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WORK at LIGHTSPEED™

SPOS132412 –

Driving Organizational Change Throughout the Enterprise

JAMIE DUNCALF
MANAGER, IT OPERATIONS
TransAlta Corporation

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servicenow

Agenda

- Speaker Introduction
- A new business reality for TransAlta
- Our journey with Nashco
- Outside of IT
- Challenges moving forward
- Top Takeaways

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Speaker Introduction



NAME: Jamie Duncalf

TITLE: Manager, IT Operations

FUNCTION: Efficient operation of business services

COMPANY: TransAlta Corporation

ACCOUNTABLE for designing and implementing IT business operations structure and processes to support the corporation as a competitive advantage

AREAS OF RESPONSIBILITY include development and delivery of IT General Controls, Finance, Vendor Management, Supplier Relationship Management, Technical Change Control, PMO, Collaboration applications development & Service desk support

CURRENT PROJECTS include cloud migration and business transformation

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My Company



NAME: TransAlta Corporation, Canada

INDUSTRY: Electrical power generation and wholesale marketing

MARKET FOCUS: To efficiently operate wind, hydro, solar, natural gas and coal facilities in order to provide customers with a reliable, low-cost source of power

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: TransAlta Corporation is a 100 year old company headquartered in Calgary, Canada. It operates 64 power plants in Canada, the United States and Australia.

COMPANY-WIDE INITIATIVES: Accelerating the pace of decision-making, Streamlining all systems and processes for greater agility in the face of new competition, Repositioning the corporation for imminent and emerging market and regulatory changes

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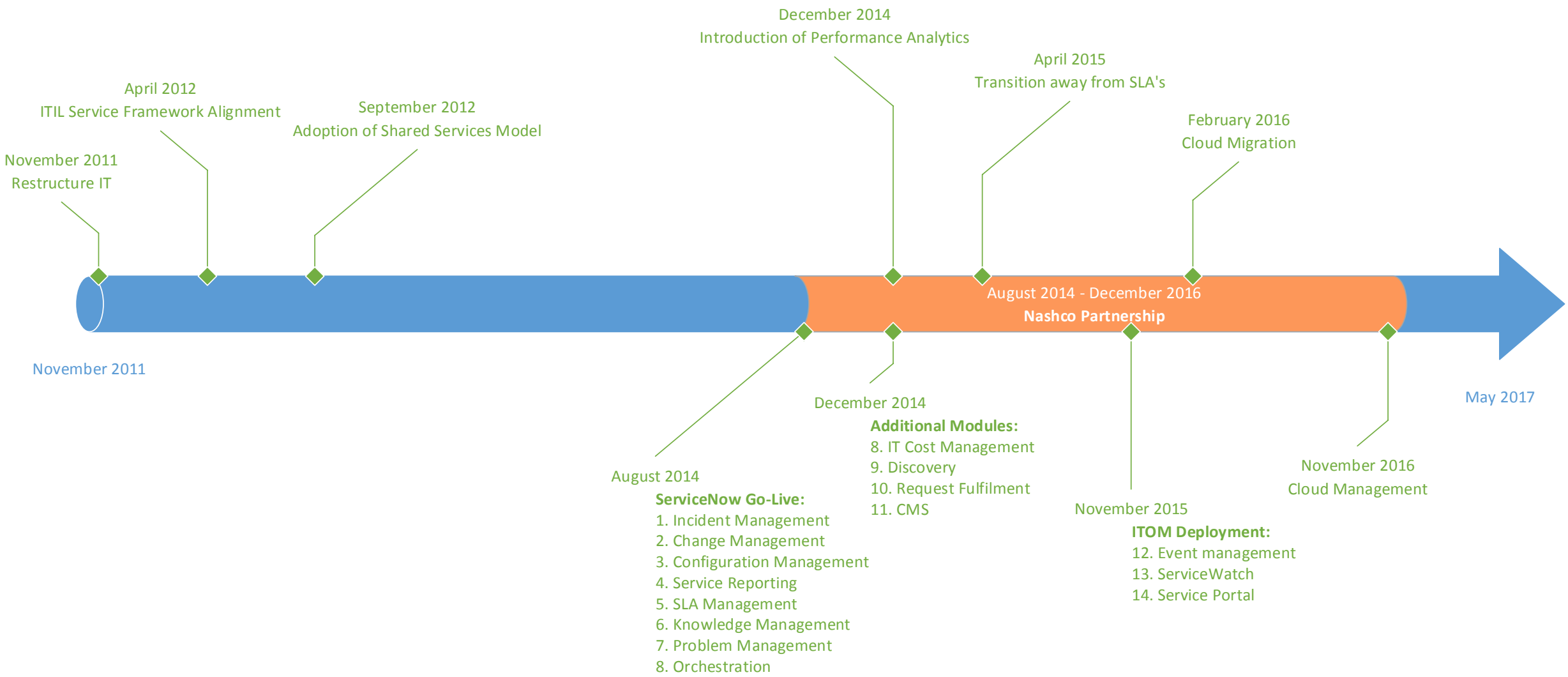
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Since 2011:

- Agile service delivery organization vs. bureaucratic functional siloes
- System outages reduced by 80%
- Employee head count reduced by 58%
- Operating budget reduced by 30%
- Endpoint devices increased 250%
- IT is now a strategic partner providing a competitive business advantage
- Fixing the day-to-day annoyances gained IT the credibility to go after large business solutions that are now transforming how TransAlta does business
- IT is now judged by their innovation; not their outages

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Timeline of ServiceNow Implementation



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Accenture Acquires Nashco (Nov, 2016)

Accenture acquires a local pure-play ServiceNow partner:

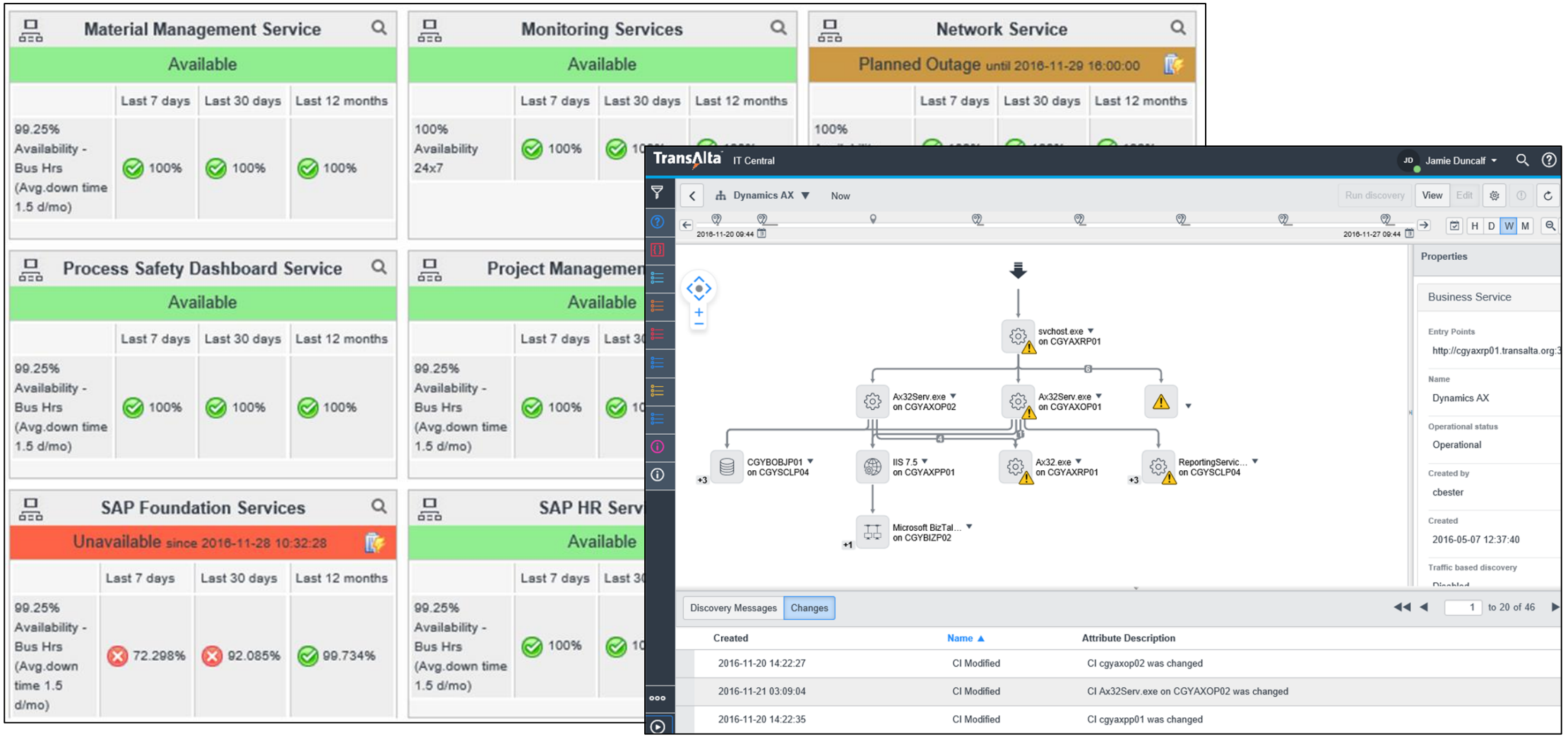
- The most experienced implementation partner in Canada
- Delivers the entire ServiceNow platform and application stack

In addition to ITSM, local resources have deployed:

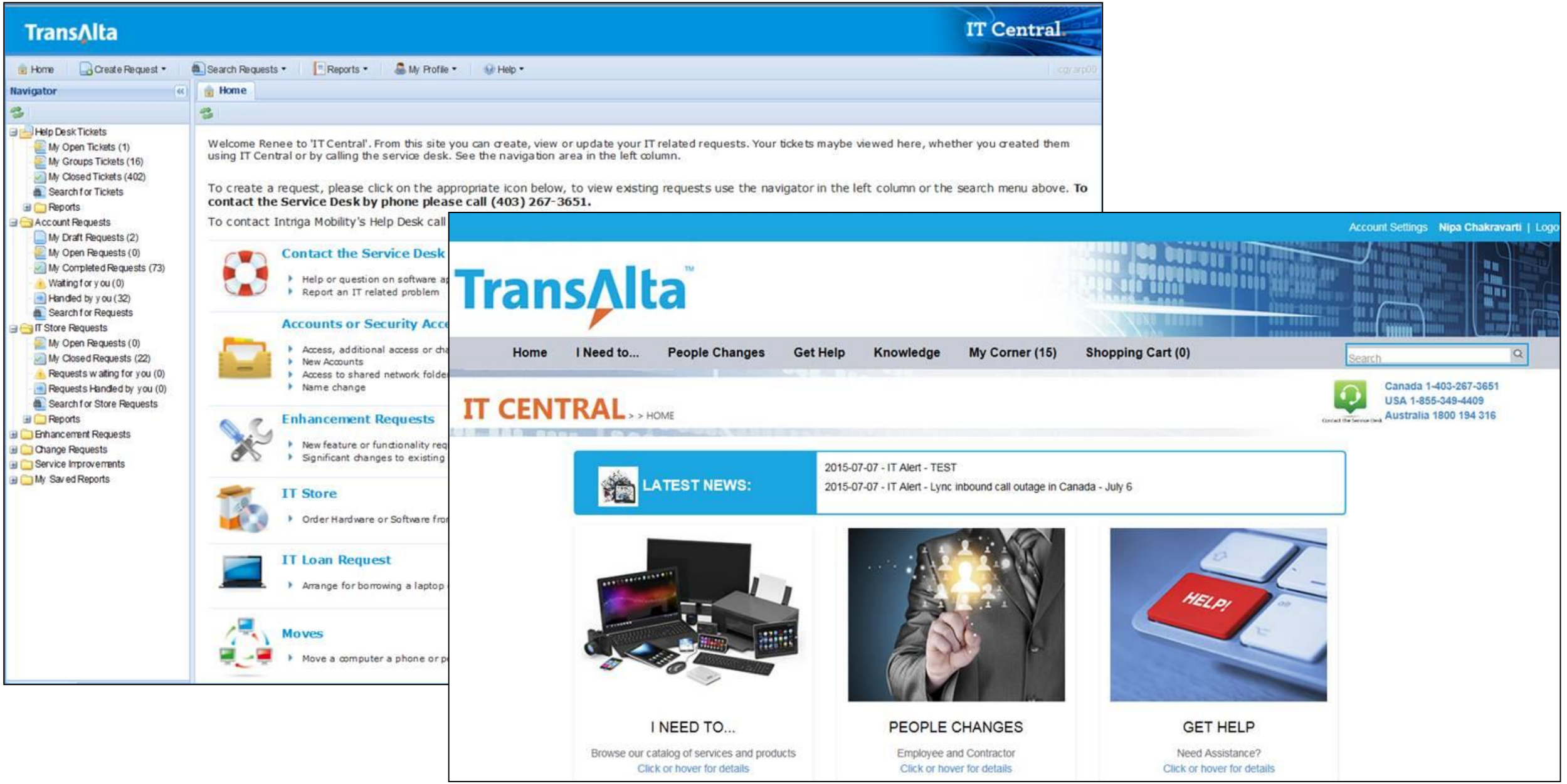
- IT Operations Management (Service Watch, Discovery, Orchestration, Event Mgt.)
- Human Resources (HR)
- IT Cost Mgt.
- Field Service Mgt.
- IT GRC
- Demand Mgt. and Resource Mgt.

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Proactive Service Health Visibility

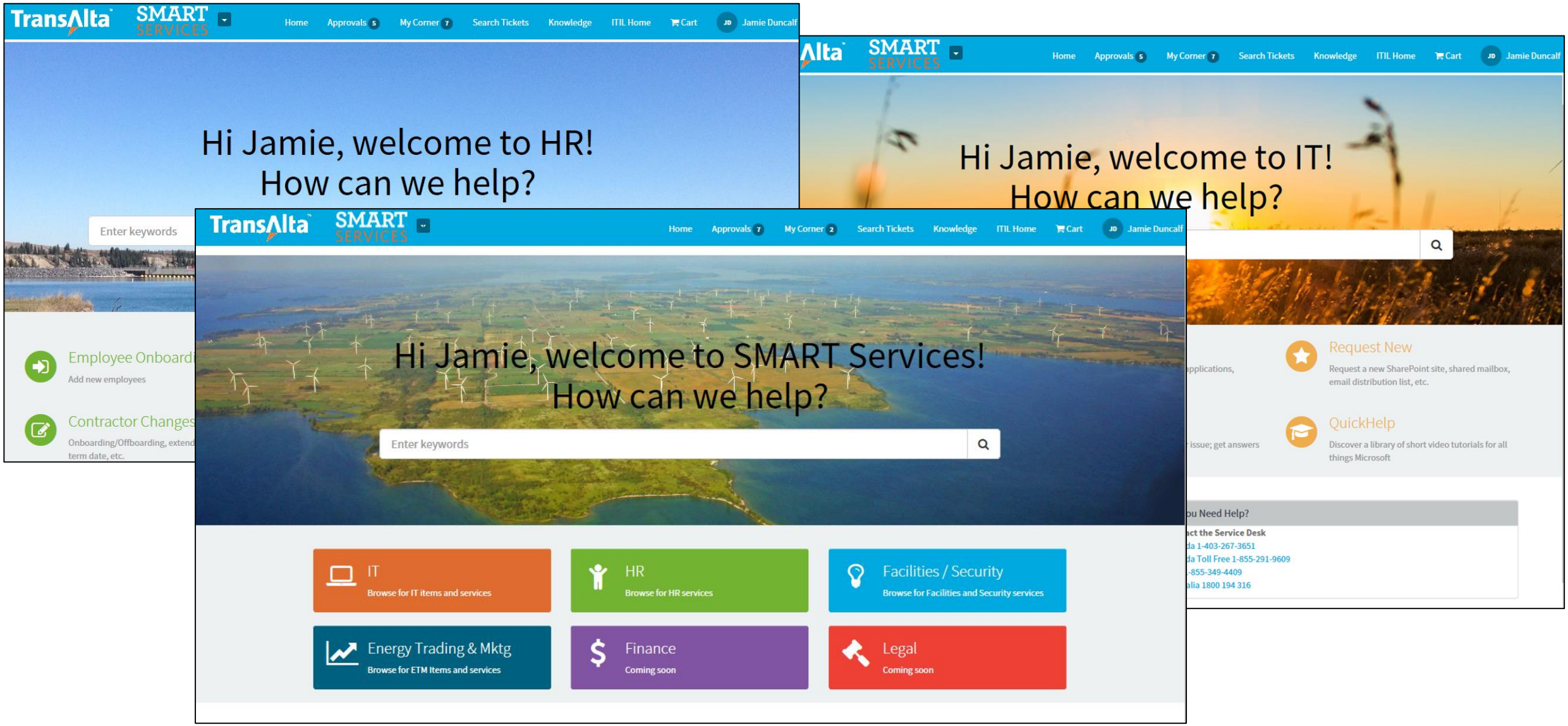


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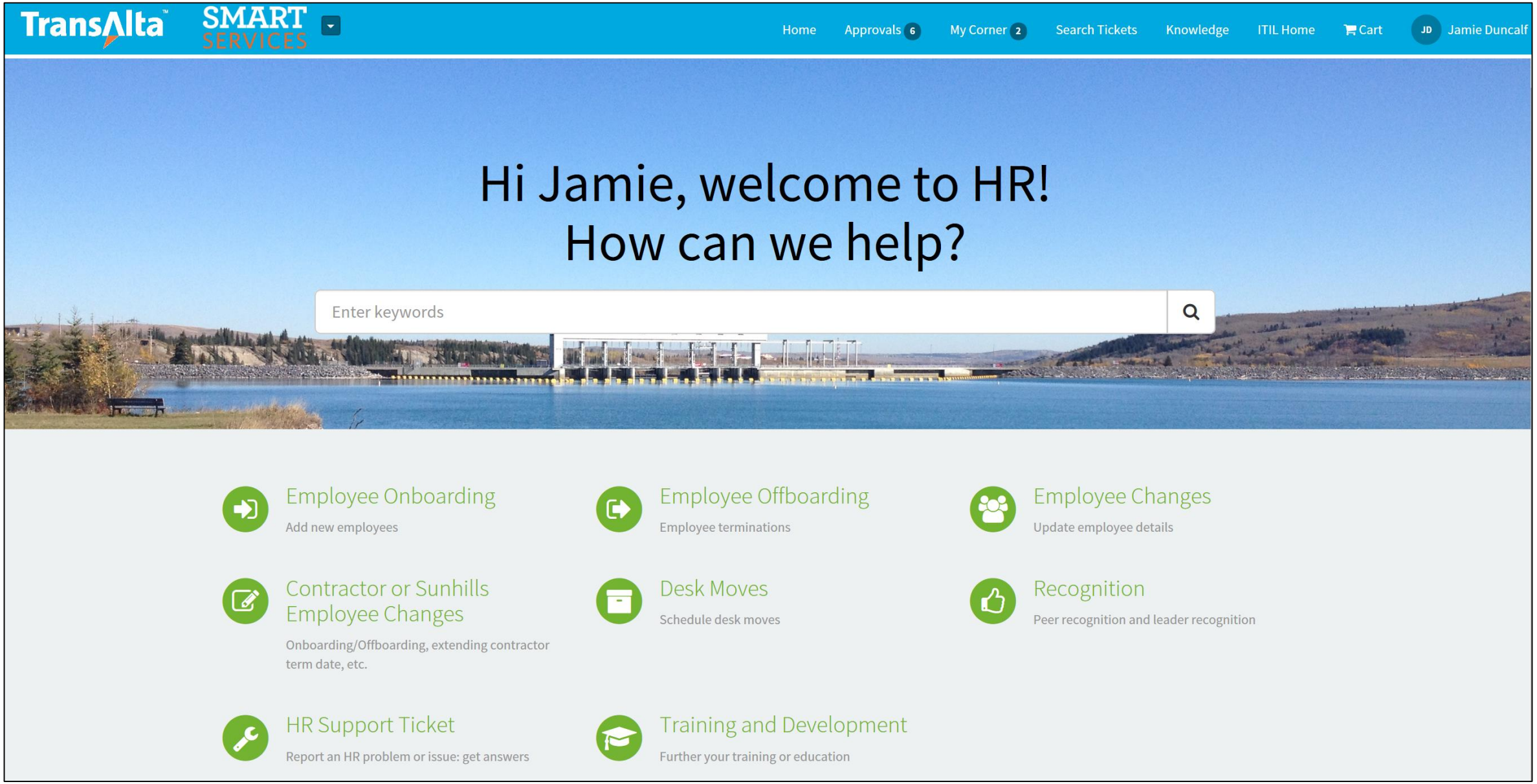


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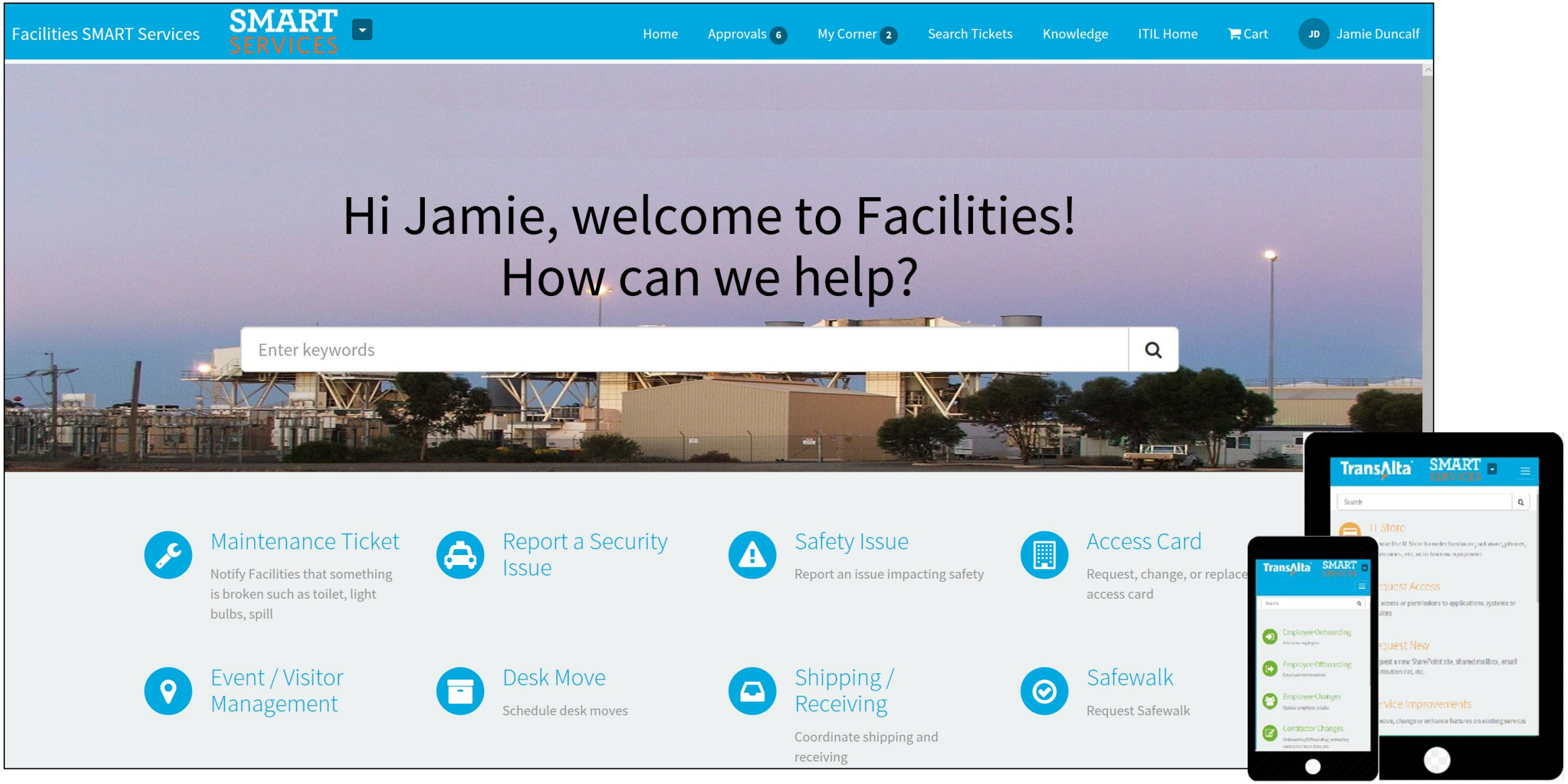
Engaged End Users with an intuitive, plain English, cross platform interface



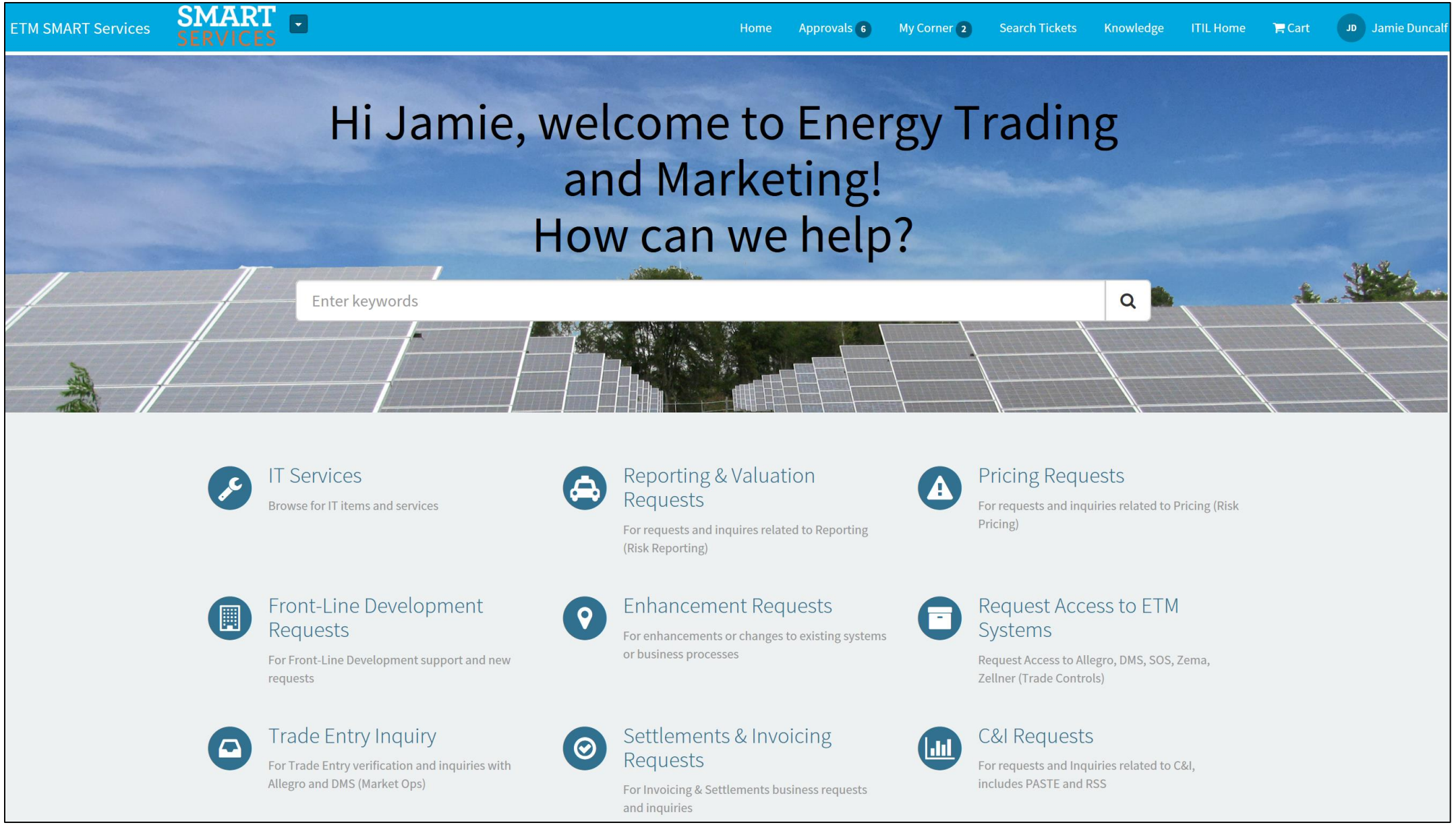
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Top Takeaways – Success builds on Success

1

Break down functional silos and focus on building an effective service delivery organization.

2

Engage a proven implementation partner to co-deploy service models. Rationalize and improve service delivery through monitoring and proactive intervention.

3

As implementation maturity grows, introduce turn-key solutions augment capacity while continuing to grow capability to co-deployment

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Next Steps

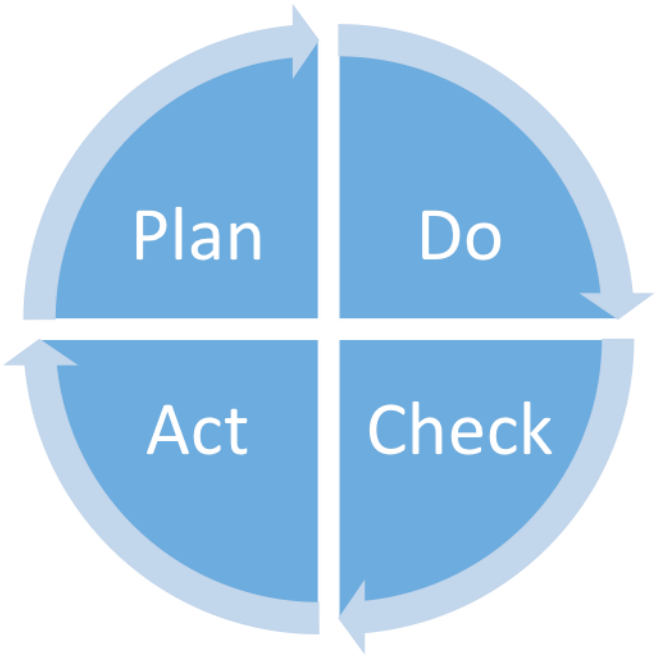
- Leveraging Accenture to configure our ServiceNow instance to assist with monitoring and control of key assets for NERC Critical Infrastructure Program compliance



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Lessons Learned

1. ServiceNow is the glue that holds everything together
2. Having all records in one platform is critical for smooth operation and continuous service improvement.
3. Context is everything: understanding decisions made in the past eliminates patterns of failure and propagates effective solutions
4. You can’t improve what you can’t measure



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Thank You

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Q & A

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Thank You

Jamie Duncalf

Manager, IT Operations

TransAlta Corporation

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