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Modernizing ITSM to Support Business Transformation

STEPHANIE JAMBOR-TRISKET
ITSM Manager
Erie Insurance

SATISH KUPPUSAMI
TECHNOLOGY CONSULTING DIRECTOR
PwC

MATTHEW POLANTZ
TECHNOLOGY CONSULTING DIRECTOR
PwC

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Agenda

- Section 1 – Introduction
- Section 2 – Objectives and What You Will Learn
- Section 3 – Catalysts to Our ITSM Journey
- Section 4 – Challenges and Goals
- Section 5 – Our Journey
- Section 6 – Value Outcomes
- Section 7 – Top Takeaways and Next Steps

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Speaker Introduction



NAME: Stephanie Jambor-Trisket

TITLE: Manager of IT Service Management

FUNCTION: IT Operations Department

COMPANY: Erie Insurance Group

EXPERIENCE:Stephanie Jambor-Trisket is an IT Manager at Erie Insurance Group (EIG). She is the Process Owner for Release and Change Management. Steph is also responsible for teams managing Software Configuration Management (Dev/OPS) tools and the ServiceNow platform supporting 6 key ITSM processes across the Enterprise. She has more than 30 year of experience in total in IT Operations.

EXPERTISE: Steph is currently pursuing her BA in Psychology from Penn State. She holds several certifications including ITIL v3 Foundations and Intermediate RCV Certifications.

CURRENT PROJECTS: In addition to being a Process and Functional Owner, Steph is leading the RevITalize IT Service Program, a multi-year ITSM transformation initiative to refresh or establish key ITSM processes and to transition from a legacy tool ServiceNow

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Speaker Introduction



NAME: Matthew Polantz

TITLE: Technology Consulting Director

FUNCTION: Advisory Service

COMPANY: PwC

EXPERIENCE: Matt is an ITSM Director within the CIO Advisory group at PwC. Matt specializes in multiple aspects of the IT Service Management (ITSM)/IT Infrastructure Library (ITIL) frameworks and the practical deployment of scalable solutions. Matt has experience deploying solutions to clients with experience in many of the Fortune 100. These solutions positioned Matt's clients as leading practice aligned IT organizations capable of better supporting the business operationally and through IT services.

FOCUS: Matt the lead of the ServiceNow Center of Excellence at PwC. His representative experience includes deployments of the ServiceNow solution across multiple industries with projects focusing on full IT Transformation, IT Service Catalog, Request Fulfillment, Portals, Asset and CMDB applications, Incident, Change & Release management and others.

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Speaker Introduction



NAME: Satish Kuppusami

TITLE: Technology Consulting Director

FUNCTION: Advisory Service

COMPANY: PwC

EXPERIENCE: Satish is a Director within the CIO Advisory group at PwC. He is part of the Digital Cloud and the IT Service Management Transformation capability globally. He has more than 17 years experience in IT management and technology consulting focusing on leading business and IT transformations.

FOCUS: Satish is focused on ITSM/ITIL, IT Infrastructure, IT Operations primarily and has led several IT transformations involving strategy, business case development, program management, organizational change, service and process and technology implementation as well as performance improvement areas.

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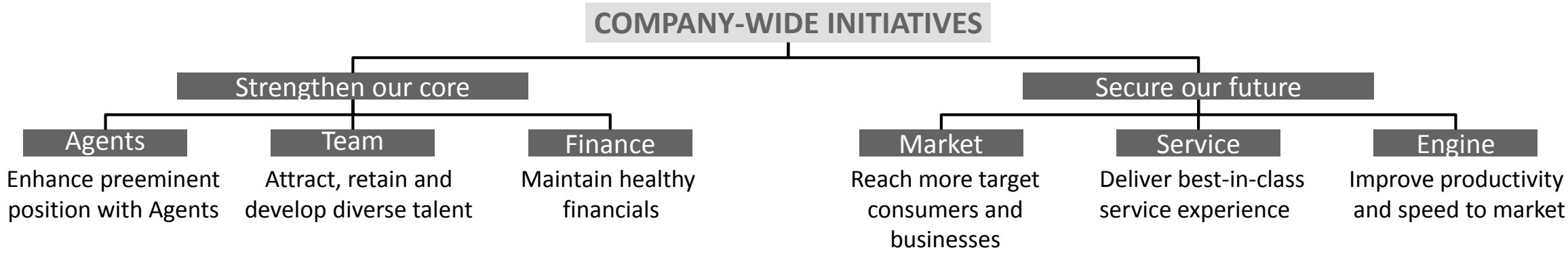
Erie Insurance Group

NAME: Erie Insurance Group

INDUSTRY: Insurance

MARKET FOCUS: To provide the policyholders with as near perfect protection, as near perfect service, as is humanly possible, and to do so at the lowest possible cost.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Auto, Home, Life, Business Insurance



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Session Overview



Objectives

- Today we will share a success story of how Erie Insurance Group transformed their IT infrastructure and operations from a transactional application and infrastructure focus to holistic IT capabilities with focus on providing services



What You Will Learn

- Key Drivers starting at the CEO and CIO levels
- Lessons learned from a false start
- Shifting the Program's Focus
- Delivering Value from the Top Down
- Key Value Points
- What's Next in the Journey?

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Catalysts to Our ITSM Journey

- Erie Insurance was in the midst of a number of key strategic business changes

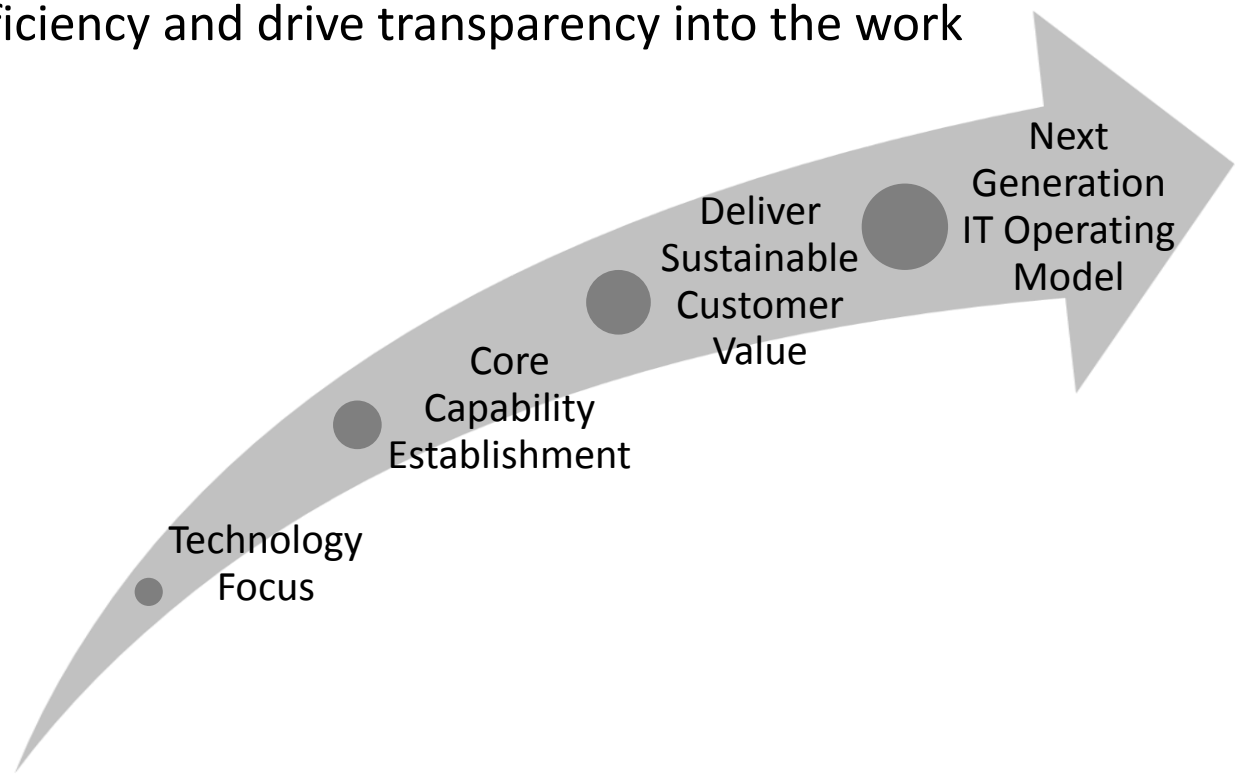
1	Enterprise Claims Transformation
2	Strategic Platform
3	Agent Experience and Portal
4	Data Analytics

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IT’s Challenges and Goals

ERIE IT recognized that it would need to mature significantly in order to support the corporate direction by:

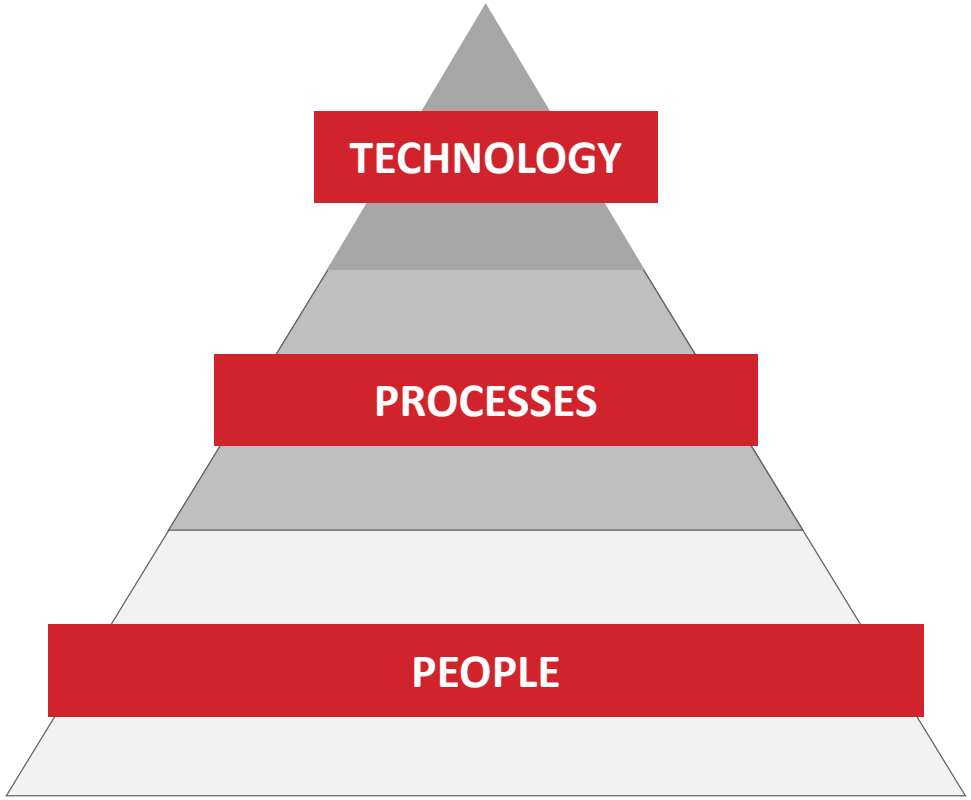
- Shifting from delivery of technology to delivery of services
- Improve process efficiency and drive transparency into the work



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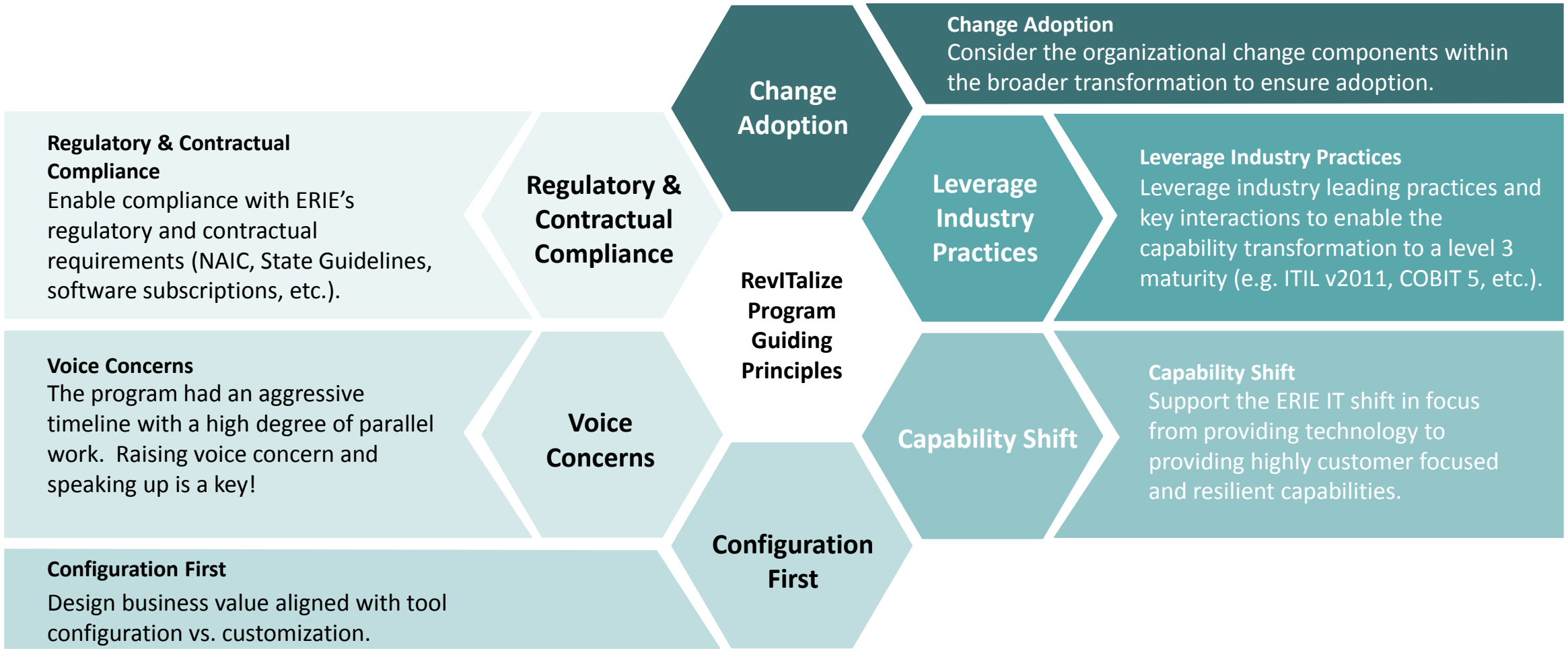
The First Try: A Technology Based Implementation

- It didn't start smoothly. After selecting ServiceNow as the platform to replace an aging solution:
  - Implementation was bottoms up technology focused rather than examining outcomes desired by executive leadership
  - Program value points were difficult to convey
  - Technology "Accelerators" were focused on turning on ServiceNow capabilities rather than enabling IT to better operate



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Regrounding the Program: Starting with Guiding Principles



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Planning with the End in Mind

Operational Excellence

- Reduce Asset Waste by lowering on hand inventory and reducing reorder times
- Begin the establishment of a true CMDB and Supporting Organization

Quality, Risk, Control, and Compliance

- Improve planning timeliness for Changes
- Increase visibility to Defects and Enhancements

Service Resilience

- Reduce MTTR for Major Incidents
- Establish Consistent Prioritization

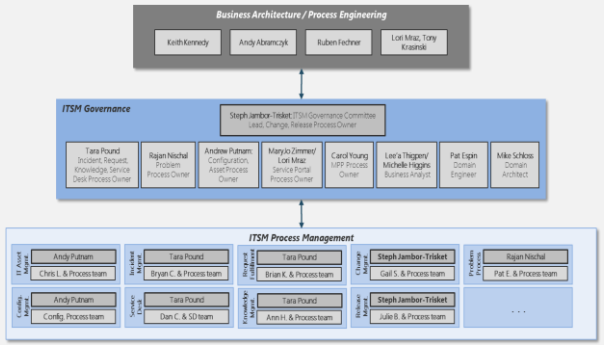
Client Value

- Eliminate the Request “Black Hole”
- Establish a Knowledge Management Discipline
- Improve the tracking and reporting of Misprocessed Policies

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Establishing ITSM Governance

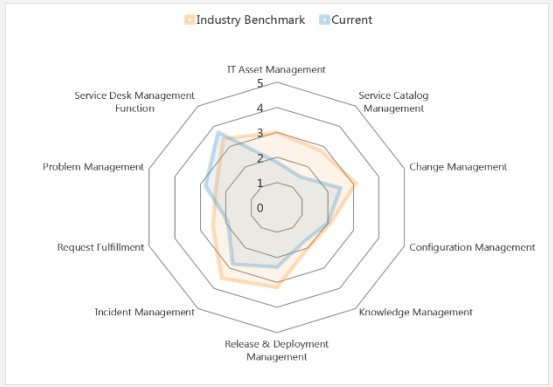
ITSM Governance Establishment



Create a structured way to manage ITSM process for the future:

- Process Owner and Manager roles were defined for core ITSM processes to ensure accountability
- ITSM governance has been established in order to provide Process Owners and Managers with a mechanism for CSI

Process Maturity Assessment



Core ITSM processes were assessed and key initiatives have been identified:

- Initiatives were assessed based on the level of change needed to address the area and level of expected benefits
- Initiatives were sequenced into short, mid, and long-term boxes

CSI Roadmaps by Process



In order to reinforce process ownership and enable successful CSI, Process Owners and Managers leveraged established ITSM governance and assessment results to develop CSI Roadmaps for their respective areas.

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Value Outcomes

70%
Failed Change Reduction

95%
Incidents Resolved within SLA

6-8 FTE
Reallocated Service Desk Staff

50%
On-hand IT Inventory Reduction

75%
Reduction In time to complete access request

Increased transparency and visibility into IT's work for executives.

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Top Takeaways

1

People:
Adoption efforts do not end at Go-Live.

Dedicated Process Managers are required for a continuous improvement mindset

2

Processes:
Establishment of ITSM Governance helped break down the silos

3

Technology:
Tool configuration was 20% of the work. The rest focused on changing ERIE's IT Organization

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Our Next Steps



1. Proficiency Improvement



2. Process Manager Enablement



3. Increasing Self-Service focus

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Thank You

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Q & A

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Take the Survey

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

Thank You

Stephanie Jambor-Trisket

ITSM Manager

Erie Insurance

Satish Kuppusami

Technology Consulting Director

Pwc

Matthew Polantz

Technology Consulting Director

Pwc

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