knowledge17

WORK at LIGHTSPEED™

MetLife Tech Life

SABRINA DEAL
DIRECTOR – SOFTWARE DEVELOPMENT
MetLife

KEVIN ANDERSON
SOFTWARE DEVELOP ENGINEER II
MetLife

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servicenow

Agenda

- MetLife's ServiceNow Journey
- Business Drivers for Tech Life Walk in Center
- Implementation of Tech Life
- Preview of Tech Life
- Metrics
- Lessons Learned

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Speaker Introduction



NAME: Sabrina Deal

TITLE: Director Software Development

FUNCTION: Application Development

COMPANY: MetLife

EXPERIENCE: 36 years in IT, 23 years at MetLife, 3 years on ServiceNow

EXPERTISE: Application Development

ACHIEVEMENTS: Led team to develop our MetLife Service Catalog and 170 service requests, implemented Asset Management and Configuration Management, implemented ITSM for Incident, Problem, Change, and Request Management for over 3500 ITIL users.

CURRENT PROJECTS: Enhancing the application to allow ServiceNow to be rolled across the globe into 3 additional languages. The rollout will add an additional 3500 ITIL users.

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Speaker Introduction



NAME: Kevin Anderson

TITLE: Software Develop Engineer II

FUNCTION: Application Development

COMPANY: MetLife

EXPERIENCE: Web developer since 2011, joined MetLife and began developing on the ServiceNow platform in 2015

EXPERTISE: Application Development

ACHIEVEMENTS: MetLife CMS redesign / rebuild in 2016, AT&T mobile integration support, Service Catalog support and development

CURRENT PROJECTS: Enhancing the application to allow ServiceNow to be rolled across the globe into 3 additional languages. The rollout will add an additional 3500 ITIL users.

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My Company



NAME: MetLife

INDUSTRY: Insurance

MARKET FOCUS: MetLife celebrated 149 years on March 24,2017, and is recognized and trusted by approximately 100 million customers worldwide. We serve more than 90 of the top 100 FORTUNE 500® companies in the United States

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Helps navigate life together with customer focused solutions that help balance cost with the employee and retiree needs/Offers life, dental, disability, accident and health, auto and home insurance, retirement and savings products in the U.S., as well as, other global insurance products

COMPANY-WIDE INITIATIVES: One MetLife/Drive toward operational excellence/Deliver the right solutions/Digital simplified

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Session Overview



Objectives

- MetLife's journey with ServiceNow and how it led to the enablement of Tech Life service



What You Will Learn

- Learn about our ServiceNow implementations
- Learn how MetLife and Fruition partnered to create the Tech Life functionality
- Learn how you may apply our project to your initiatives and projects

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MetLife's Journey with ServiceNow

2014

Service Request & Catalog
Launch IT Service Navigator
Retired old Service Request system

2015

Asset Management & Compliance
Asset Lifecycle - request thru disposal
Software Asset automation technology
Retired old Asset systems

Configuration Management
CMDB Phase 1 – Server & Applications
Retired old Server systems

Global ITSM Process Definition
Simplify & Streamline
Re-Defined Incident, Problem, Change
Add Release Management

2016

Configuration Management
CMDB Phase 2 – DB & Network
Retired a Server Directory system

Incident, Problem, Change, Release, Request
Tool Rationalization & Configuration
English only
Retired Remedy

2017



Tech Life Walk In Center
User Convenience with one on one support

Current Project
Global ITSM Deployment
Roll out to 44 countries
Spanish, Japanese, Chinese
Integration IBM Maximo
Will be retiring 6 ITSM applications across the countries

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MetLife 200 Park Avenue Walk-In Center called Tech Life



"Consistent IT Service Desk & Site Services delivery & support for MetLife end users with a one-on-one & retail-like touch……"



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Tech Life – Project Drivers and Goals

- Provides a familiar “retail-like” IT service experience
- IT Services Support at end user’s convenience
- Increases end user productivity
- Provides scheduled appointments for complex IT services
- Increases end user satisfaction
- Promotes IT self help
- Reduces and/or eliminates call & ticket volume to Service Desk & Site Services

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Goals, Challenges, Solution

Goals

- MetLife redesigning and moving of employees to MetLife building at 200 Park Ave in New York
- “Retail-like” walk in center to receive “in person” help for employees’ IT needs
- Knowledgeable staff in the Tech Life Walk In Center
- Tracking of the work using the ServiceNow ITSM system

Challenges

- New ServiceNow functionality must coincide with move into 200 Park Ave in March
- IT involvement began in November 2016
- Current ServiceNow IT team staff fully allocated to other projects

Solution

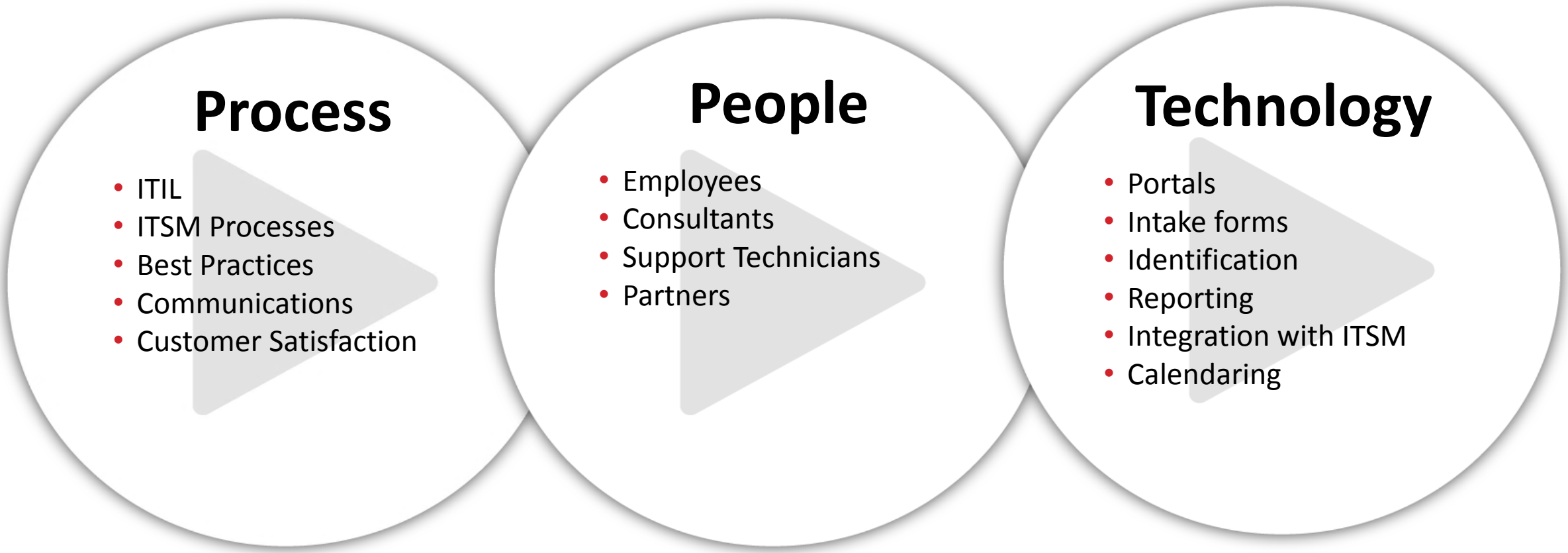
- Evaluated vendors for capabilities
- Selected Fruition to help MetLife build the functionality

fruition PARTNERS
A DXC Technology Company

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Tech Life – Framework



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Tech Life – Services and Features

DEVICE SUPPORT

- Configurations & Settings
- Activation & Setup
- Break/Fix (loaners and/or replacements)
- New Hire assistance
- Post refresh support
- Device accessories - stocked
- Equipment disposal
- Etc.

ISSUE RESOLUTION & "HOW TO" ASSISTANCE

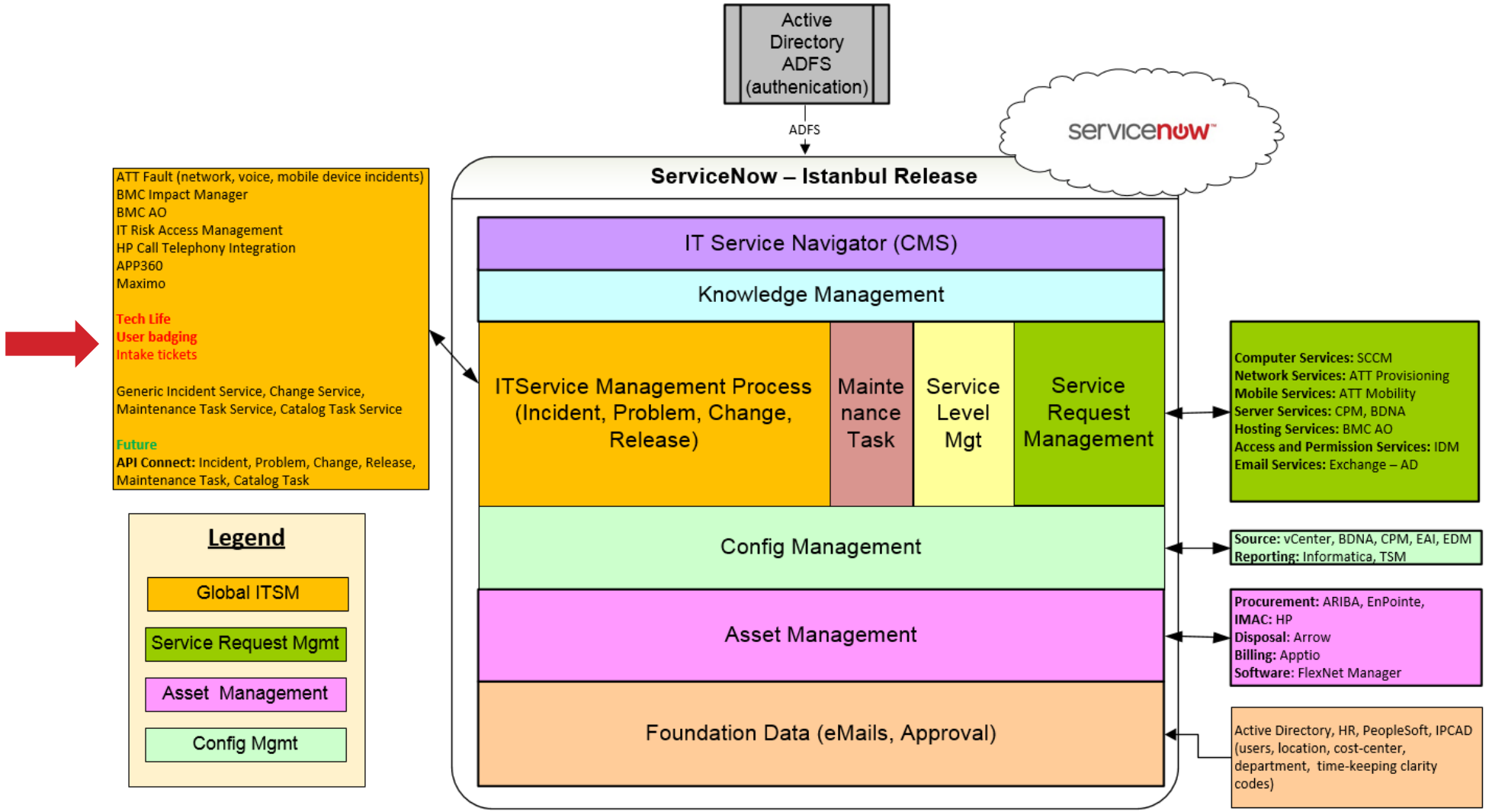
- Password resets
- Wireless connectivity
- VPN/Remote access
- Drive & Printer mappings
- Etc.

SOFTWARE & OS SUPPORT

- Workstation Re-Imaging (break/fix)
- Software Installation/Removal
- Software suites e.g. Microsoft Office
- Mobile app downloads & configuration
- Etc.

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MetLife ServiceNow Architecture



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Tech Life Components

Intake & Scheduling

- View Schedule Openings
- Appointment Creation/Change/Cancel
- Create Outlook Appointment

Card Reader Integration

- Scan Security Badge at Walk In Center
- Populate Intake Record

Portal Presentation

- View Queue
- Reporting
- Customer Satisfaction

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Solution –Approach and Methodology



- Providing a project lead
- Providing the requirements
- Approving the user stories and test implementation plan
- Integration work with other MetLife teams and set up
- User acceptance testing
- Deployment to QA, Pre-production, and Production environments



- Documenting the requirements in user stories
- Building design document
- Implementing the functionality in MetLife development environment
- QA tested the application
- Turnover review of new functionality to MetLife

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Solution –Technology Used in ServiceNow

Table Definition	Access Control	Business Rules	Client Scripts	Reports
UI Actions	Event Registration	Metrics Definition	Badge System Integration	Application Menus
Outlook Integration	File Import & Transform Maps	Service Portal & CMS	Email Templates	Monitor Queue Display

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Tech Life – Preview

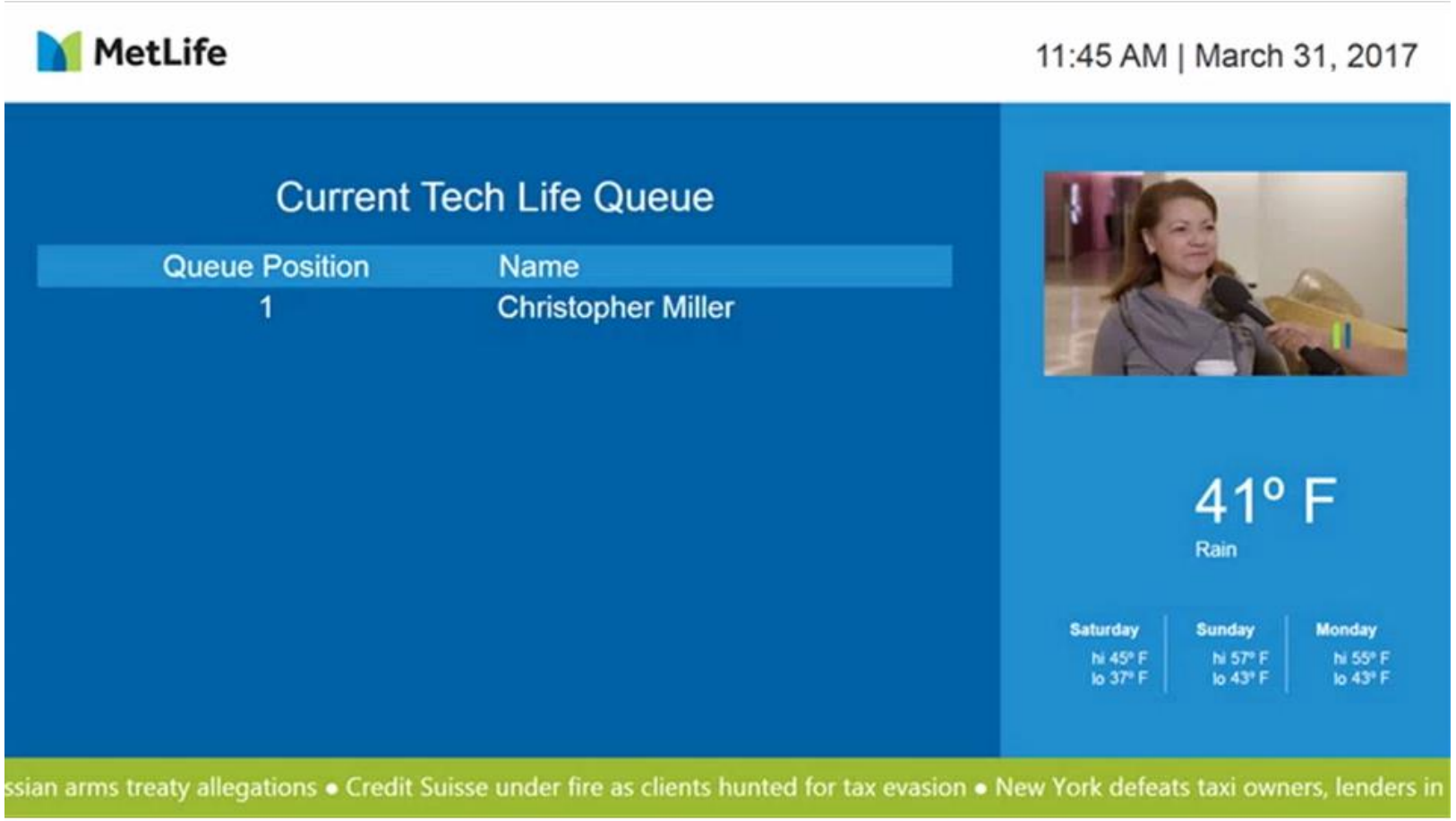




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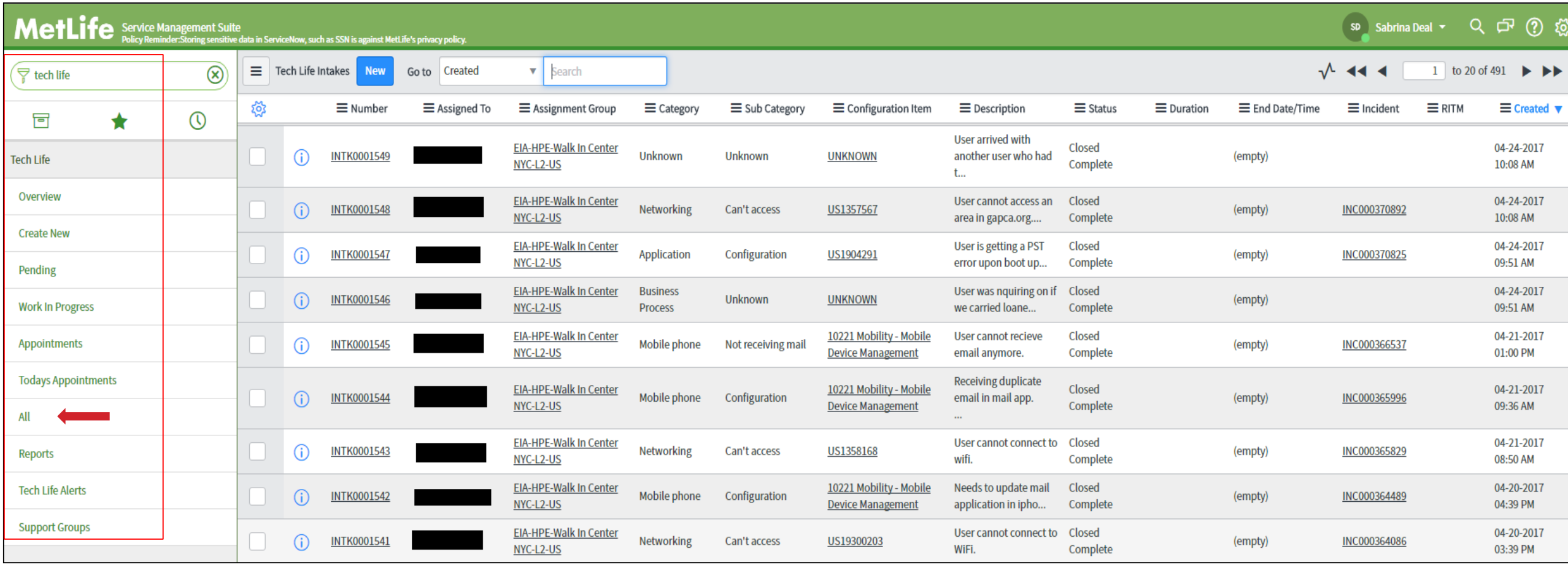
Tech Life – Monitor Display



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Technical Support Intake

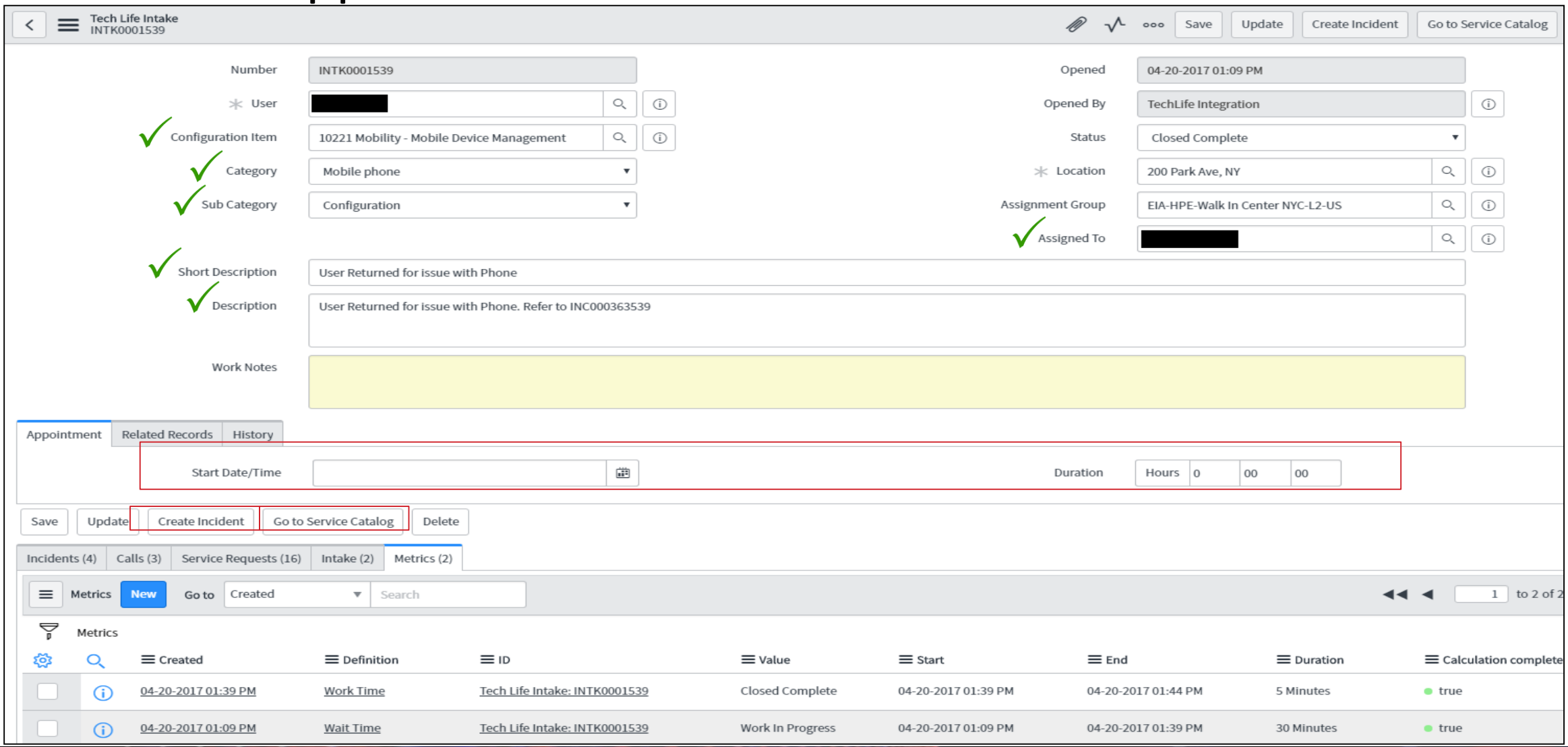


Number	Assigned To	Assignment Group	Category	Sub Category	Configuration Item	Description	Status	Duration	End Date/Time	Incident	RITM	Created
INTK0001549	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Unknown	Unknown	UNKNOWN	User arrived with another user who had t...	Closed Complete		(empty)			04-24-2017 10:08 AM
INTK0001548	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Networking	Can't access	US1357567	User cannot access an area in gapca.org....	Closed Complete		(empty)	INC000370892		04-24-2017 10:08 AM
INTK0001547	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Application	Configuration	US1904291	User is getting a PST error upon boot up...	Closed Complete		(empty)	INC000370825		04-24-2017 09:51 AM
INTK0001546	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Business Process	Unknown	UNKNOWN	User was nquiring on if we carried loane...	Closed Complete		(empty)			04-24-2017 09:51 AM
INTK0001545	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Mobile phone	Not receiving mail	10221 Mobility - Mobile Device Management	User cannot recieve email anymore.	Closed Complete		(empty)	INC000366537		04-21-2017 01:00 PM
INTK0001544	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Mobile phone	Configuration	10221 Mobility - Mobile Device Management	Receiving duplicate email in mail app. ...	Closed Complete		(empty)	INC000365996		04-21-2017 09:36 AM
INTK0001543	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Networking	Can't access	US1358168	User cannot connect to wifi.	Closed Complete		(empty)	INC000365829		04-21-2017 08:50 AM
INTK0001542	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Mobile phone	Configuration	10221 Mobility - Mobile Device Management	Needs to update mail application in ipho...	Closed Complete		(empty)	INC000364489		04-20-2017 04:39 PM
INTK0001541	[redacted]	EIA-HPE-Walk In Center NYC-L2-US	Networking	Can't access	US19300203	User cannot connect to WiFi.	Closed Complete		(empty)	INC000364086		04-20-2017 03:39 PM

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Technical Support Intake Detail



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MetLife IT Service Navigator

Cart | Sabrina Deal

Home | Service Catalog | Status | Approvals | Support

Hello Sabrina, how can we help?

Search

News & Alerts

View All »

03/05/2017 08:47 AM
Brighthouse Logon Process

02/15/2017 09:46 AM
MetLife IT Service Navigator works best with Google Chrome Browser

Featured Services



Application Management

Application Support
Business Intelligence
Application Deployment Services
Software Delivery Automation

All Application Management »



Computers and Software

Return Asset
Virtual Workspace
MetLife Print/Mail Services
PC Software

All Computers and Software »



IDs, Access, and Passwords

Admin Rights to Computer - MetNet and USSALES Only - Automated
Website Access
Password Reset

All IDs, Access, and Passwords »

Contact Us

Report an Issue

Chat With A Specialist

(US) 1-800-ASK-MET2
(US) 1-800-275-6382

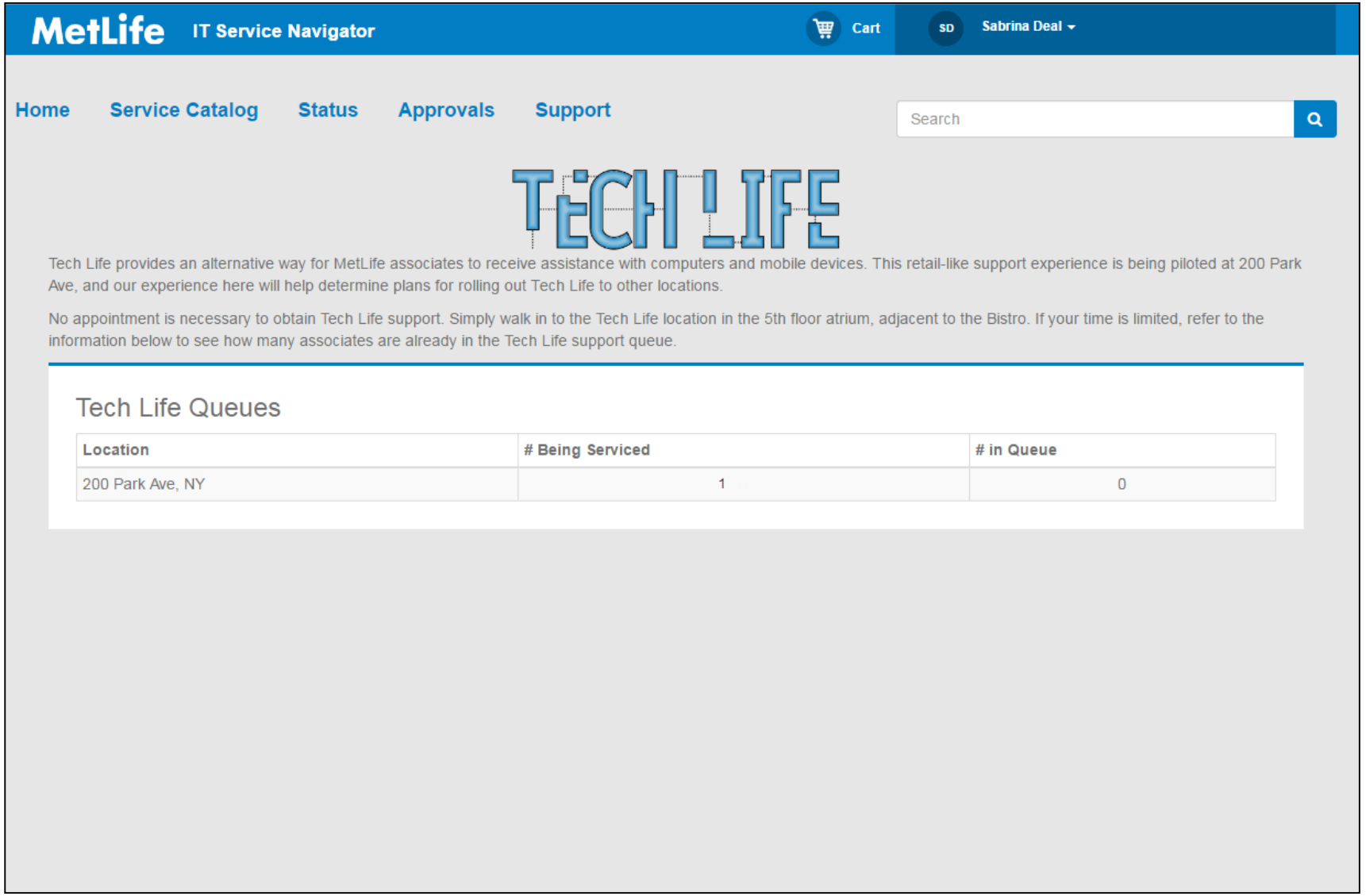
(Int'l) 1-570-587-6946

TECH LIFE

Knowledge Base

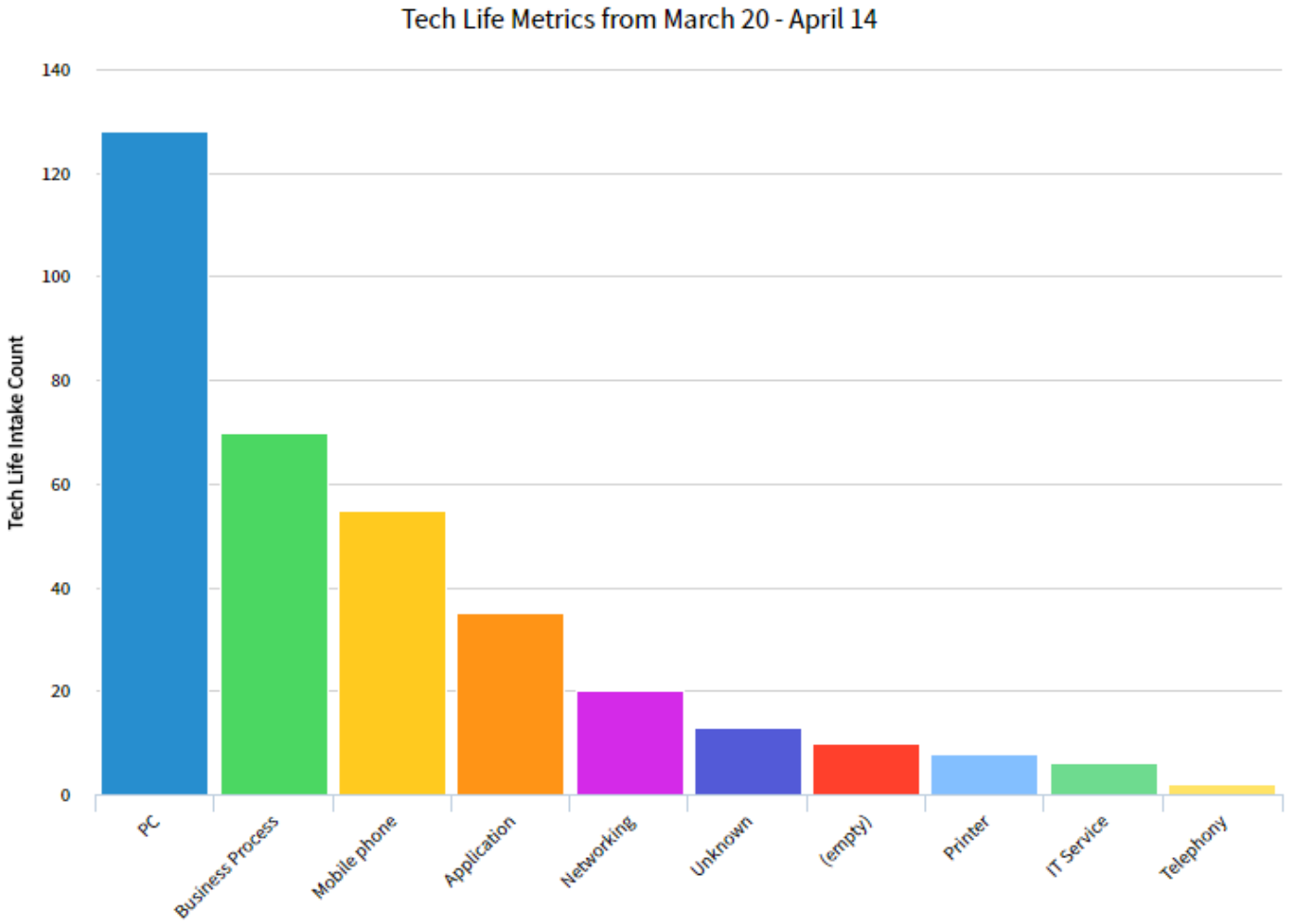
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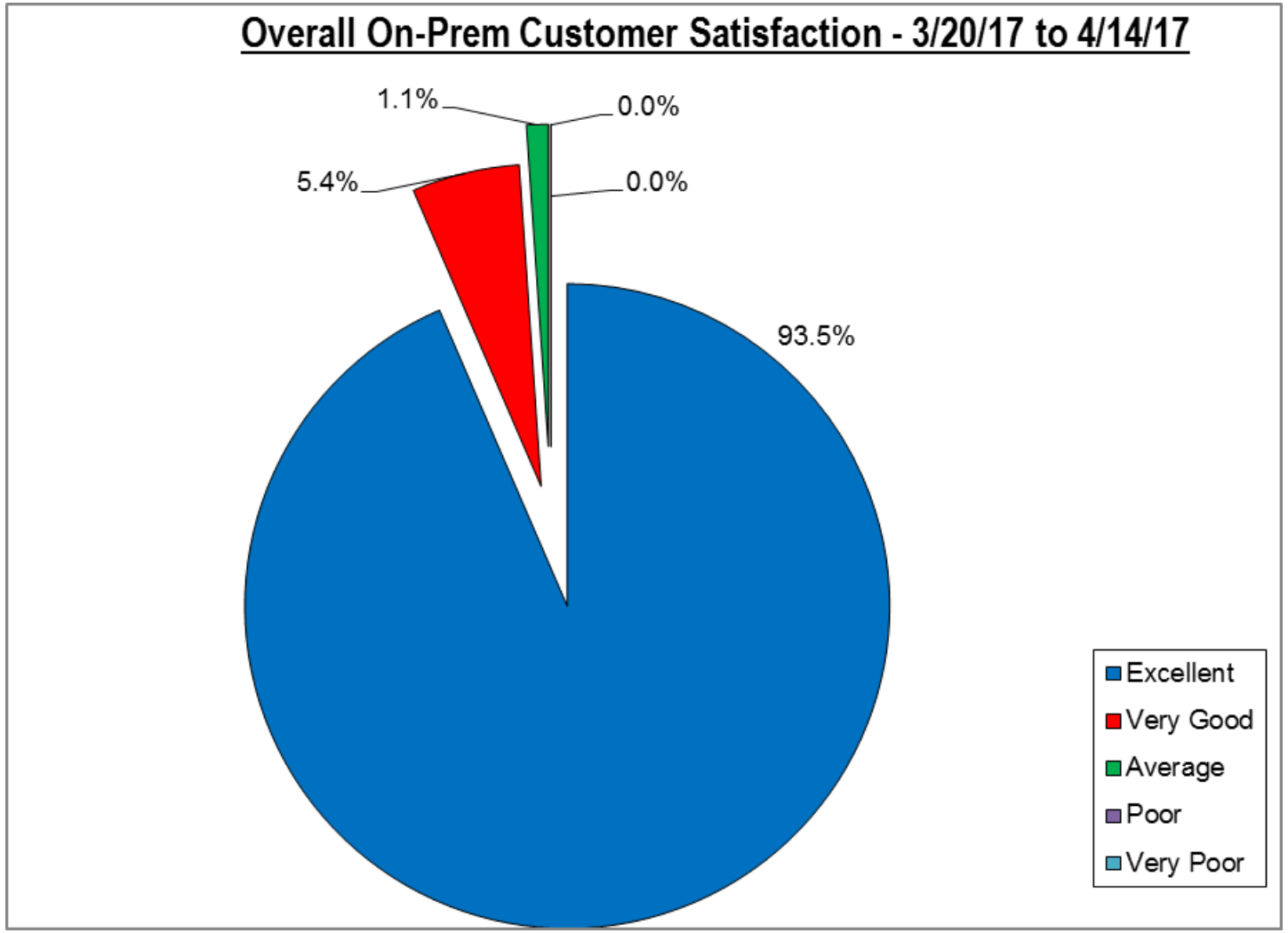
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Volume Metrics by Category Since Go Live



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Customer Satisfaction Rates



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Lessons Learned

1. While the concept seemed simple, there was a lot of work to do under the covers
2. Communications are key to a successful implementation
3. Engage all partners early
4. Ensure that design has flexibility for future requirements
5. Using our IT team to deploy vendor code is a best practice

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Potential Continuous Improvement Opportunities

- Improve IT Service response time & end user productivity
- Promote IT Self Service through retail-like interaction
- Technology Communications & Hands-On e.g. Win10, New Devices, etc.
- Promotional events focused on targeted technologies and tools e.g. Box, Mobility, Skype for Business, etc.
- Alternative IT Services delivery mechanism for targeted high profile offices
- Social networking forums e.g. Yammer “tips & tricks” or “did you know”
- Service Desk & Site Services volume reductions
- Customer satisfaction tool enhancements i.e. On-Prem vs. Legacy

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Top Takeaways

1

Working together is a key to your success

2

Things that are worth doing are worth the investment

3

You can bring value to your business using ServiceNow!

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Thank You

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Q & A

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Thank You

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