knowledge17

WORK at LIGHTSPEED™

ServiceNow Performance Analytics: Best Practices and Innovations

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Analytics Applied

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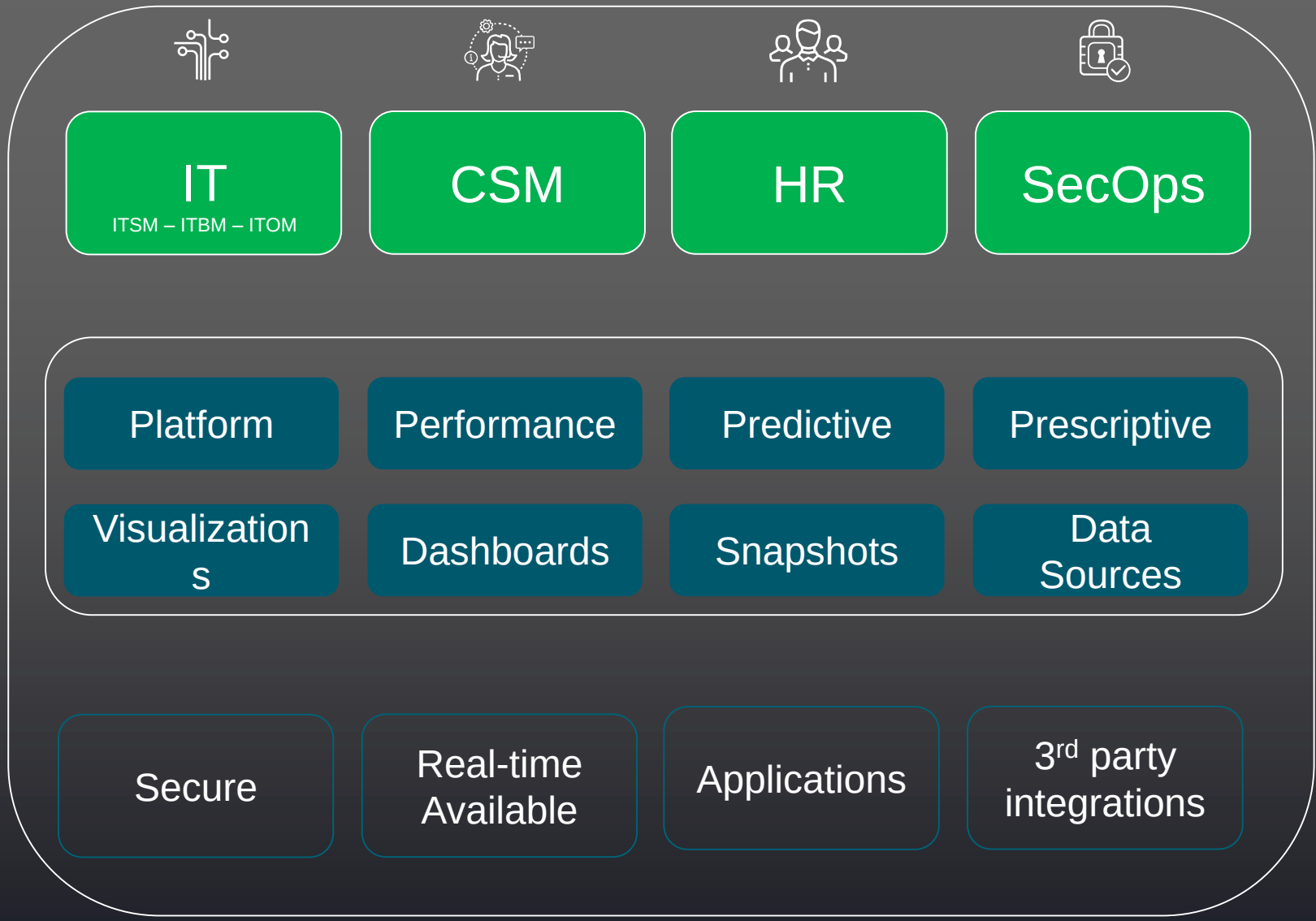
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IT
ITSM – ITBM – ITOM

CSM

HR

SecOps

Performance Analytics

Secure

Real-time Available

Applications

3rd party integrations

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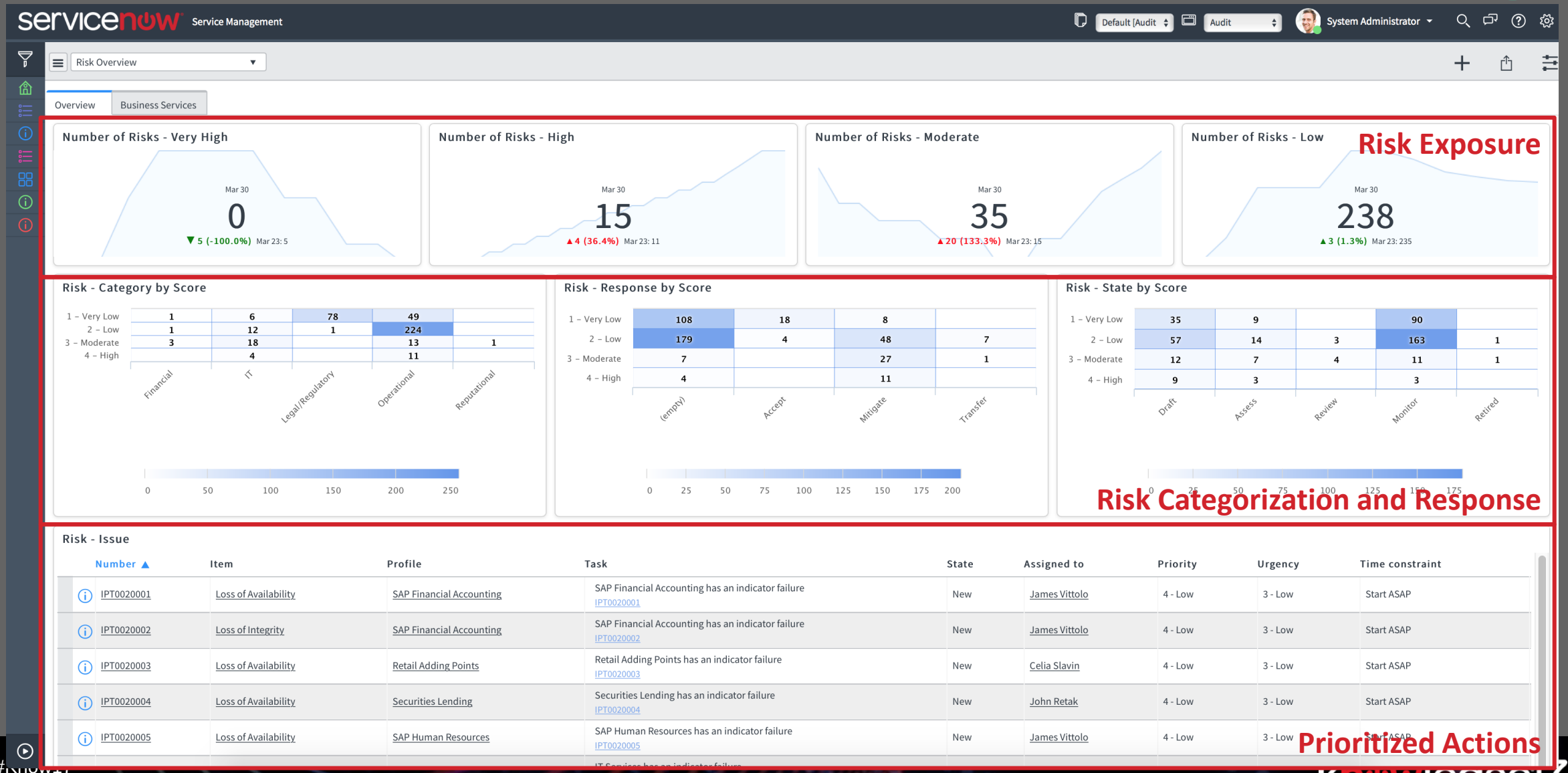
Real-time Available

Applications

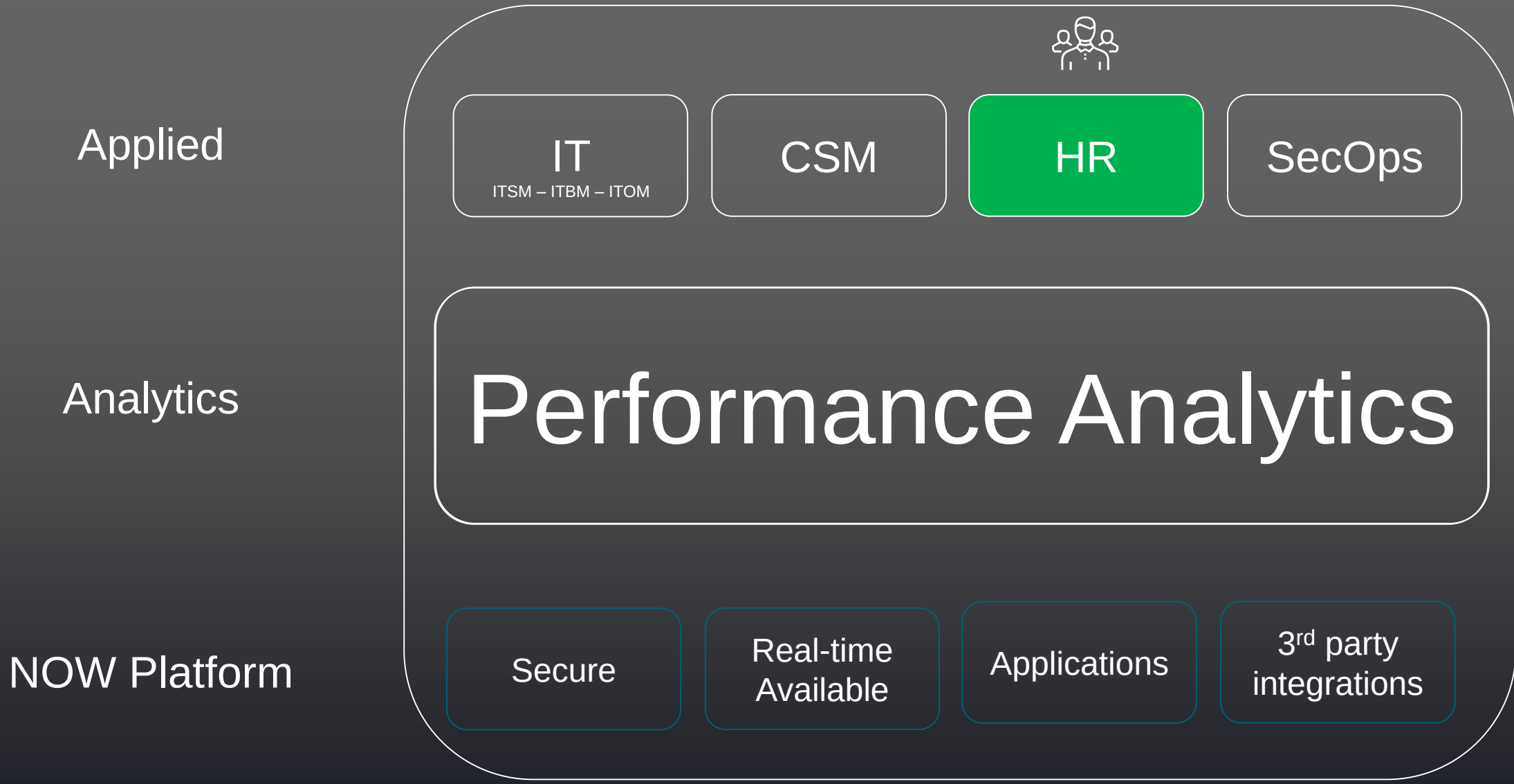
3rd party integrations

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Resolve Real Security Threats Fast

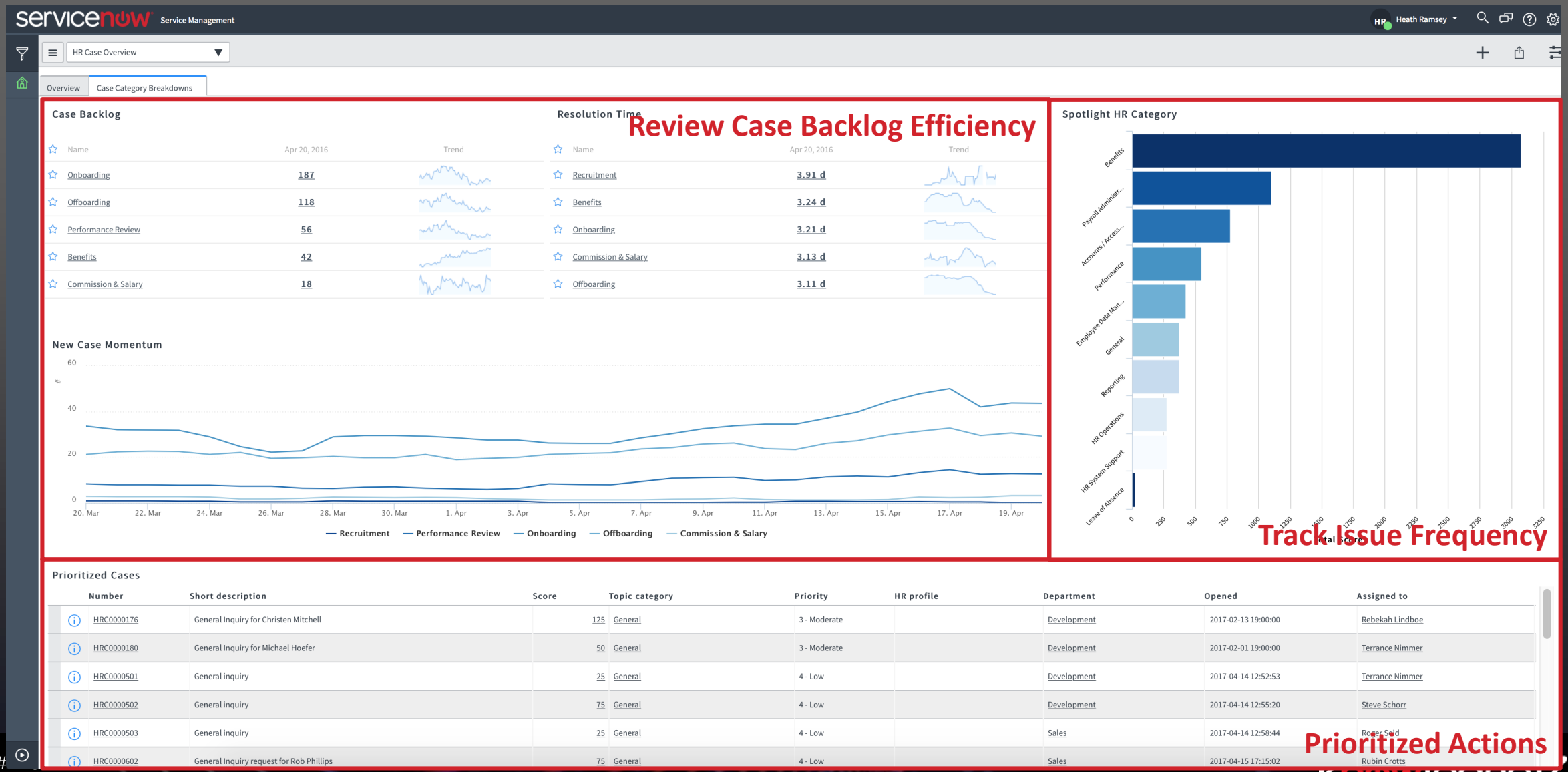


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Consumerize the Employee Service Experience



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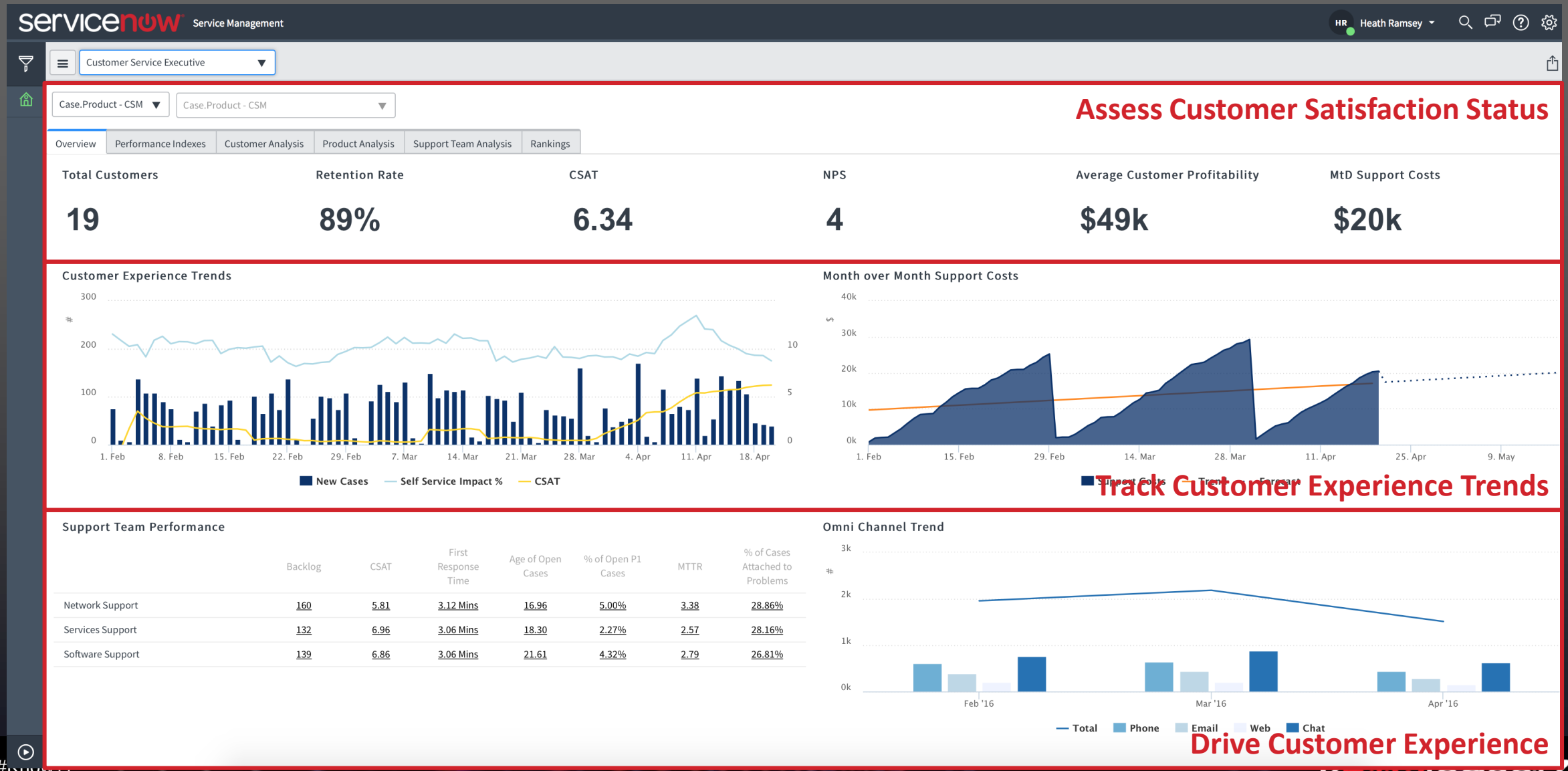
Real-time Available

Applications

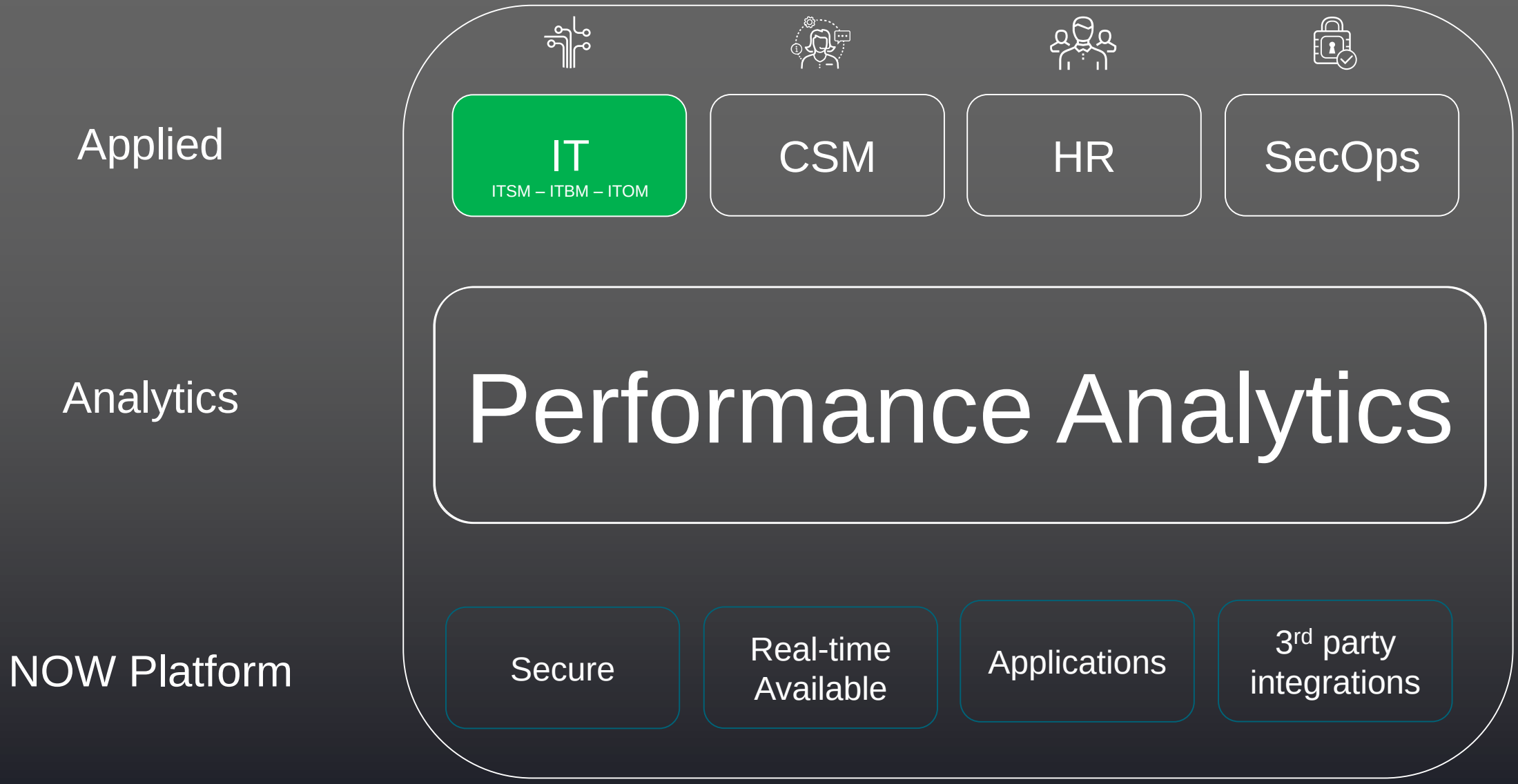
3rd party integrations

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Resolve Customer Issues at Lightspeed

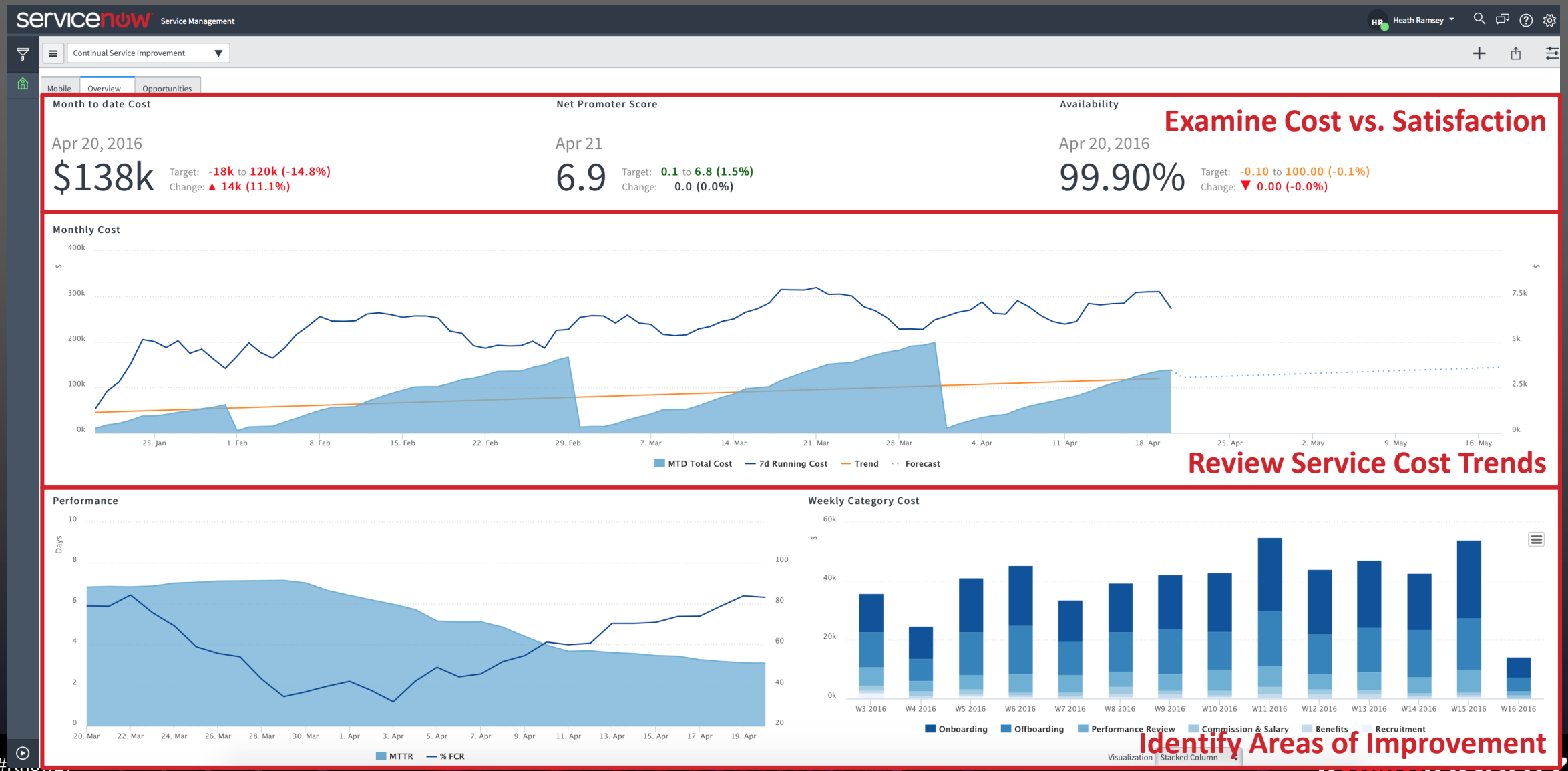


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Modernize IT Service Management



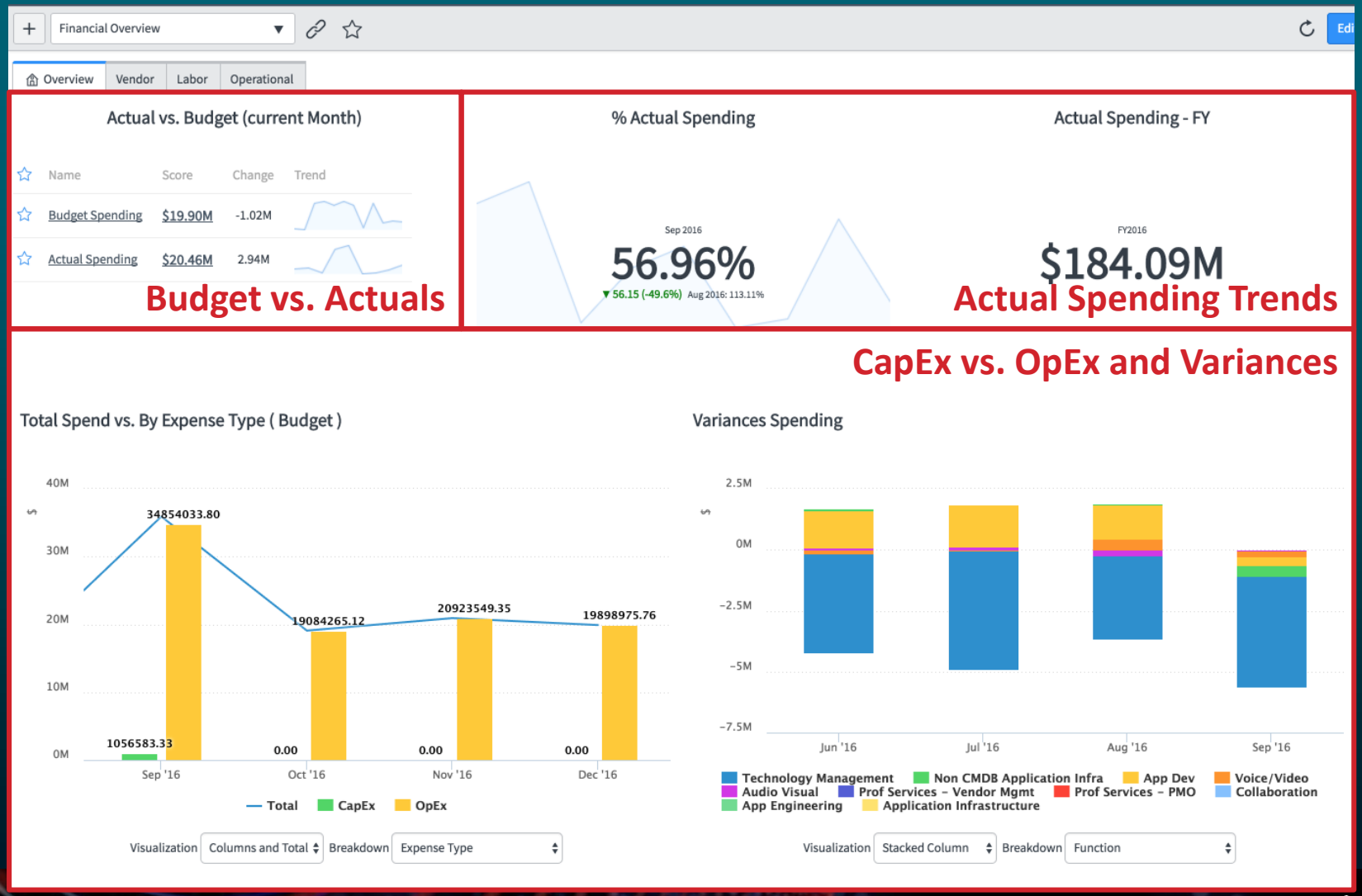
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Eliminate Service Outages



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Take Control of Your Apps, Projects, and Financials



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75+ Dashboards
300+ Reports
500+ KPIs






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The Customer Journey

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The Vision… And The Journey

Data Foundation

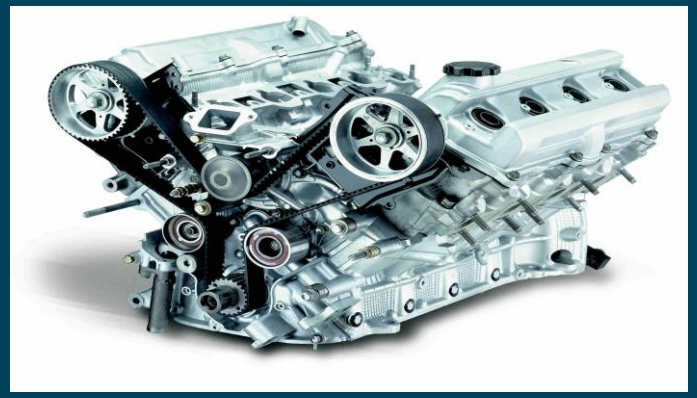


Data Quality
Organizational Structure



Workers/Fulfillers

Service Optimization

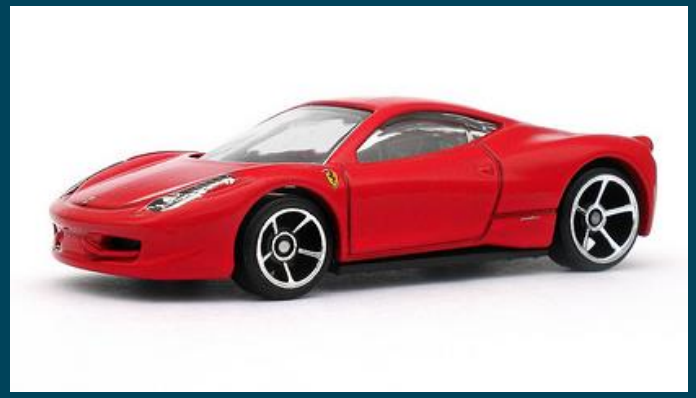


Incident Management
Knowledge Management



Process/Service Owners

Responsive Business



Gain $1M in Service Desk Efficiency



Executive

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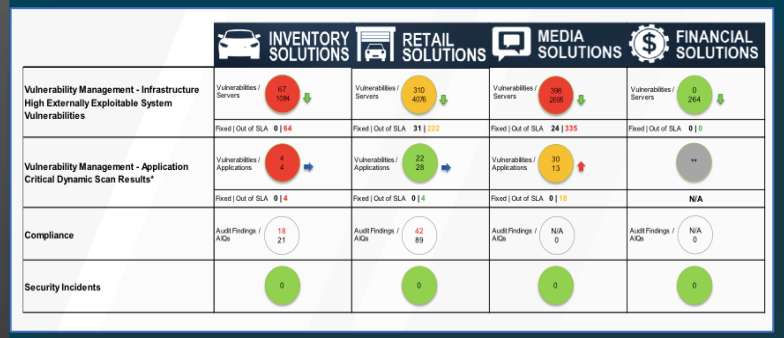
Disconnected Pieces

Data Foundation?



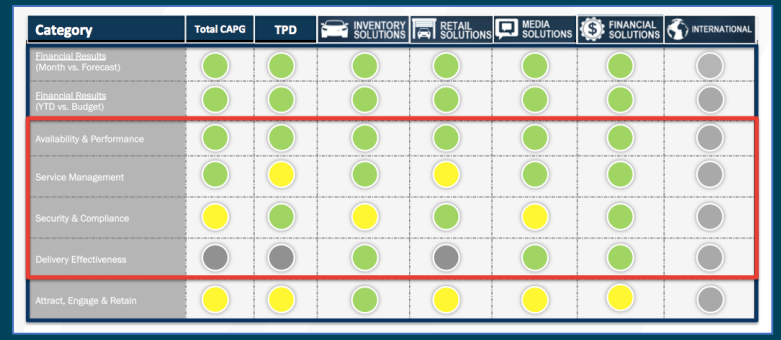
No single data source
Lack of trust and confidence

Service Observance



Inconsistent metrics
Incomplete insight

Reported Business



No actionable insight
No true responsiveness

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The End State

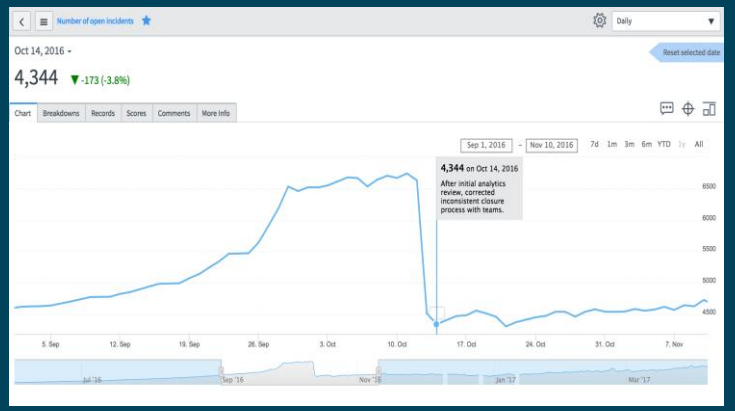
Data Foundation

servicenow



Workers/Fulfillers

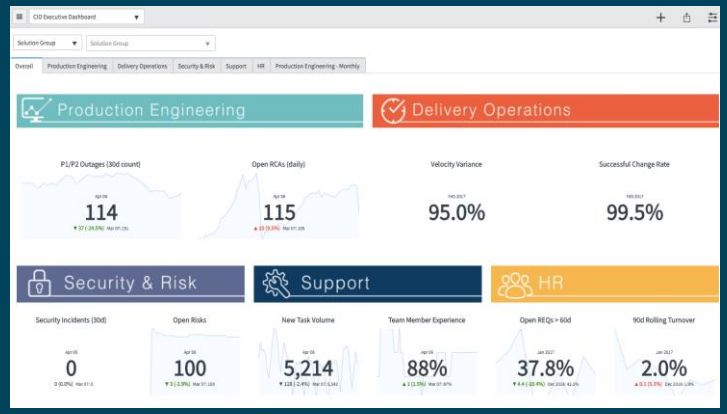
Service Optimization





Process/Service Owners

Responsive Business





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Thank You

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Q & A

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