knowledge17

WORK at LIGHTSPEED

IT Agility with ServiceNow at PDCHS

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Aetna/PDCHS

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Trianz

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servicenow

Agenda

- Introduction to PDCHS and Trianz
- Business Challenges
- Solution Architecture
- Deployment and Integrations
- Benefits
- Roadmap
- Q&A

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Speaker Introduction



Jamie Lanin

Sr. Director, Production Services

ITSM, Production Control, Audit, CAM

Aetna/PDCHS

EXPERIENCE: 20 years in IT Infrastructure management functions

EXPERTISE: ITSM, ITIL, Data Center Management/Operations, Audit, Process Management, Monitoring/Event Management, Production Control, Service Desk, Site Support

ACHIEVEMENTS: Consistent cost reduction and improved customer delivery through the use of automation, organizational modeling and standardization, multiple implementation projects of ITSM tools
CURRENT PROJECTS: Driving process adoption and standardization, developing/implementing ITIL processes, converging organizations for improved customer experience and efficiency, on-going configuration of ServiceNow

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My Company



NAME: Phoenix Data Center Hosting Services (Aetna affiliate)

INDUSTRY: Health Insurance/Data Center Hosting

Market Focus: PDCHS, one of Aetna's affiliate companies, provides data center/infrastructure hosting services for Aetna's affiliates. Aetna is committed to providing individuals, employers, health care professionals, producers and others with innovative benefits, products and services.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Data Center Hosting, Security Compliance, Audit Hosting

COMPANY-WIDE INITIATIVES: Cost Efficiency, Seamless Migration Process, Responsiveness to customers & partners

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Speaker Introduction



KC Sreeram

Vice President, Cloud Infrastructure Services

Trianz, Inc.

TRIANZ℠
Execution Matters.

EXPERIENCE: 26 years in IT Infrastructure Solutions & Management

EXPERTISE: Enterprise Service Management and Enterprise Monitoring Center of Excellence, Infrastructure Analytics, IT Operations Management and Managed Services support operations

ACHIEVEMENTS: Deployment of integrated ITSM and monitoring solutions for several Fortune 100 clients worldwide. Continual Service Improvement across all managed services engagements through innovation & automation. Development of reusable frameworks and adapters to drive agility in all deployments

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My Company



NAME: Trianz, Inc.

INDUSTRY: Business and IT Consulting Services

Market Focus: We serve market-leaders and emerging clients across Technology, Finance, Insurance, Media, Manufacturing, Retail, Healthcare, Life Science, Logistics and Public Sector industries.

www.trianz.com

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Global professional services firm enabling clients to leverage the new Cloud, Digital, Analytics and Security paradigms to transform business eco-systems and achieve superior performance through effective strategies and well aligned, predictable execution.

COMPANY-WIDE INITIATIVES: Research led, multi-disciplinary approach for operational strategy development and business operations transformation helping Clients Transition to the Digital Enterprise

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Session Objectives

Objectives

- Building a common platform to deliver IT services more efficiently by leveraging ServiceNow

What you will learn

- Understand the typical challenges faced by the IT team in a complex environment
- Leveraging ServiceNow to address the challenges faced by our company and our customers
- Key takeaways related to collaboration & standardization of processes
- Supporting our ServiceNow customers in a hybrid support model for cost savings
- Business benefits

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Setting the Stage

Trends

- Growing customer expectations for ease of use, responsiveness, quality, and process accountability
- Demand fluctuations due to continuous improvement cycles, new customer on-boarding and evolving customer requirements
- Regulatory hurdles, compliance needs (standards, audits)

Competitive pressures

- Requirements to remain cost and service competitive with other infrastructure hosting facilities/services

Departmental/Project/Program drivers and goals

- Push for increasing transparency into service management processes
- Balancing the need for standardization with meeting customer requirements
- Reducing costs
- Resource demand
- Reporting challenges

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Challenges

- Complex and fast growing environment
- M&A activities adding pressure to IT team
- Different processes across affiliates
- Lack of visibility to end users on the status of requests
- Rising service delivery costs
- Customer desire for more control over their environment

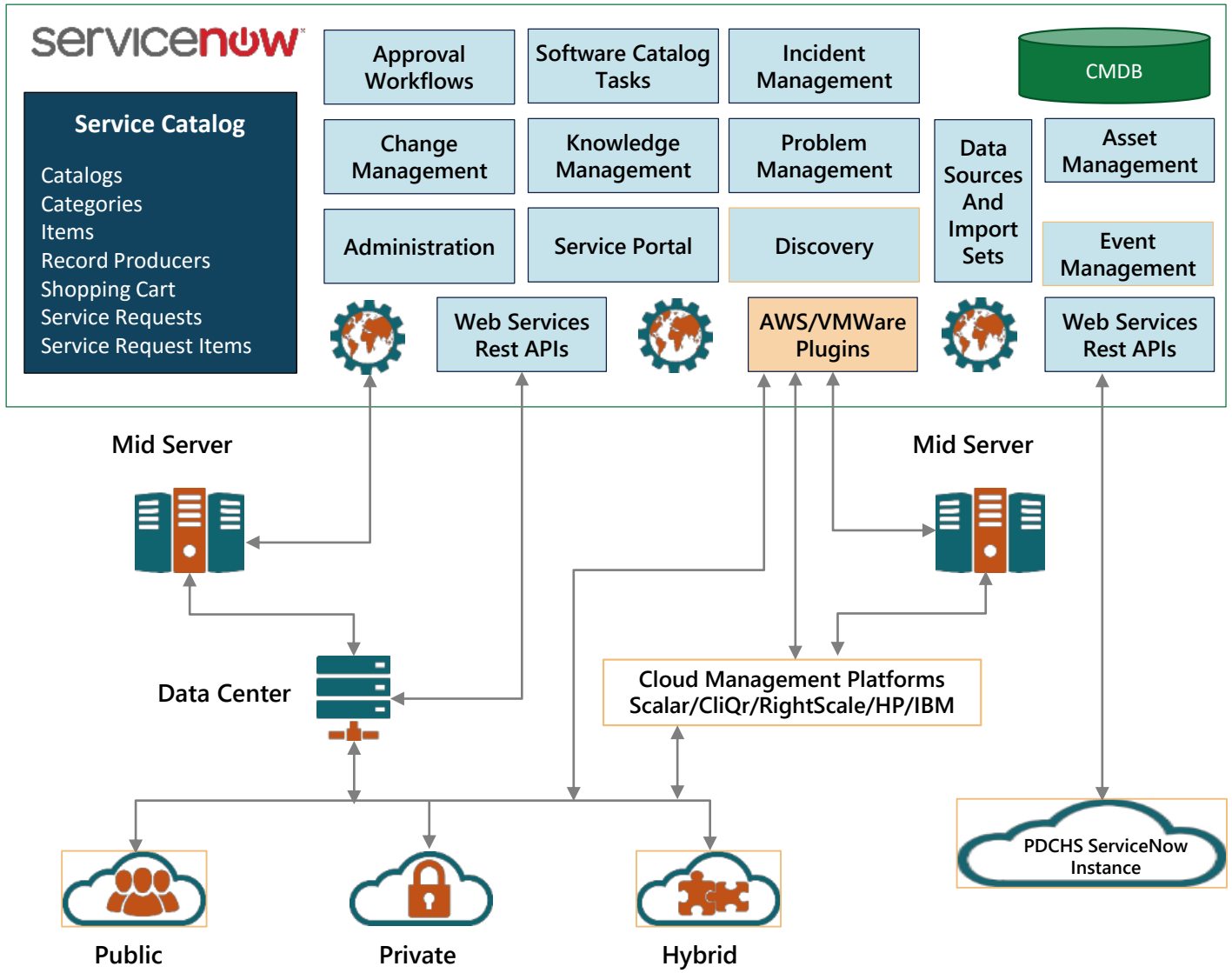
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Goals Achieved

- Consistent process for Service Definitions
- Simplified portal integrated with ServiceNow for enhanced UI experience
- Streamlined processes across affiliates for all types of Service Requests
- Developed core data center related Service Offerings with clearly defined SLA’s
- On boarded customers and its affiliates to PDCHS cloud services
- Implemented secured platform using various encryption methodologies for data protection and regulatory compliance needs
- Implemented global delivery model for support to drive efficiencies and reduce cost

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Solution Architecture



Key Highlights

- Domain segregation is enabled
- Simplified Portal
- PDCHS has affiliates and few of those affiliates have their own affiliates and customers
- Design considerations for future needs, scaling to support and manage hybrid cloud environments
- Data encryptions techniques are enabled to protect some of the customers/ affiliates customer related health information
- Several ESS portals and Service Portals were deployed for affiliates and customers
- Data center related catalog items are published in global and domain levels
- Self-service portal with Knowledge Management for faster issue resolution and increased user experience
- Continual Service Improvements through innovation and automation

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Project Execution Methodology

Trianz uses agile methodology for project execution and the stages shown below will be repeated for each Sprint ensuring quick wins

Stages	Kick-off and Detailed Planning	Requirement Analysis	Solution Architecture & Design	Solution Implementation	Solution Testing & Rollout
Activities	▸ Goal setting ▸ Validate key milestones ▸ High level project planning ▸ Knowledge transition of current Implementation ▸ Team building & expectation setting	▸ Review existing process and perform gap analysis against industry's best practices ▸ Review and validate business requirements ▸ Recommend required process flows for implementation and obtain executive sign off	▸ Analyze the Visual representation of selected flows ▸ Validate business requirements with the technology team	▸ Implement the solution and address gaps ▸ Update System Test Case scenarios and develop additional cases, if needed	▸ System Testing of deployed products and Integration ▸ User acceptance Testing ▸ Migration to production environment ▸ Validate production environment
Participants	▸ Key Client leaders ▸ Trianz ITSM practice (ServiceNow and Process)	▸ Key Client leaders & process owners ▸ Trianz ITSM Practice	▸ Trianz ITSM practice and Client ; architects & engineers	▸ Trianz ITSM practice, architects & engineers	▸ Key Client leaders ▸ Trianz ITSM practice
Deliverables	▸ Project plan ▸ Knowledge transition document ▸ Documented business and operational objectives for implementation	▸ Documented gaps against industry's best practices ▸ Updated Business requirements definition document	▸ Easy consumable process flows for IT implementation ▸ Updated Solution Design Document ▸ Execution plan	▸ Updated System Test Case document ▸ Update deployment summary ▸ Updated Integration summary document	▸ Test results ▸ Updated deployment summary ▸ sign-off

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Major Accomplishments

Technical Solution

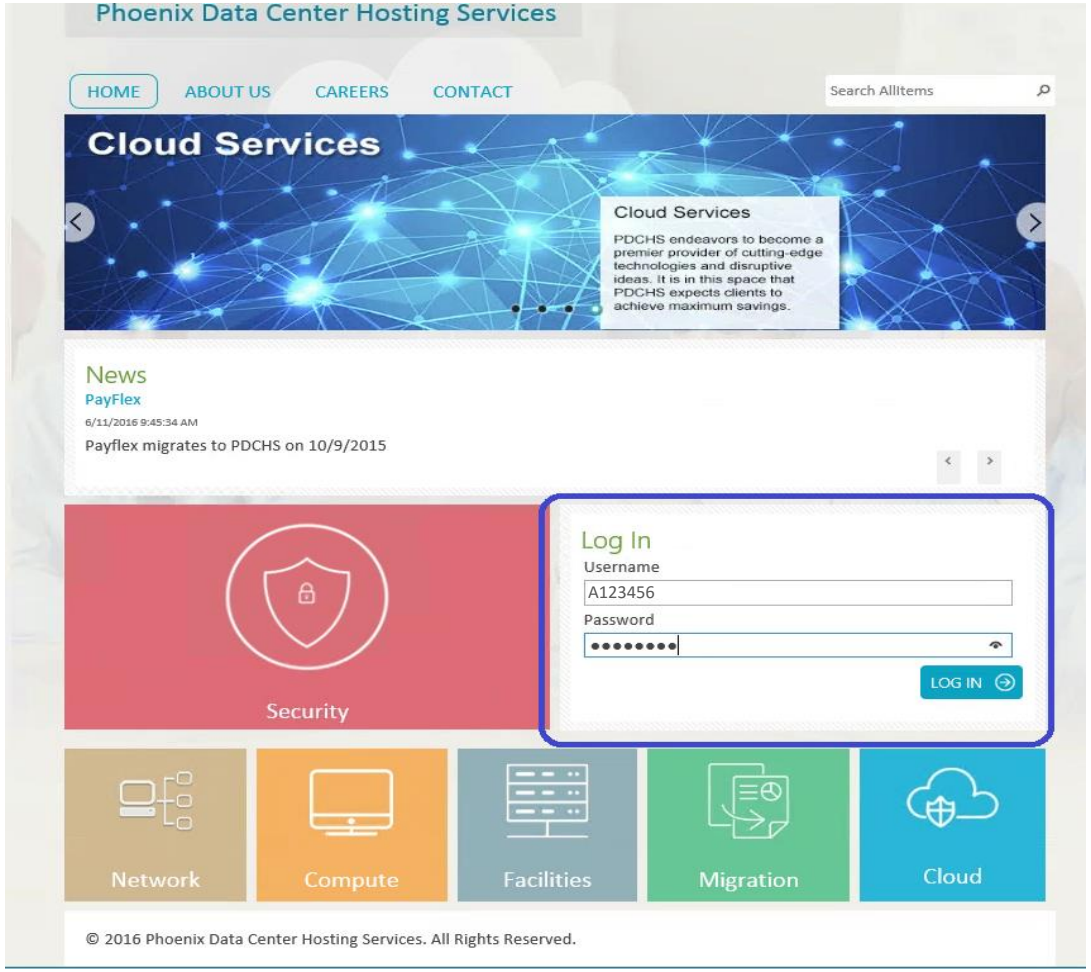
1) Realigned process for creating service offerings
2) Custom portal for the leadership team
3) Process standardization across affiliates
4) Developed core data center related Service Offerings with clearly defined SLA's
5) Created a secured multi-tenancy platform
6) Implemented secured platform using various encryption methodologies for data protection and regulatory compliance needs
7) Implemented global delivery model for support

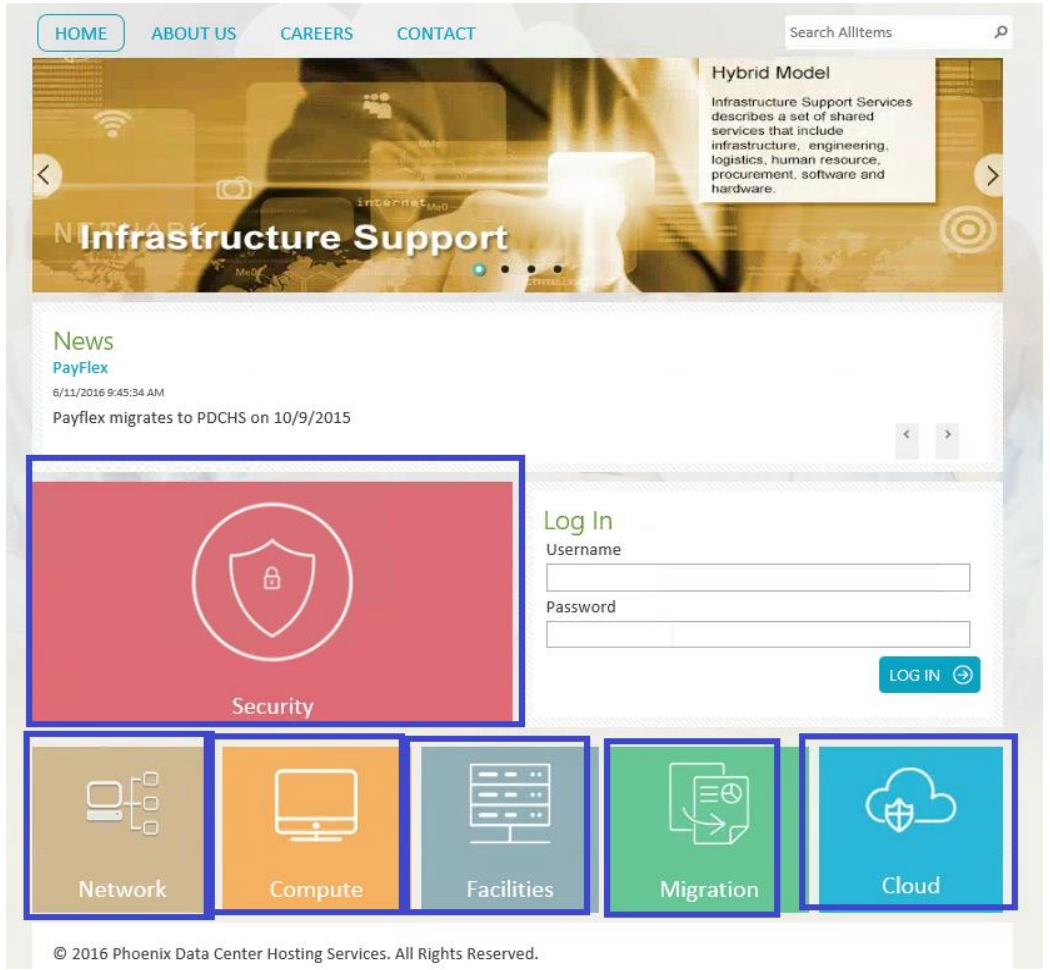
Business Benefits

1) Consistent process for Service Definitions
2) Simplified portal integrated with ServiceNow for enhanced UI experience
3) Streamlined processes across affiliates for all types of Service Requests
4) Quick fulfillment of IT requests
5) On boarded customers and its affiliates to PDCHS cloud services
6) Secured environment compliant with regulatory standards
7) Productivity improvement and enhanced user experience. Reduced support cost.

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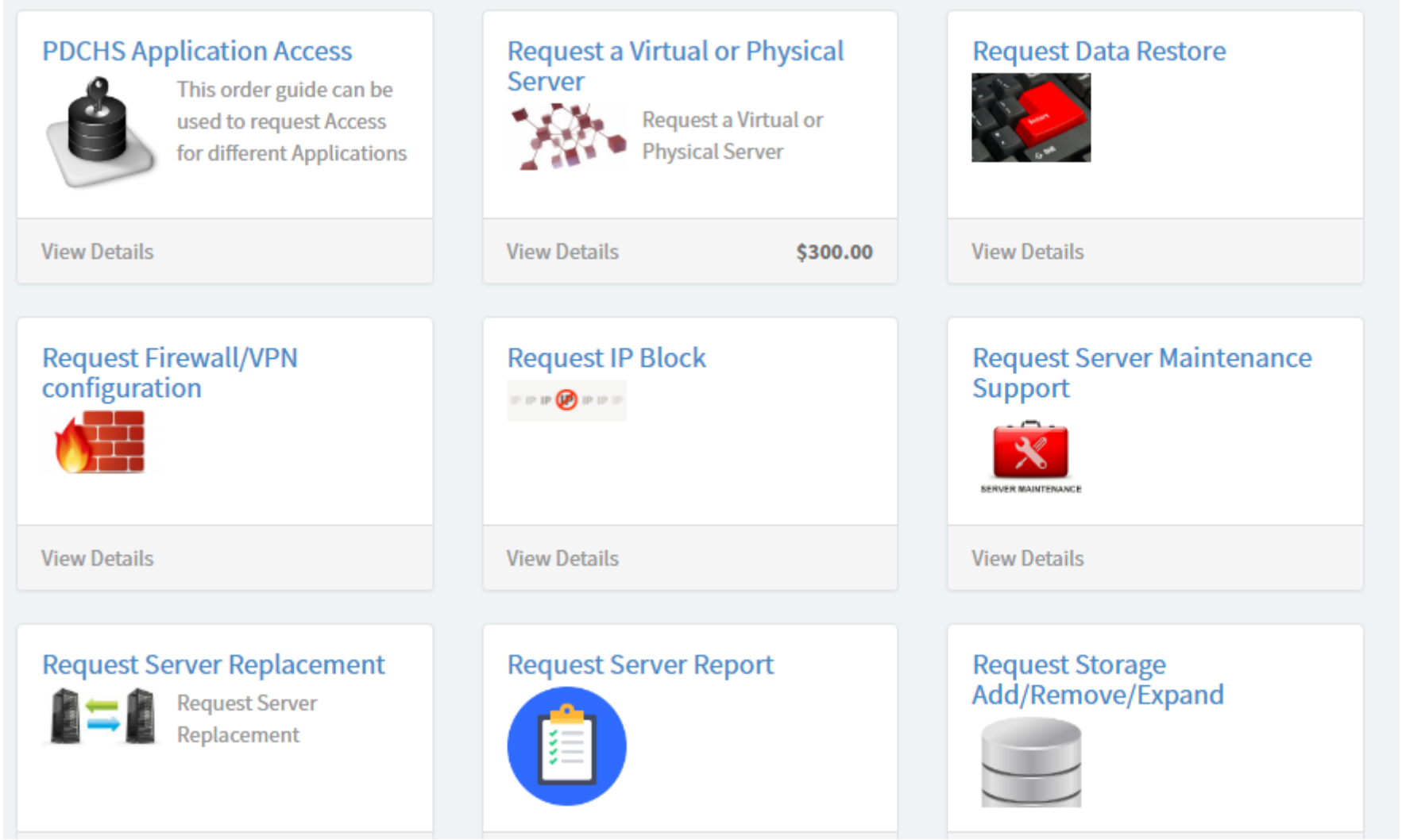
Sample Screen Shots





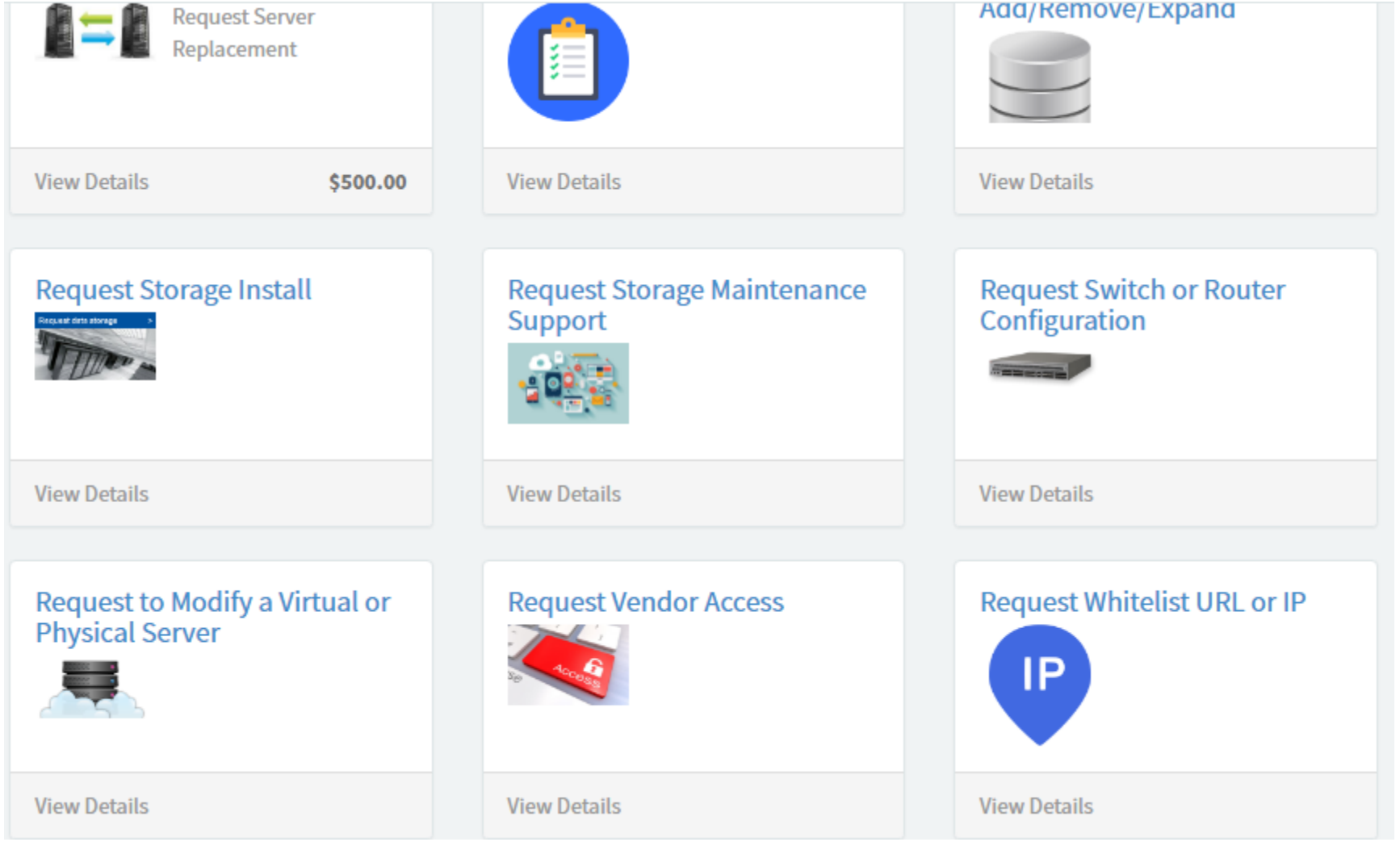
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Sample Screen Shots



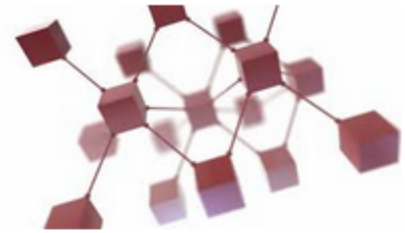
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Sample Screen Shots



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Sample Screen Shots – Drill down of a selected offering



Request a Virtual or Physical Server

Request a Virtual or Physical Server

Provisioning of the requested Server in Development, Test or Production environments in PDCHS Cloud.

Project ID

Optional

Datacenter Location

Phoenix

* Request Server Type

-- None --

* Number of servers with Identical configuration

0 1 2 3 4 5 6 7 8 9 10

Server Name(s)

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Sample Screen Shots – Drill down of a selected offering



SERVER MAINTENANCE

Request Server Maintenance Support

To Request Server Maintenance support such as Hardware/Software Support Contract.

Project ID

Optional

* Hardware or Software

Hardware

* Type of Request

Modify Existing

* Vendor Name

Asset Names with Serial Numbers

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Value Outcomes

Description	Before	After
% improvement on Deliver of ServiceNow Requests	Single-Threading of work on Incident and Requests	Multi-Threading on Incident and Requests
Hours of Coverage:	M-F 8 – 5 PM ET (Overnight is available for critical; but reduces day coverage)	M - F 7 AM ET – 6 PM ET (Overnight is available for Critical Support; no overtime)
Support Resources	1.5 (Project; on-call; promotions; incident management) NOT EXPANDABLE based on Demand	6.5 (Project; on-call; promotions; incident management) EXPANDABLE based on Demand
Resource allocation	Inadequate coverage for strategic initiatives	Able to dedicate 1.5 resources to other strategic functions (audit, etc.)
Transparency into status of work items	Customer required to rely on ServiceNow reporting or monthly service reviews	Customer portal allows the customer to easily view the status of work items

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Lessons Learned

1. Hybrid support model allows us to better balance workload
2. Limiting customizations contributes to lower cost of support and ease of upgrades
3. Transparency into status of work items was the number one concern of surveyed customers

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Next Steps

- Rollout of Service Catalogue for PDCHS and by customer
- Definition of service levels for each item for inclusion on web portal and monthly reporting
- Implementation of enhanced reporting for improved visibility into ticket lifecycle
- Advance automation of ticket creation

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Top Takeaways

1

Listen - Collaborate with the stakeholders and end users frequently

2

Implement - Standardize process and minimize customization

3

Institutionalize - Communicate often and initiate OCM in early stages

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Thank You

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Q & A

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