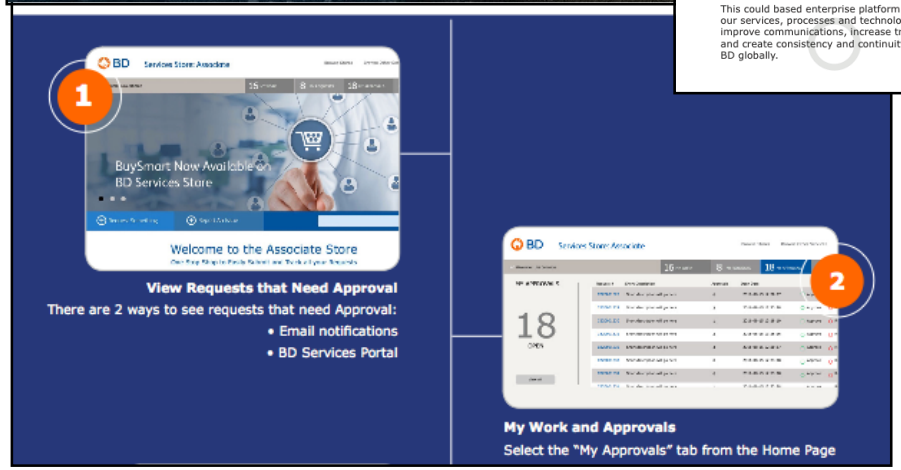


© 2017 ServiceNow All Rights Reserved

Continued to Mature Communications







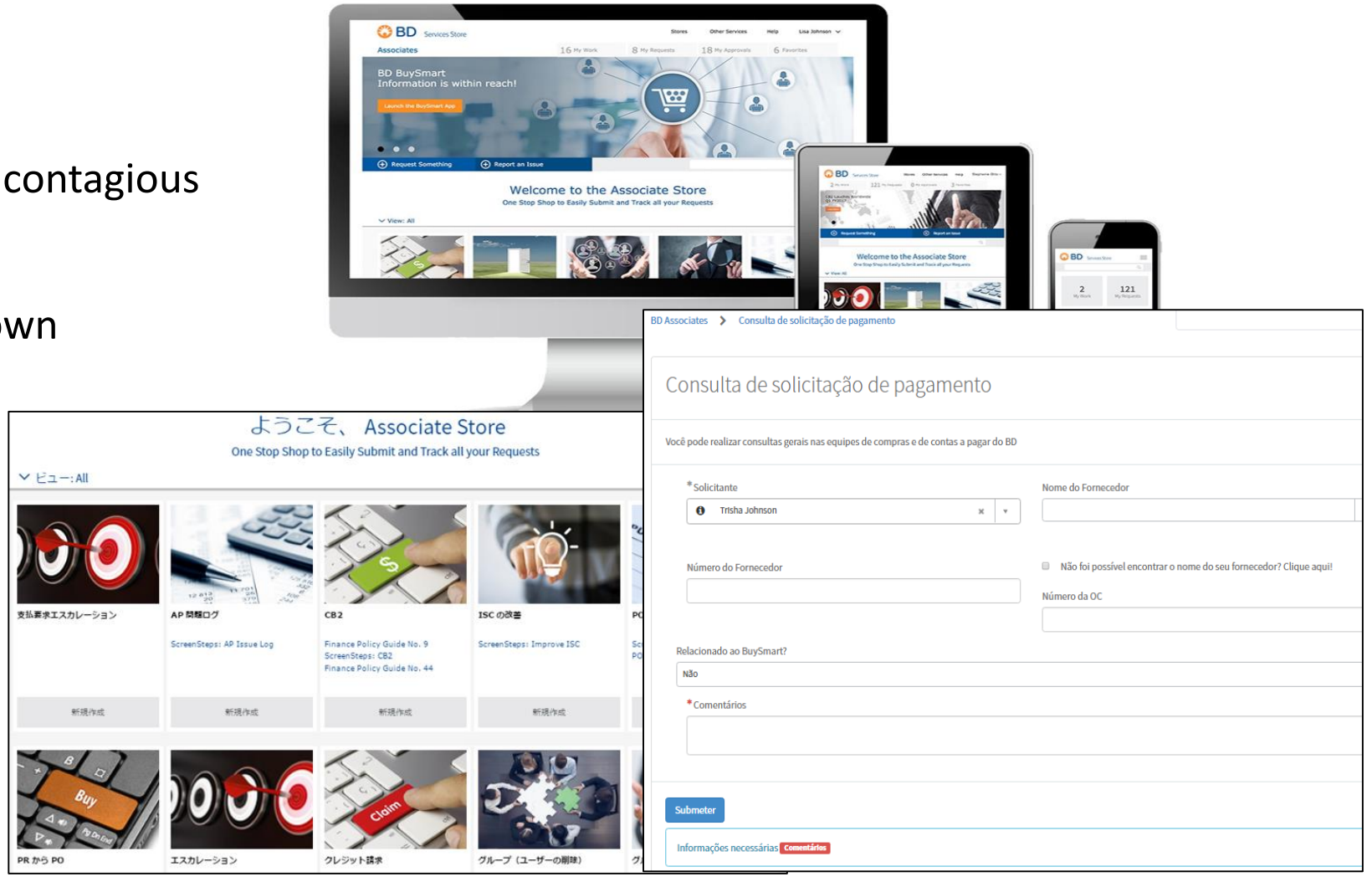




© 2017 ServiceNow All Rights Reserved

Evolution of Global Shared Services Because of Championship

- Power of One
  - You can start small
  - Enthusiasm and great ideas are contagious
- Trusted Program
  - Demand in our program has grown
  - Our Demand & Project process now used across 3 departments
- Ignited Team Growth
  - +5 business partners globally
  - +6 platform team staff
  - = +11 total new team members!



© 2017 ServiceNow All Rights Reserved

Exciting Outcomes!



4 Global Shared Service Centers
80,000 users live
Custom Service Portal with 50+ catalog items



Being a champion helps not only the organization, but team growth

+ 11 new team members



than previous technology deployments

© 2017 ServiceNow All Rights Reserved

Be A Champion!

1

Drive Adoption

Every “go-live”, including upgrades, is an opportunity drive additional buy-in

2

Elevate Value

Create a value driven program strategy based on a proven framework

3

Partner Internally

Introduce ServiceNow Solutions across your Enterprise

© 2017 ServiceNow All Rights Reserved

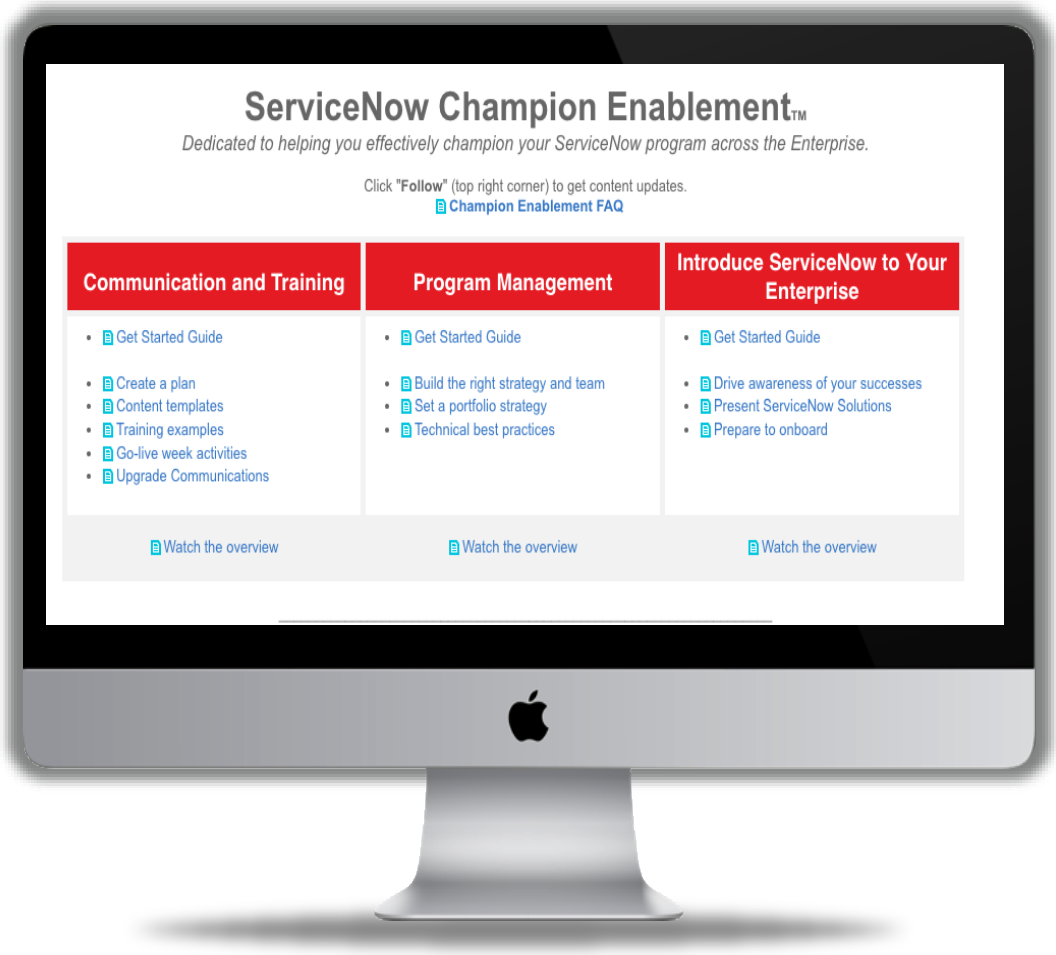
Champion Enablement™ Center

ServiceNow Champion Enablement™ Center

- Accelerate Go-live communication
- Establish a strategic program
- Share success with your Enterprise

Access Today!

www.servicenow.com/champion



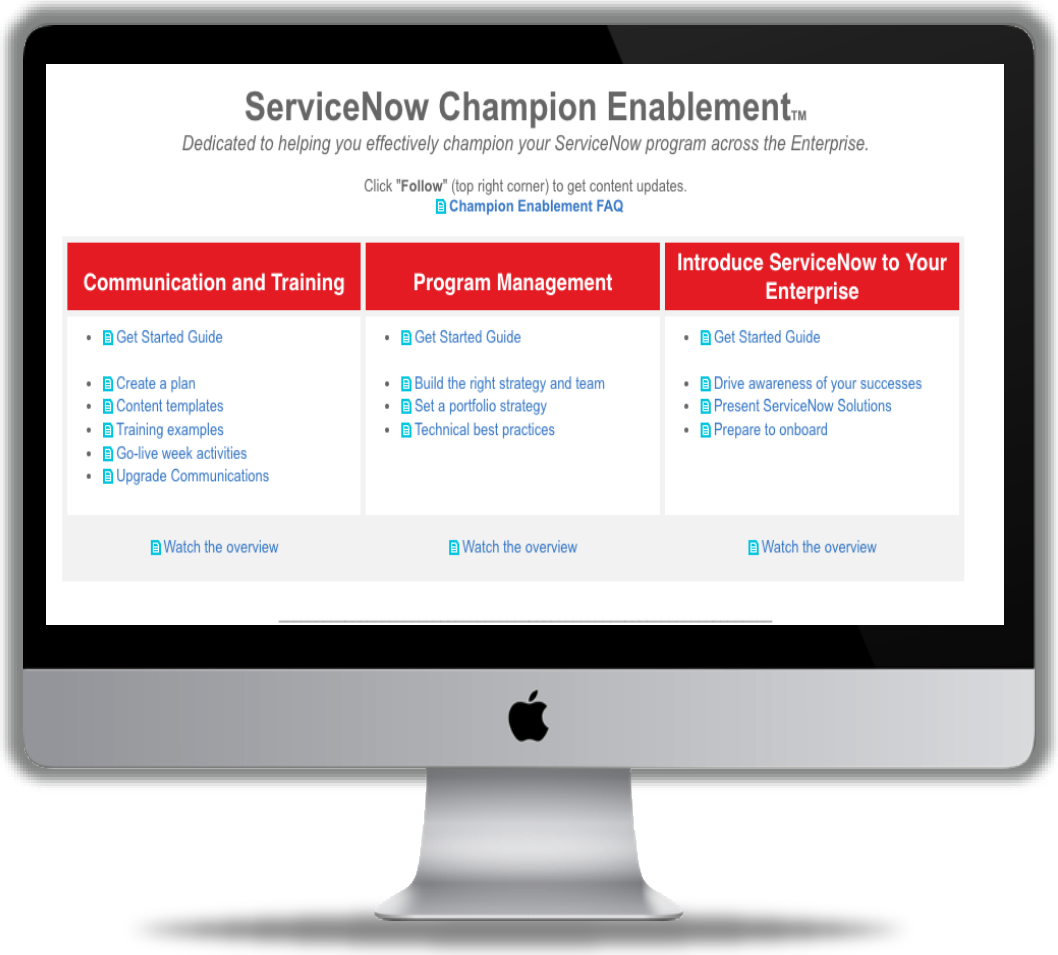
© 2017 ServiceNow All Rights Reserved

Q&A

Champion Enablement™ Center

Access Today!

www.servicenow.com/champion



© 2017 ServiceNow All Rights Reserved

Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Bimala Tullock

Sr. Manager, Global Champion Enablement

ServiceNow

Trish Johnson

Sr. Manager, Integrated Systems

Becton Dickinson

© 2017 ServiceNow All Rights Reserved