knowledge17

WORK at LIGHTSPEED™

Kick the Spreadsheet Addiction and Create Confidence in your ServiceNow Releases

MARSHALL HOWELL
OPERATIONS ENGINEER
Ameriprise Financial, Inc

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servicenow

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Agenda

- It’s all about ME
- Who pays the bills
- Why you’re here
- Scoping out the competition
- Testing the waters
- A robot can do that?
- Finally, it’s about time

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Speaker Introduction



NAME: Marshall Howell

TITLE: Operations Engineer

FUNCTION: Development/Analysis/Administration

COMPANY: Ameriprise Financial, Inc

EXPERIENCE: 4 years in ServiceNow Development and Administration

EXPERTISE: DevOps, Compliance, Security, Test Management, HR Case and Certified in COBIT, ITIL, ServiceNow Development and Administration

ACHIEVEMENTS: Implementation of Test Management, SecOps, Policy and Compliance, HR Case, Facilities

CURRENT PROJECTS: Policy and Compliance expansion, CMDB re-alignment, Cloud Management

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My Company

NAME: Ameriprise Financial, Inc

INDUSTRY: Financial Services

MARKET FOCUS: To help people feel confident about their financial future

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: ITSM (Incident, Problem, Change, Knowledge and Catalog), HR Case Management for Employee Relations, Security Operations, Policy and Compliance / Audit

COMPANY-WIDE INITIATIVES: Regulatory Compliance, Speed of development/deployment/quality, Responsiveness to customers/partners/other teams, DOL Fiduciary Rule

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Scoping Out the Competition

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Quote

"Always strive to excel, but only on weekends."

– Richard Rorty

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Hitting the Pavement to Solve Problems

- Business team was in need for a better solution to track important escalations that come through the CIO office
- With Excel being the current solution, the team was having difficulties working together and reporting on high profile cases
- ServiceNow team was approached as they were famous in solving all the worlds problems



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Session Overview



Objectives

- Increase visibility of escalation cases
- Associate escalation cases to the technology they are related to
- Provide the ability to easily report on metrics
- Scalable solution



What You Will Learn

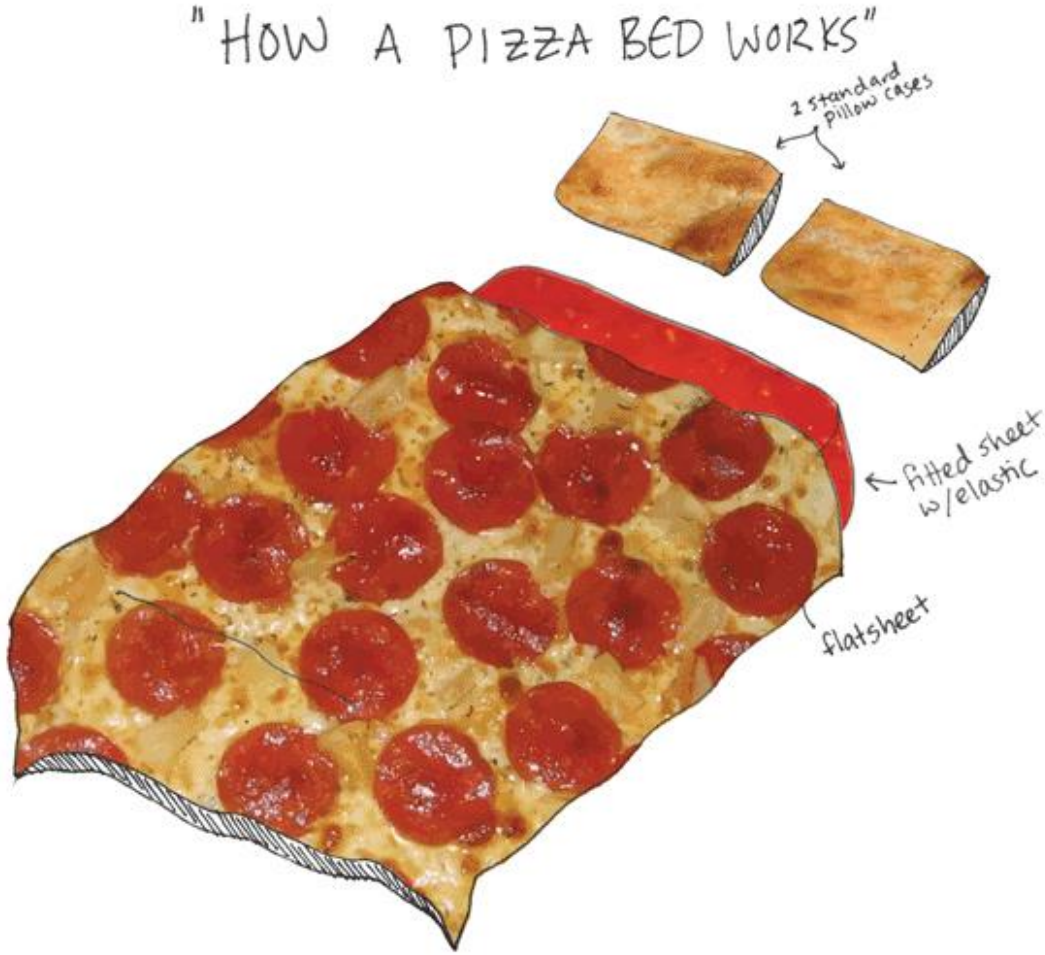
- Benefits of a scoped application vs. excel
- ServiceNow Studio
- Importance of Test Management
- Benefits of Automated Testing

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When the Sheets are Not Egyptian Cotton

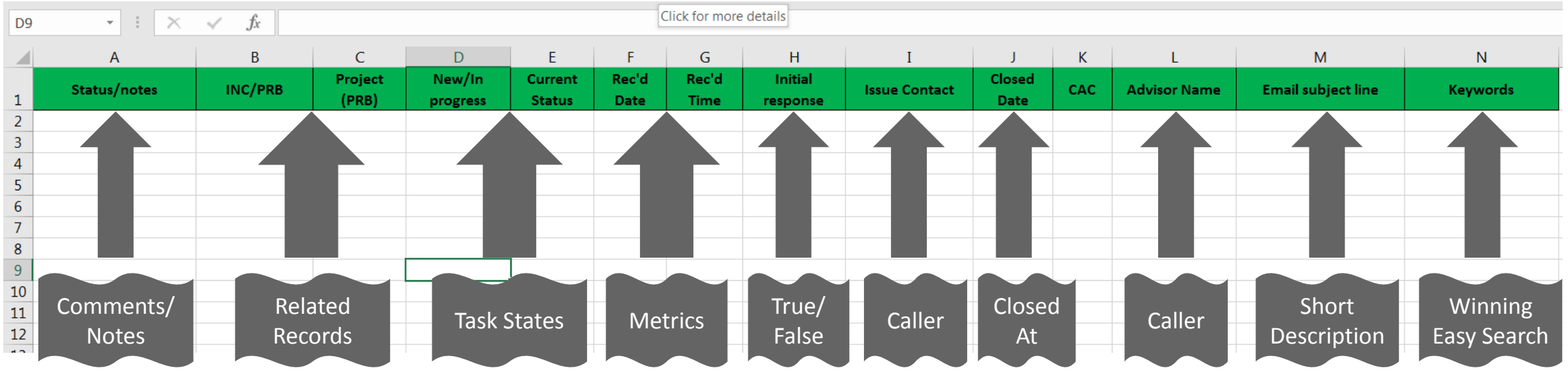
Why Excel couldn't make any friends!

- Totally not a team player, only likes to work 1x1
- Always lies about their age, never knowing what version they really are
- Always fighting and never wants to comply, so many regulations based on spreadsheets
- Always out late and never tells you wha time they came home, forget about the metrics



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Current High-Tech Advanced Tool



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Solution Comes into View

- Customer's original request: just create a new catalog item and can just it for reporting purposes.
- As this problem is not request task driven this solution made no sense and should not of been an option.



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Solution Comes into View

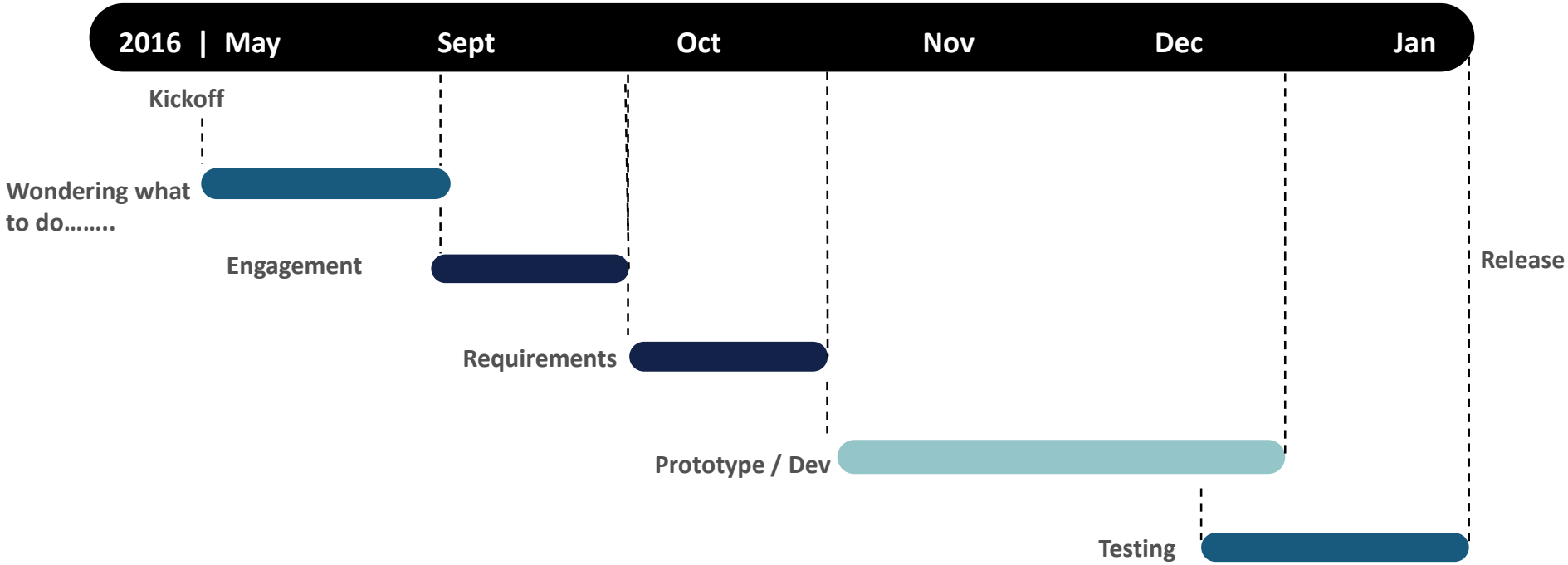
Taking into consideration all factors the best idea was to consider a Scoped Application. The benefits allowed:

- Independent application to manage and maintain
- Full capabilities offered by the platform and its single source of truth
  - SLA
  - Metrics
  - Reporting and more



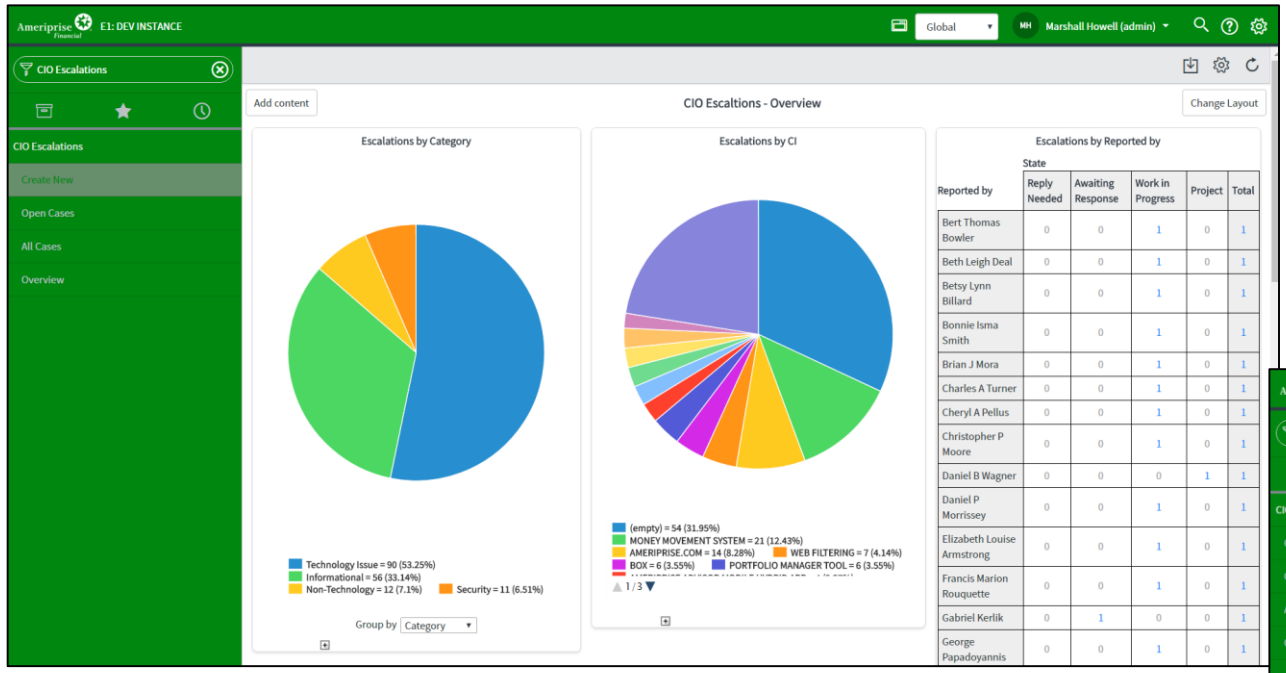
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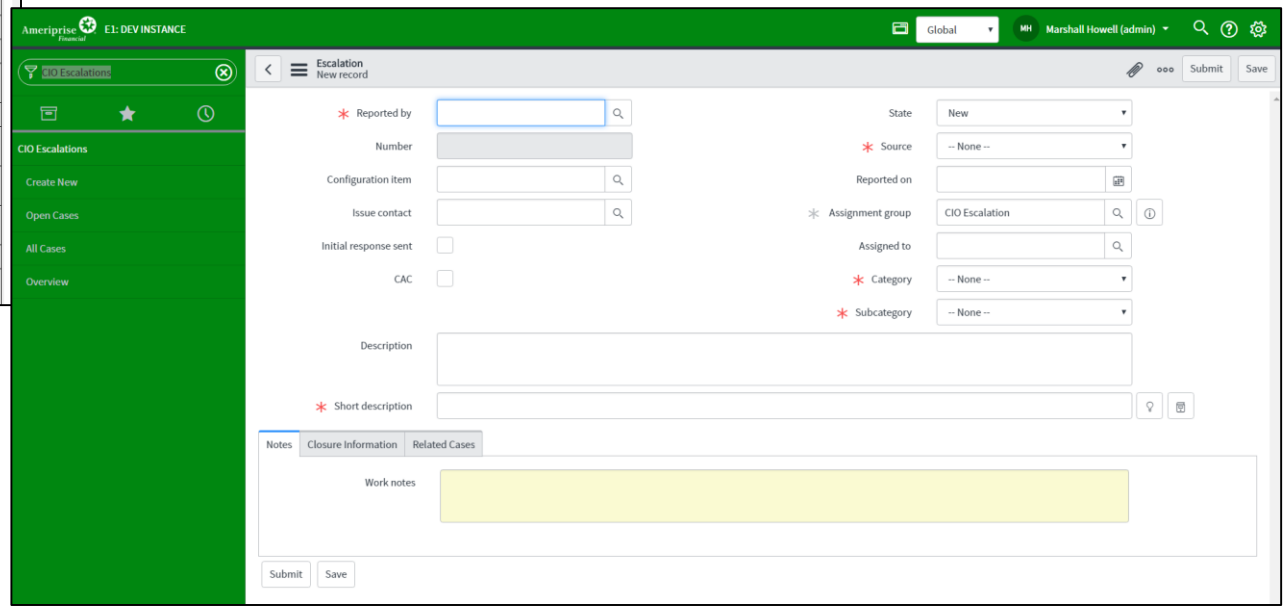
Solution – Timeline



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Solution Results

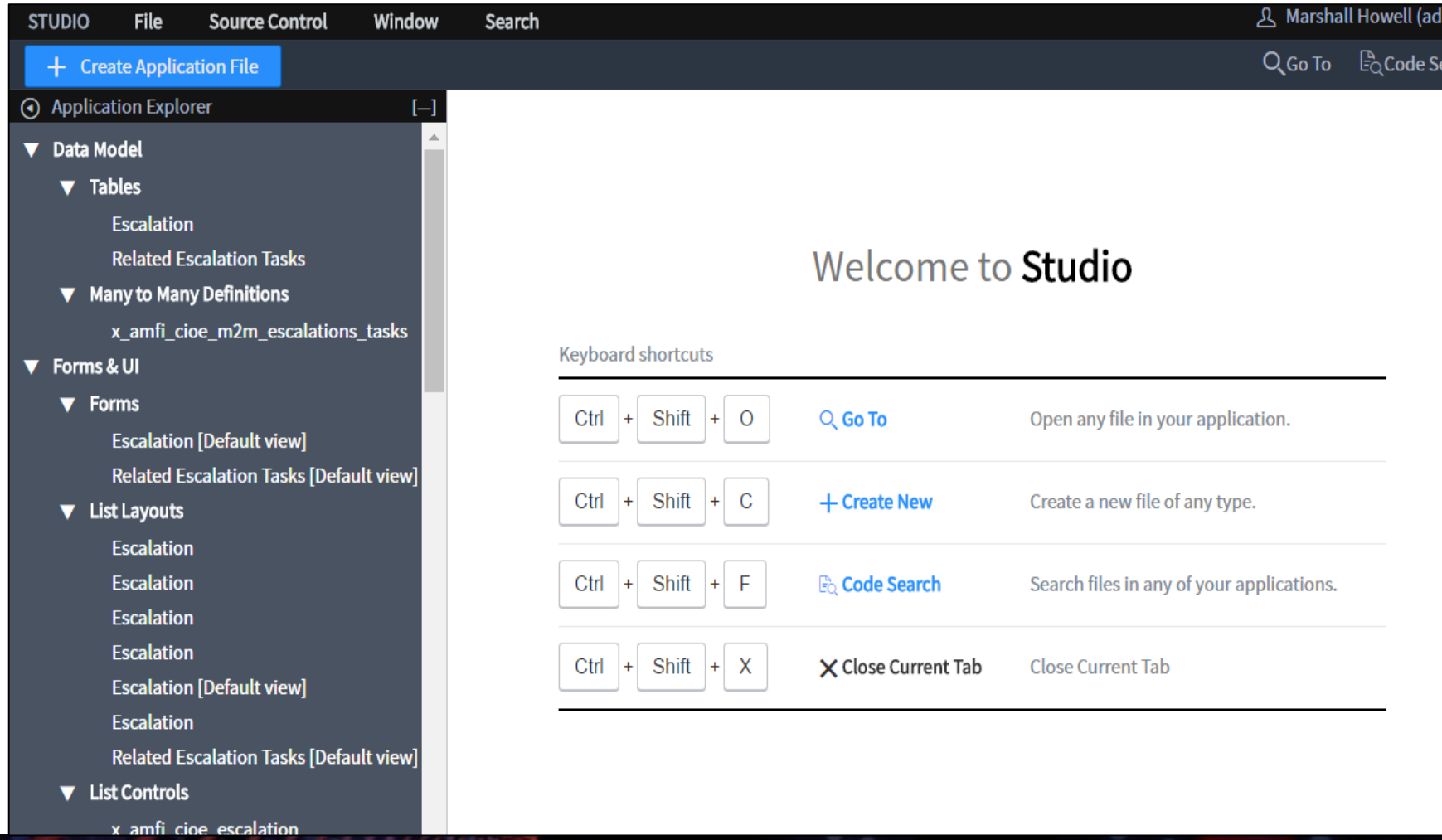




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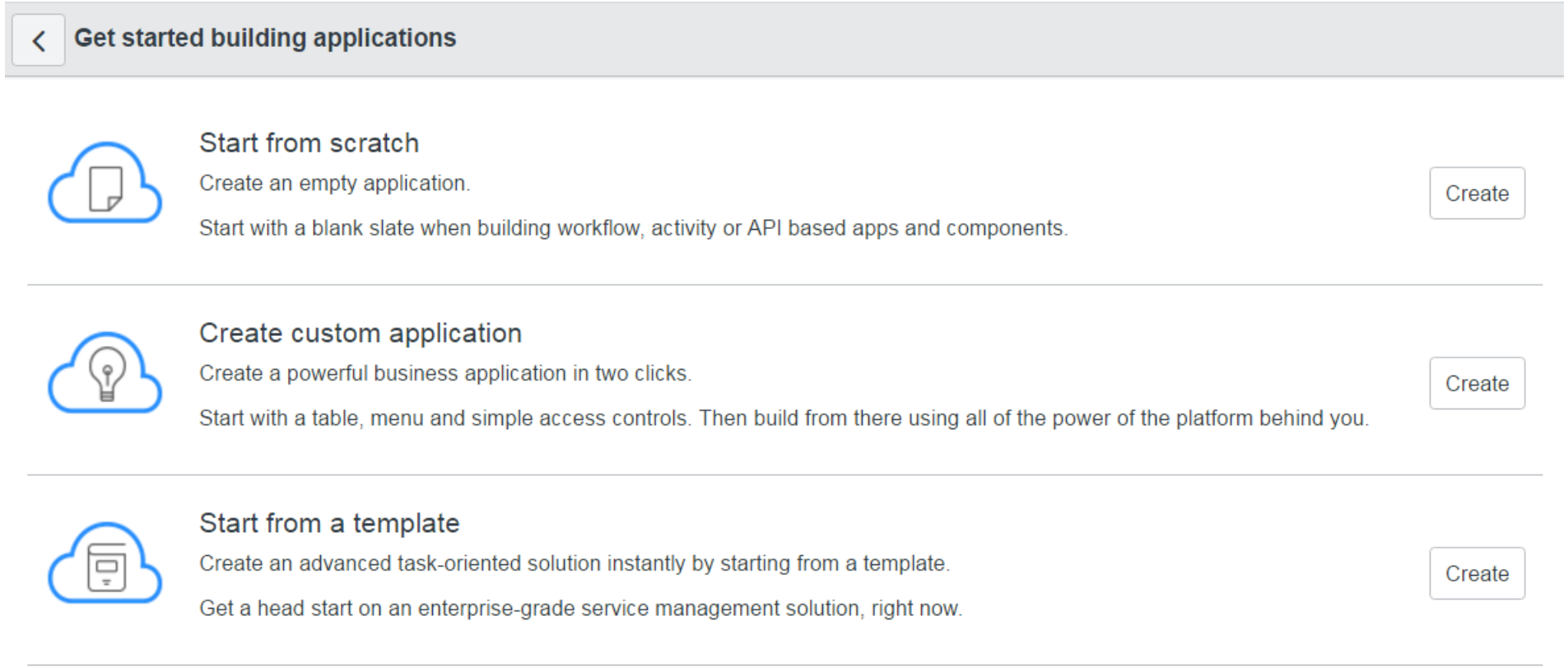
Making Magic in the Studio

- Selecting application will switch application scope
- Ease of use and file structure view of app files
- Awesome code search option
- Can work on multiple files at same time
- Easy to publish



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Studio / Application – Demo



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Testing the Waters

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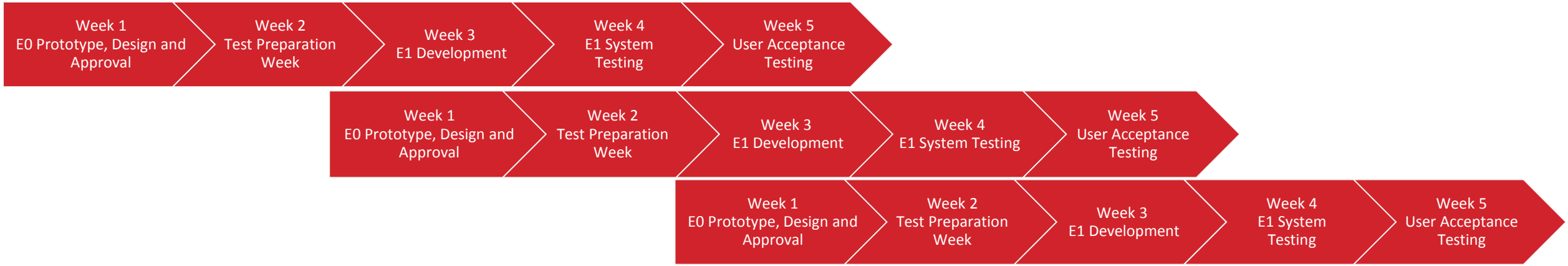
Quote

"No amount of testing can prove a software right, a single test can prove a software wrong."

– Amir Ghahrai

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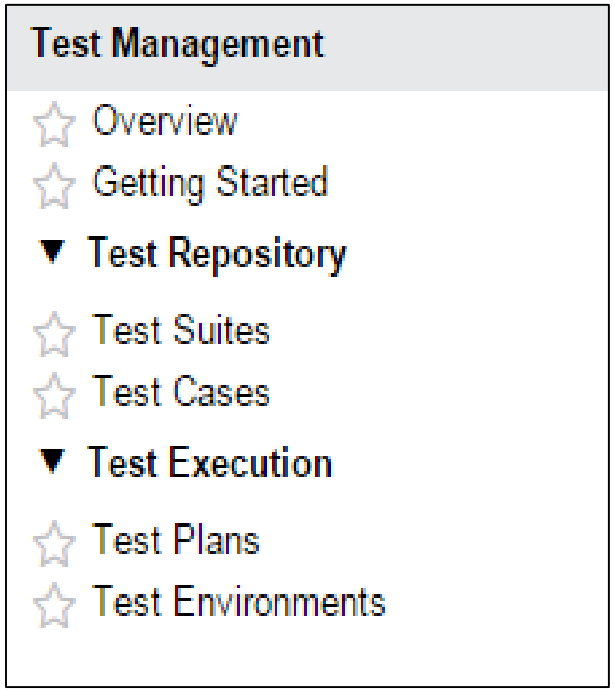
Release Cycle Overlap



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Test Management

Application Overview



Module	Description
Overview	Overview dashboard for Test Management.
Getting Started	Link to ServiceNow Test documentation.
Test Suites	View/access all test suites.
Test Cases	View/access all test cases and test steps.
Test Plans	View/access all test plans that are in execution.
Test Environments	View/access all test environments in which test would run against.

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Test Management

Test Repository

- Test Suites
  - Test suites are the containers for test cases in the repository. The contents of a test suite can be copied into a test plan.
  - Test Suites can be created for a specific release or process
  - One to many test cases can be added to a Test Suite

- Test Cases
  - Test cases are containers for one or many test steps that are used to determine if a feature is working as designed
  - The execution of a test case can result in a “Passed,” “Failed,” or “Blocked” execution status

- Test Steps
  - Tests, also known as test steps, are the individual tests that belong to a test case
  - Test steps contain the defined test to be performed as well as the expected result of the test
  - Test steps can be “Passed,” “Failed,” or “Blocked.”

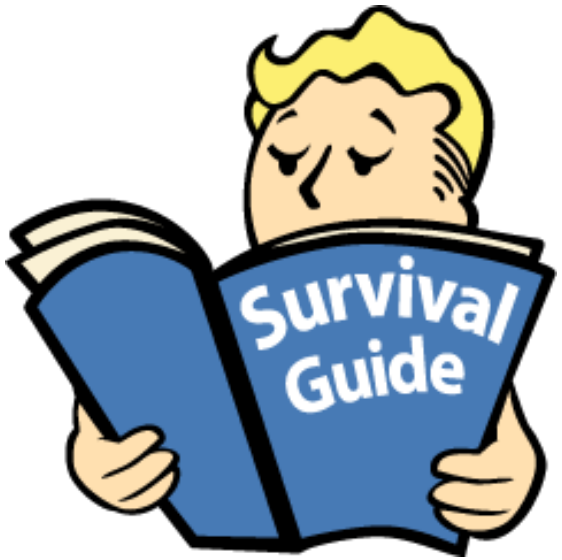
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Test Management

Test Execution

- Test Plans
  - Are the containers for active test cases to be executed.
  - Determines how a product, feature (i.e. enhancements or defects), or release should be tested and how it should perform
  - Individual Test Cases can be added to a Test Plan
  - Manager or coordinator uses the test plan to assign test cases
  - Monitor testing progress
  - Generate a PDF test summary report

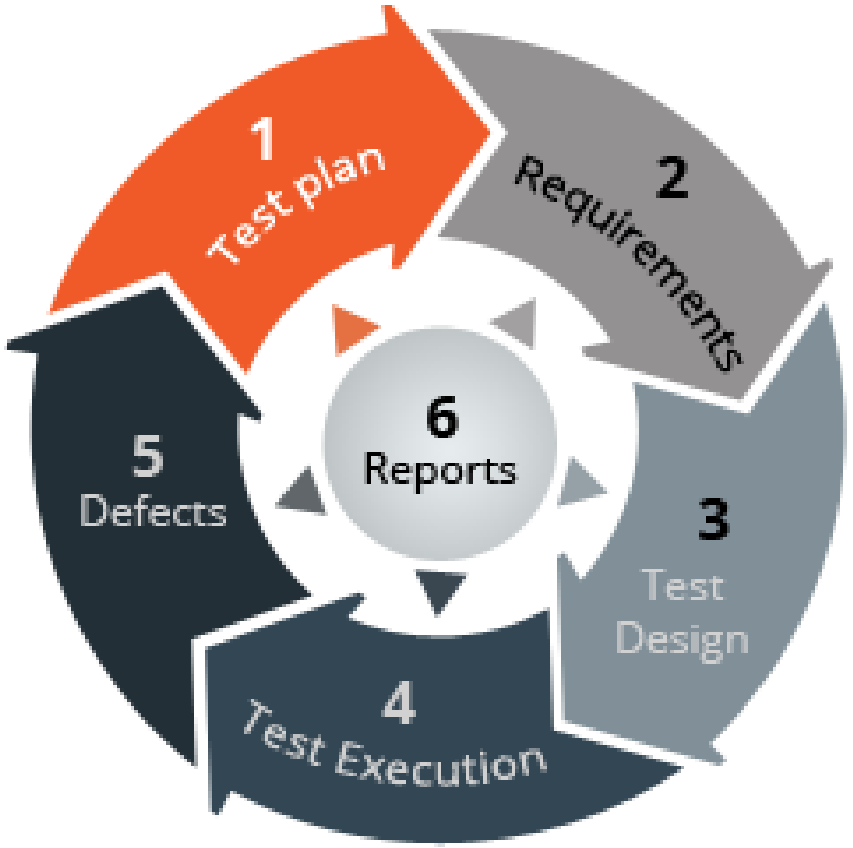
- Guided Test Execution
  - Guided test execution takes advantage of the ServiceNow assessment engine
  - Testers receive notification when test cases have been assigned and kicked off for testing



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Test Management – Demo





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Quote

"Software testing proves the existence of bugs not their absence."

– Edsger W. Dijkstra

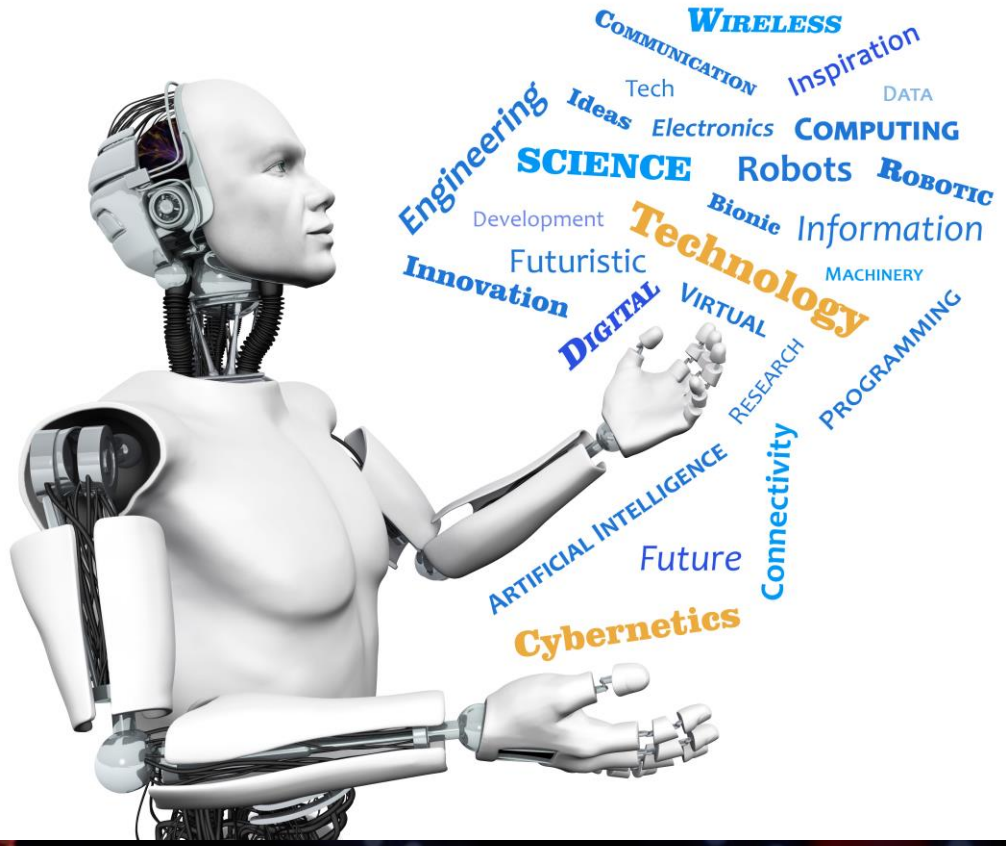
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A Robot Can Do That?

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Automated Testing

- With the Automated Test Framework (ATF), you create and run automated tests on your ServiceNow instance. When you upgrade or modify an instance, run these tests to confirm that the instance still works as designed. - ServiceNow



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Step by Step Types

- Form Steps
  - Open a form
  - Set Field Value
  - Assert Value
  - Field Validation
  - Submit a form
- Server Steps
  - Impersonate a user
  - Insert a record
  - Run a server-side script



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Robot Dance - Demo



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Finally, it’s About Time

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Value Added

- Added reporting capabilities and Metrics
  - Cases by CI
  - Cases by category
  - Cases opened or closed this week
  - Duration of cases from open to close
- Ease of case creation
  - Inbound email action for create
  - Easy form creation of case
- Ability to easily deploy updates
  - Studio provides a way to quickly develop and access files



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Our Next Steps

- Continue to grow the new CIO application
- Grow the existing platform to additional parts of the business
- Continue to show the platform benefits to the various lines of business through the organization for both tech and non tech.



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Top Takeaways

1

Changing how people work can be scary, put yourself in their shoes to best transition them new solutions

2

Show the benefits early and often. Let the customer be a part of the action.

3

Keep the customer confident with the finished product by providing an easy way to test and understand the solution.

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Thank You

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Q & A

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