ACCELERATE IT WORKFLOWS THROUGH REAL-TIME IT SERVICES

MAXIMIZE YOUR SERVICENOW INVESTMENT WITH FASTER WORKFLOWS

Why are several different teams involved in resolving common IT incidents when only one or none would be enough?

Capgemini has been a certified ServiceNow Alliance Partner since 2009. As part of our global strategy, we are dedicated to exploring what new innovations can be applied to widely used solutions.

The Now platform from ServiceNow is brilliant at connecting geographically scattered teams together to help get to the root of a problem quickly and with ease – all thanks to a single source of truth within the organization, the CMDB (configuration management database). The CMDB maintains standardized data nomenclature across the enterprise. If one department reports an issue with hardware or software, other departments involved know exactly which part of a system needs attention. This is key because, after all, how can you get anything done if your teams aren't speaking the same language?

A NEW KIND OF PROBLEM

ServiceNow has undoubtedly made communication easier, which has led to better integration among departments and services. But this has also introduced new challenges.

It's common for organizations to have different teams for different types of tasks. IT may consist of Operations, Support, Security, and even Front Desk, just to name a few. But it doesn't necessarily mean more than one of them should be involved

every time there's a system failure, especially if there is a simple fix to the problem.

Capgemini's recent work with a financial services provider led us to discover that the tried-and-true workflows to resolve tasks are the ones that are often overlooked when considering what to improve in an organization. In other words, if it gets the job done, there's no need to change anything. More effort is placed on finding solutions to problems rather than improving current processes, which is understandable.

However, we have noticed that with the ServiceNow platform in place, there is a tendency to pull in and involve multiple teams in common everyday tasks, leaving them overworked and unable to respond fast enough to critical areas of the business. On the other end of the spectrum, end users are often waiting a long time for issues to be resolved because technical teams are backlogged with too many requests.

An organization should be focused on what's needed to acquire more business without being hampered by completing routine work, especially when it can be handled by a non-technical team, which would free up specialty teams to offer support elsewhere. An obvious but costly solution to this problem would be to simply hire and train more staff. But there's a better answer: instead of adding more teams, remove some (or all of them).

EMPOWER EMPLOYEES TO HANDLE ROUTINE TASKS

Let's look at a common incident that can be easily resolved by just one team. After going through different stages¬—event to alert to analysis—the command center (Team 1) reports that the SharePoint server is down, so an incident is created and gets assigned to the application

management team (Team 2) for level-2 support. A quick investigation reveals that a recently applied software patch is to blame. If experience has shown us that restarting the server resolves this type of issue 98% of the time, Team 1 can be given access privileges and trained on exactly what to do to get the server up and running again. Or better

yet, we can automate the whole remediation process whenever we know a software patch has been applied to a system. There are many more common incidents like this where one easy solution resolves the problem more than 90% of the time.
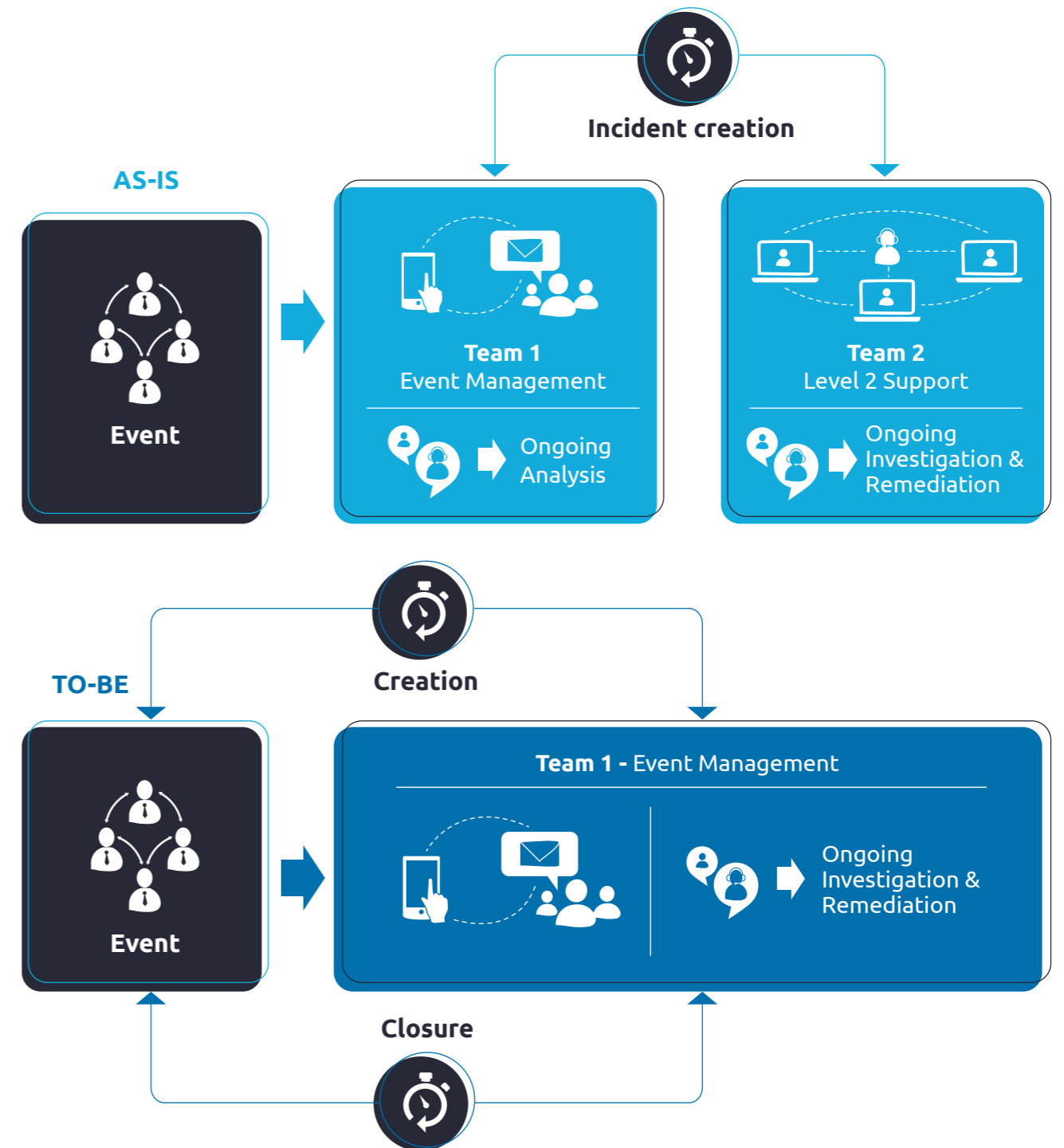
ATTACHING AN ACCELERATOR FRAMEWORK TO THE NOW PLATFORM

The beauty of the Now platform, the core layer of ServiceNow, is that it gives organizations the freedom to continuously add new solutions for any part of the business, whether it is IT security, ITSM (IT service management), or ITOM (IT operations management).

Organizations should find a partner that can work with them to build an integrated framework of tools that would sit on top of the platform, to simplify and expedite any IT workflow. The framework can launch and go through a set of predefined activities as soon as a specific alert pops up in ServiceNow.

When deciding how many teams should be assigned to manage an incident, it's important to break down each workflow into separate tasks, eliminate redundancies, and establish how to make the best use of the people that already understand the inner workings of the business. An accelerator framework can consolidate work into a single stream that's overseen and managed by just one team. Or if an organization chooses to relinquish control, non-critical repetitive tasks can be fully automated, freeing teams to focus their efforts elsewhere. However, each business must decide the right amount of automation to accept and apply.

Although IT stands to benefit the most from this kind of solution, it doesn't mean an accelerator framework can't be built and applied to other parts of the business, such as HR, Facilities, Sales, or Marketing. For example, when onboarding a new employee, there are some standard processes to follow that include many systems, from IT portal to HR portal to leave management to payroll, and can involve up to four separate teams. If an organization decides that an HR manager, with the help of a few approvals, can manage each step alone, those processes can be simplified and sped up considerably.

KEY OUTCOMES

No matter which department workflows or tasks get automated or consolidated, the benefits will be felt across multiple interlinked departments. That's the advantage of having one unified platform connect different parts of the business. Here are the top three expected outcomes:

1. **Process efficiencies.** The response and completion times of tasks or incidents will be significantly shortened. This is a guarantee. End users will experience less unplanned downtime of applications and services, reducing frustration and increasing their productivity.

2. **Better employee experience.** By empowering employees to take on more responsibility, e.g., giving level-1 IT support workers access to execute level-3 functions, they will gain skills and confidence, knowing that they are playing a key role in helping the business operate more effectively.

3. **Cost savings.** Resolving tasks fast and efficiently translates into money saved thanks to a higher availability of critical services and less dependency on highly skilled staff.

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