
Our Journey with ServiceNow

- Initially we were looking for a service management tool that had ability to easily integrate with existing services for authentication and integration with desktop management tools
- Take requests and reported incidents and assign those requests to appropriate service points. We also wanted a CMDB within the tool
- We already had buy in from various business areas within JCU and representatives from each of these groups were represented in our project team
- Became obvious early on that some areas business processes were not going to easily transition into a Service Management tool

Small steps

- Incident, Request and Change Management were implemented
- Required changes to some business processes and redefinition of our Change Management model
- Finance and HR decided they were not ready and withdrew from the project. Our Student Services and eLearning group stayed on board
- Developed dashboards for senior staff within ICT
- Developed Metrics reports for all participating areas
- Very successful implementation and after 2 years other business areas outside of original group started to take notice

Growth

- Developed skills within our ServiceNow team so we could be self-sufficient and not rely on 3rd parties
- HR experiences pain using Outlook tasks to manage their service requests. Came to us to see what we could do for them using ServiceNow
- 14 months of work, mainly again related to HR mapping out their current business processes as we were able to convince them that SN wouldn't fix bad business process.
- Ended up with a very successful implementation, HR were happy and clients of HR were happy
- Finance came to us to say they wanted what HR had...not quite so easy but we got there in a shorter period of time than HR

Transformation

- I had started to look at how we could improve on Technology Adoption, driven to some extent by O365
- We developed a Technology Adoption Framework
- We designed a new service catalogue
- We implemented a new service Portal
- Leveraging on the new Technology Adoption Framework we again started to talk to new business areas about what could be achieved with SN

What was this TA Framework

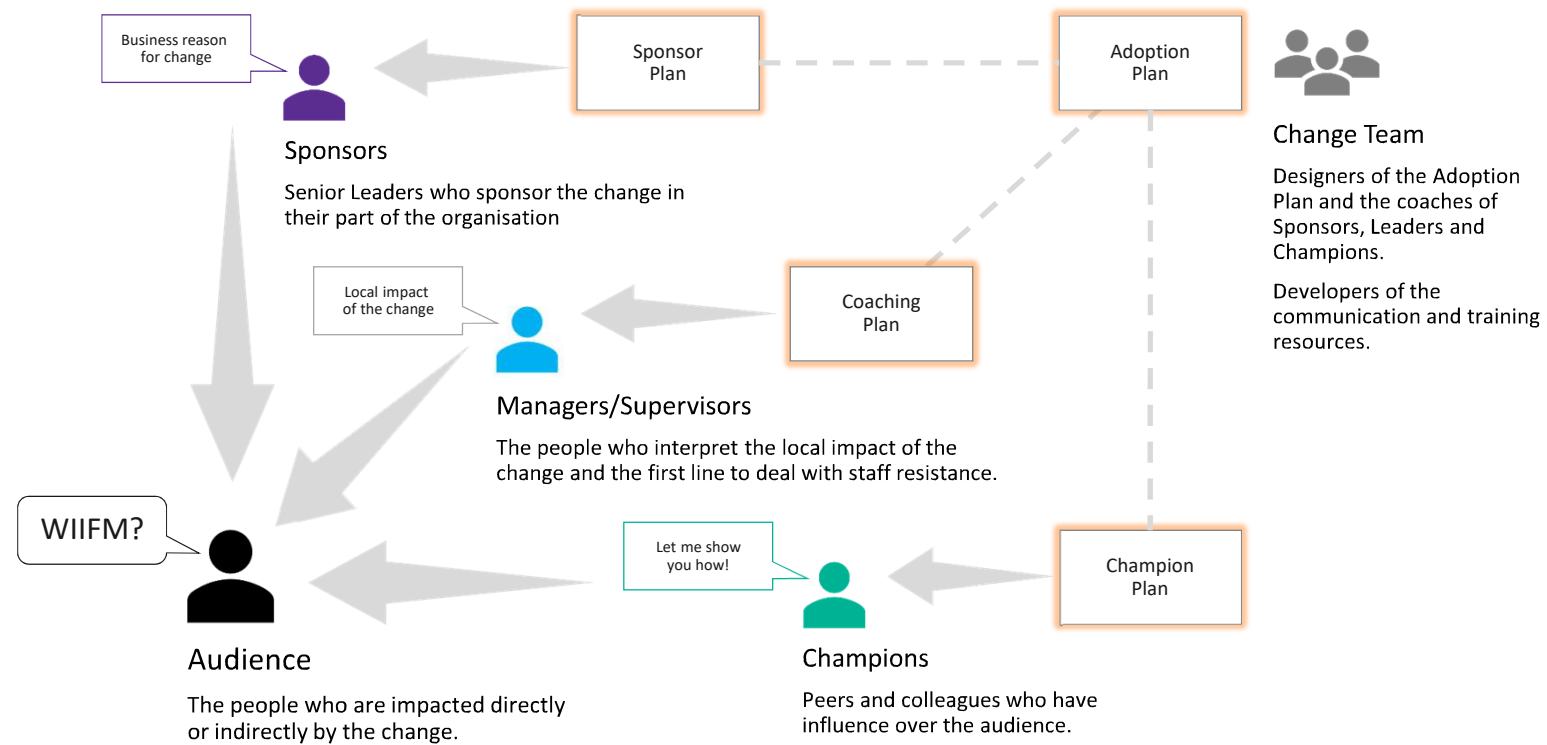
Things were changing at a rapid rate

- Desktop Applications being replaced by Cloud services
- Staff/Students want access to content/data anywhere/anytime/on any device
- Collaboration work practices
- Vendors moving to rapid, continuous product evolution
- University Digital Transformation

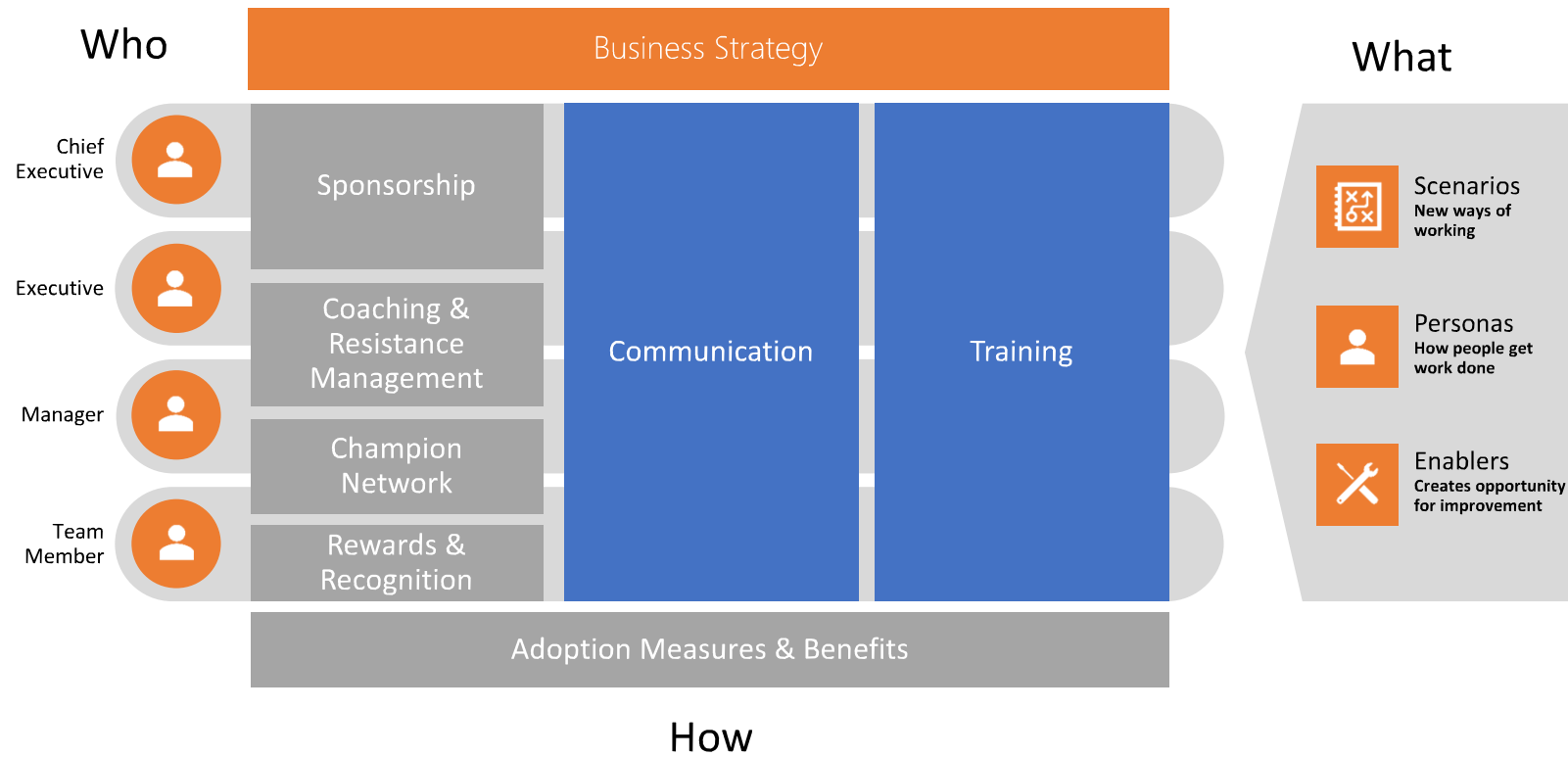
Identified the Players

- Implementers
- Influencers
- Supporters
- Adopters

Developed a Change Ecosystem



Why



Important things we learnt on our journey.

<p>Seek first to understand </p> <p>Work with the business to identify most important needs and challenges to achieve business goals. Make it relevant; make it real; make it personal.</p>	<p>Leaders are those who lead </p> <p>Define solutions that help achieve business goals. Engage with your sponsors and agree the way forward.</p>	<p>Make it happen </p> <p>Commit Resources and execute your Adoption Plan. Use the right plays & some special moves to make change happen.</p>	<p>Success breeds success </p> <p>Measure progress against benchmark, showcase success and iterate with new scenarios.</p>
<p>Adoption Awareness and Vision </p> <ul style="list-style-type: none"> • Adoption Workshop • Adoption Diagnostic • Workforce Analysis • Adoption Value Plan 	<p>Adoption Strategy and Roadmap </p> <ul style="list-style-type: none"> • Sponsor Activation • Governance • Guiding Principles • Special Handling 	<p>Adoption and Change Implementation </p> <ul style="list-style-type: none"> • Detailed Change Management Plans • Change Implementation Support 	<p>Adoption and Value Measurement </p> <ul style="list-style-type: none"> • Enhanced Usage Monitoring • Business Outcome Scorecard

What are we doing now?

- Project underway to fully implement Knowledge Base
- APIs to bring ICT purchasing information in from our Finance System. Currently only populating Dell purchases via Excel upload weekly + SCCM imports for computers and mobile devices under MDM.
- POC of IT Service Management utilising SDLC to manage our projects/product enhancements for ServiceNow in SN
- Continued engagement with other SN users in Nth Queensland building a user group community
- Chat Bots and AI....Tier Zero Support
- Building Business Maps

[ServiceNow at JCU](#)