knowledge17

WORK at LIGHTSPEED™

Field Service Management for Energy and Power

NEAL RATNER
MANAGER-BUSINESS INNOVATION SYSTEMS
Applus+

RYAN DINWIDDIE
SENIOR IMPLEMENTATION SPECIALIST
Accenture

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servicenow

Session Overview

- Meet the Team and learn about the Initiatives
- Architecture review
- Application Overview and Functionality
- Scalability and Flexibility
- Q & A

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Meet the Team

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Speaker Introduction



NAME: : Neal Ratner

TITLE: Manager – Business Innovation Systems

FUNCTION: DevOps, Developer, Architect, Data Science

COMPANY: Applus+

EXPERIENCE: 20 years IT Infrastructure, 10 years Software Development, 8 years Data Science

EXPERTISE: Disruptive Technology, DevOps, Data Science, User Experience, Business Improvement, Training

ACHIEVEMENTS: Launched first mobile inspection applications for NDE Inspection. Developed and implemented large scale Electrical Inspection program for Fortune 100 company. Migrated thousands of classrooms and training centers to interactive technology.

CURRENT PROJECTS: Mobile Inspection Initiative for large scale NDE Workforce, Asset Management, Data Science Initiatives

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Applus+



NAME: Applus+ Energy & Industry Division

INDUSTRY: Testing, Inspection, and Certification (TIC)

MARKET FOCUS: Providing solutions for Customers in several industries to ensure their assets and production meet quality, health, safety, and environmental standards and regulations

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Non-Destructive Testing (NDT), Inspections, Testing and Analysis, Engineering and Consulting

COMPANY-WIDE INITIATIVES: Responsiveness to Customers/Partners/Industry, Speed of development/deployment/quality, Safety, Cost efficiency

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Definition of NDT

"The use of noninvasive techniques to determine the integrity of a material, component or structure or quantitatively measure some characteristic of an object. "







NDT for Energy and Power

- Inspection of Pipelines
- Inspection of Plant and Refinery Equipment
- Preventative Maintenance Inspections
- Condition Based Monitoring

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Speaker Introduction



NAME: Ryan Dinwiddie

TITLE: Senior Implementation Specialist

FUNCTION: Administrator, Developer and Architect

COMPANY: Accenture

EXPERIENCE: 10 Years in IT; worked as service desk manager, systems administrator and application analyst. 4 years with ServiceNow, last 3 working as a consultant.

EXPERTISE: IT Service Management, Service Management including Financial Management. Field Services and Performance Analytics

ACHIEVEMENTS: Worked on over 20 ServiceNow projects across several sectors including: Government, Manufacturing, Retail and Health Care

CURRENT PROJECTS: Shared Service Pilot for Large European Manufacturer, Field Services Rollout.

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Continuously Investing in Growth



2007

- Accenture co-authors ITIL Service Strategy book
- Cloud Sherpas (Navigis) begins offering clients ServiceNow capabilities



2011-2012

- Accenture builds formal ServiceNow offering
- Accenture launches ServiceNow practice
- **Cloud Sherpas first ServiceNow Preferred Services Partner**



2013 - 2014

- Accenture and ServiceNow sign strategic alliance agreement
- Accenture achieves ServiceNow global systems integrator status
- **Cloud Sherpas first ServiceNow Master Services Partner**



2015

- **Accenture acquires Cloud Sherpas**
- **ServiceNow Federal Partner of the Year (3x)**
- **K15 Partner Award - Highest Partner CSAT**
- Cloud Sherpas named Leader by Forrester for ITSM Implementation Services



2016

- Accenture largest global ServiceNow Strategic Partner
- Named Gold Partner – Sales, Services and Technology
- Largest ACV Revenue Contributing Partner
- **Awarded Trainer of the Year**
- **Awarded Most Partner Certifications**
- **Acquired Nashco**



2017

- Named Global Strategic Partner by ServiceNow
- Top Sponsor of ServiceNow's SKO & K17
- **Awarded Highest CSAT (EMEA)**
- **Awarded ServiceNow Top Influencer**

Acquisitions

Cloud Sherpas

nashco

solid servision
IT Service Management Solutions

FOCUS GROUP EUROPE

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OUR SERVICENOW PRACTICE BY THE NUMBERS

We are ServiceNow's largest professional services partner:

5,000+
ServiceNow Projects

175+
Global 200 Customers
ServiceNow Global 2000 Customers Supported

1,550+
ServiceNow & ITSM Certifications

2,250+
ServiceNow Skilled Resources Globally

1,200+
ServiceNow **Initial** Implementations



9.6
YTD CSA
Calendar Year 2017

7,000+
Students Trained on ServiceNow
250 Classes delivered in 2016

1
Forrester ITSM Leader
Only Dedicated ServiceNow Services Partner in the Leader Wave

3x
ServiceNow Federal Partner of the Year

2
ServiceNow Store Apps Legal & Security

6,380+
Share Downloads
Average 5-star rating

1
HfS Winners Circle, Blueprint for ServiceNow Service Assessment

ACCENTURE SERVICENOW RESOURCES

NA	EALA	APAC	GDN	SSV	GDN	=	TOTAL
728	300	124	197	109	76		2,254 Global resources

Accenture's ServiceNow practice now has over 1800 global resources holding ServiceNow & ITSM certifications including ServiceNow Certified instructors.



accentureoperations

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Accenture, Cloud Sherpas, Nashco, Solid Ser-Vision, and Focus Group Europe

Five Leaders, One Goal

Accenture Contribution

- World-class skills and capabilities in operations, business processes and large scale project delivery
- Holistic services that encompass people, process and technology solutions
- Assets to optimize the delivery of ServiceNow solutions
- Large offshore team with the ability to scale at a competitive price

Cloud Sherpas Contribution

- Deep delivery, development and training expertise in ServiceNow with hundreds of successful implementations
- Large US pool of ServiceNow technical resources
- Educational services team that has trained 3,000+ ServiceNow users

Nashco Contribution

- Deep delivery expertise and experience in ServiceNow with over 200 successful implementations
- Large Canadian pool of ServiceNow technical resources
- Market-leading ServiceNow accelerators, integrations and applications
- One of the first three ServiceNow partners with projects dating back to 2008

Solid Ser-Vision Contribution

- Leading implementations partner in Germany
- Leading European SN Training Provider
- Highest customer satisfaction scores among all service providers globally
- Gold Services Partner
- 100 ServiceNow Professionals with over 130 certifications

FGE Contribution

- Largest ServiceNow partner in the UK, including 70 Professionals with over 75 certifications
- Gold Sales and Services Partner
- Hundreds of successful deployments
- Highest CSAT in the United Kingdom
- Deep industry expertise

Combined Strengths

- Largest, broadest, deepest and most experienced pool of ServiceNow implementation specialists available.
- Expanded team of onshore Subject Matter Specialists focused on specific ServiceNow technologies.
- New EXCELerators available for faster out-of-the-box implementations.

The oldest, most experienced ServiceNow partner in the ecosystem.

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Project Initiatives and Environment

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External Challenges

Customers, Contracts, and Consumables...oh my!

- Thousands of Customers
- Multiple contracts per Customer spanning geographic regions, business units, and departments
- Hundreds of Service Line items per Customer per Contract
- Non-standardized invoicing procedures

Voice of Customer

- Fluctuation in the Energy and Power Industries
- Compliance with regulatory and local, state, federal codes
- Standardized reporting
- Faster report time-to-delivery

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Internal Challenges

Corporate Infrastructure

- Multiple legal entities throughout North America
- Determine standardized or similar processes for the entire region
- Push for analytics and efficiency

DevOps Infrastructure

- Push for Best Practices in Development including Agile, Version Control, Documentation
- Limited number of developers
- Corporate IT alignment

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Project Goals

Objectives

- Standardize inspection and work report process for North America
- Improve Voice of Customer
- Enable a large scale mobile workforce to create work reports, enter time and expenses

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Goals for this Session:

"Show how we architected and built a strategic FSM solution on ServiceNow infrastructure"

What you will learn

- Expand the power of your workforce with functionality of ServiceNow FSM and CSM
- ServiceNow is not just an ITSM solution
- Why Scoped Applications might fit your needs and improve your User Experience
- ServiceNow Development Best Practices

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Project Planning

Phase I

- Work Reports
- Time Entry
- Expenses

Phase II

- NDT Inspection
- Integration with Phase I

Phase III

- HSE Forms
- Integration with Phase I & Phase II

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Architecture

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Configuration vs. Customization

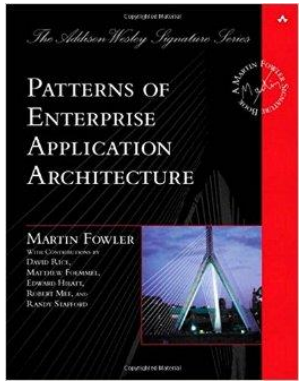
When we sat down with Accenture in January of 2016 to define how we would develop in ServiceNow, one question continued to raise for many scenarios:

"Do we configure the system, or custom build what we need?"

Configuration as a best practice is easier to manage than customization, but today we fall somewhere in between. We still continue to ask that same question for all new features, projects, and changes, but feel comfortable in the architectural design pattern of our ServiceNow Environment to go either way.

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Design Pattern for Architecture



"When thinking of a system in terms of layers, you imagine the principal subsystems in the software arranged in some form of layer cake, where each layer rests on a lower layer. In this scheme the higher layer uses various services defined by the lower layers, but the lower layer is unaware of the higher layer..."

Rice, David, Matthew Foemmel, Edwared Hieatt, Robert Mee, and Randy Stafford. "1."*Patterns of Enterprise Application Architecture*. By Martin Fowler. Boston, Mass.: Addison-Wesley, 2003. 17-22. Print.

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Integration

Payroll

LDAP

ERP

ERP

MID Server

Analytics & Dashboards

Data Warehouse

ServiceNow Core

CSM

FSM

Time

PPM

CMDB

Service Catalog

Application Scope

Field Force

CNDE

HSE

User Interface

servicenow MobileReach

Field Force Forms

Inspection Forms

HSE Forms

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"Application scoping protects applications by identifying and restricting access to application files and data."

"Application Scope." Docs.ServiceNow ServiceNow 2017 Web 27 April 2016 <https://docs.servicenow.com/bundle/istanbul-application-development/page/build/applications/concept/c_ApplicationScope.html>

Benefits of Scoped Applications

- Allows focused process and enhances User Experience
- Minimizes ACL configuration
- Simplifies the ability to create versions specific to Business requirements
- Easier to manage than Domain Separation
- Maintains integrity of Global Scope applications
- Cross-Scope Communications
- GitHub Integration

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Field Force in Action – Live Demo

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Expanding Functionality

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Continuing Development

- Phase II development includes NDT Inspection forms for Field Technicians and Inspectors

- Phase III includes Health, Safety, and Environmental forms to enhance the safety of our Work Force and continue the Applus legacy of creating a safe work environment

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Cross-Scope Communication

- All applications built with the same design pattern allows for continuity of cross-scope privileges.
  - Inspection forms can pull Customer and contract information through Work Reports.
  - Time Entry and Expenses can be associated to different inspection types and Work Reports.
  - Individual applications and application management is simplified rather than having bloated solutions.
  - Administrators for each application do not need a coding background to manage.

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Learning along the way…

1. Our original implementations were in Global which was only good for one application and did not scale.
2. ServiceNow is extremely flexible, so much so that best practices in development can often be overlooked.
3. Extending “Core” applications and tables is not a “one size fits all solution.”
4. Field Service Management is still a niche market and no solution fits perfectly “out of the box.”
5. When and how to apply configuration vs. customization.

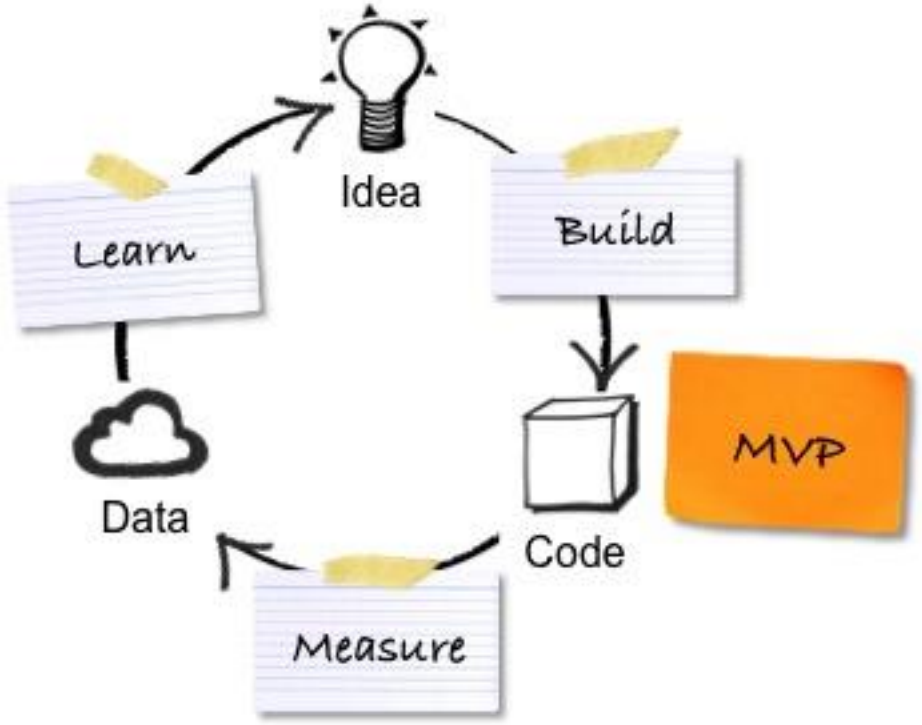
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Agile Approach

GENCHI GENBUTSU

GOING WHERE THE WORK HAPPENS





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Top Takeaways

1

ServiceNow

It’s not just for ITSM anymore

2

Platform Strategy

Design Pattern

Road Map

3

Scoped Applications

Improves UX

Simplifies Security

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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

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