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

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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

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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

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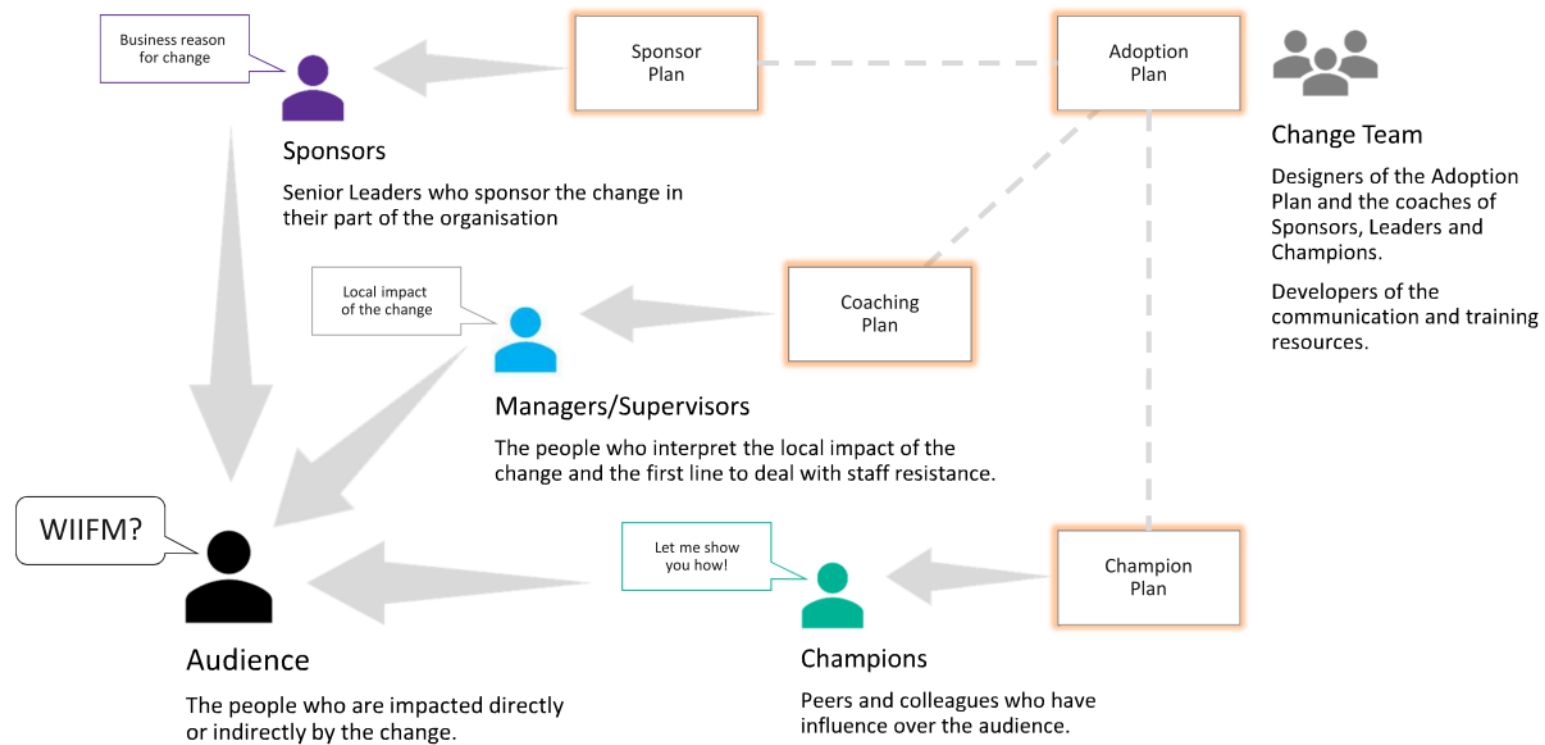AUSTRALIA

What was this TA Framework
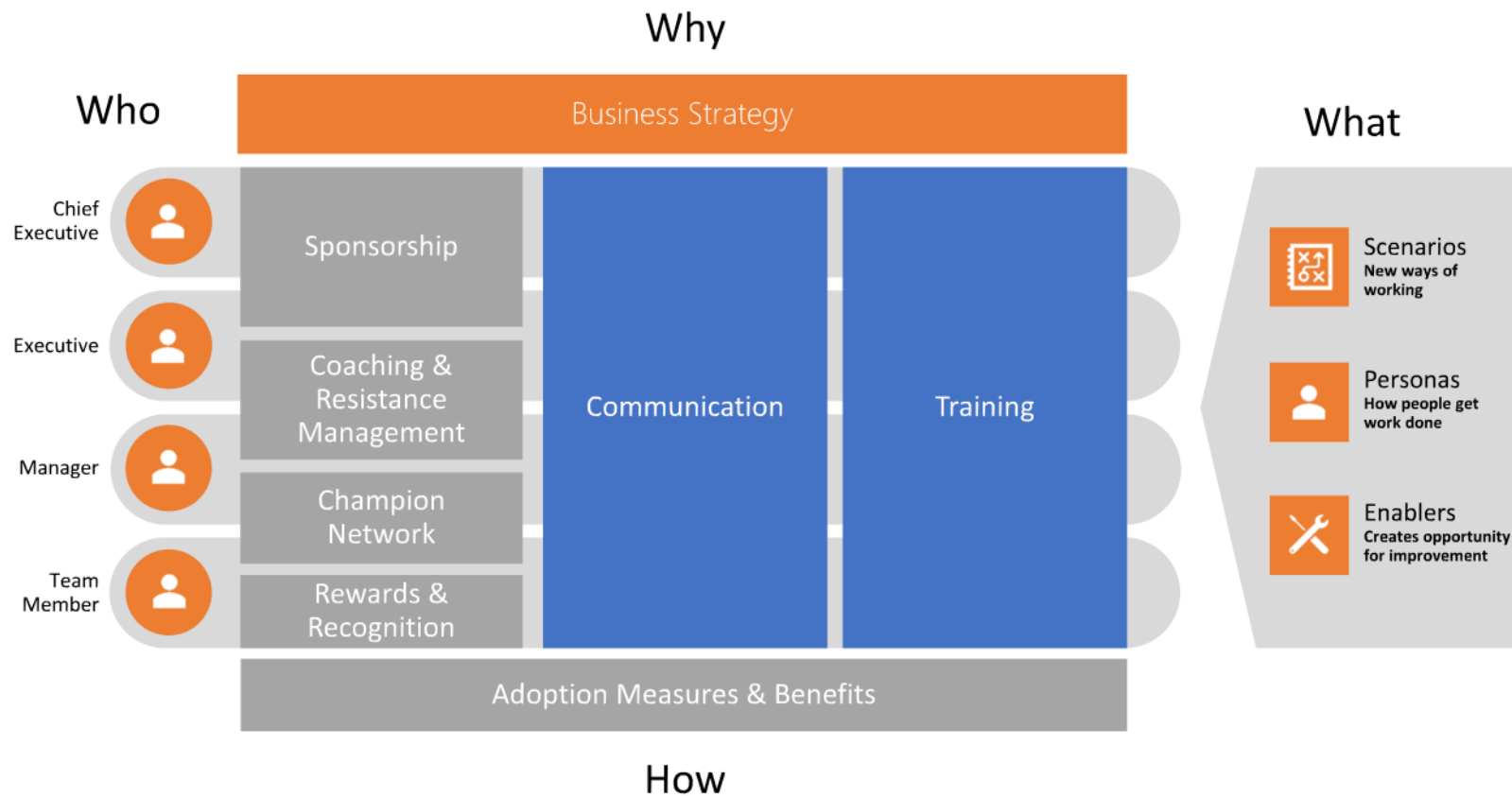
Things were changing at a rapid rate

- 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

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Developed a Change Ecosystem

Important things we learnt on our journey.

Seek first to understand	**Leaders are those who lead**	**Make it happen**	**Success breeds success**
Work with the business to identify most important **needs** and **challenges** to achieve business goals. Make it relevant; make it real; make it personal.	Define **solutions** that help achieve business goals. Engage with your **sponsors** and agree the way forward.	**Commit Resources** and execute your Adoption Plan. Use the right plays & some special moves to make change happen.	Measure progress against benchmark, **showcase success** and iterate with new scenarios.
Adoption Awareness and Vision	**Adoption Strategy and Roadmap**	**Adoption and Change Implementation**	**Adoption and Value Measurement**
• Adoption Workshop • Adoption Diagnostic • Workforce Analysis • Adoption Value Plan	• Sponsor Activation • Governance • Guiding Principles • Special Handling	• Detailed Change Management Plans • Change Implementation Support	• Enhanced Usage Monitoring • Business Outcome Scorecard

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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

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ServiceNow at JCU