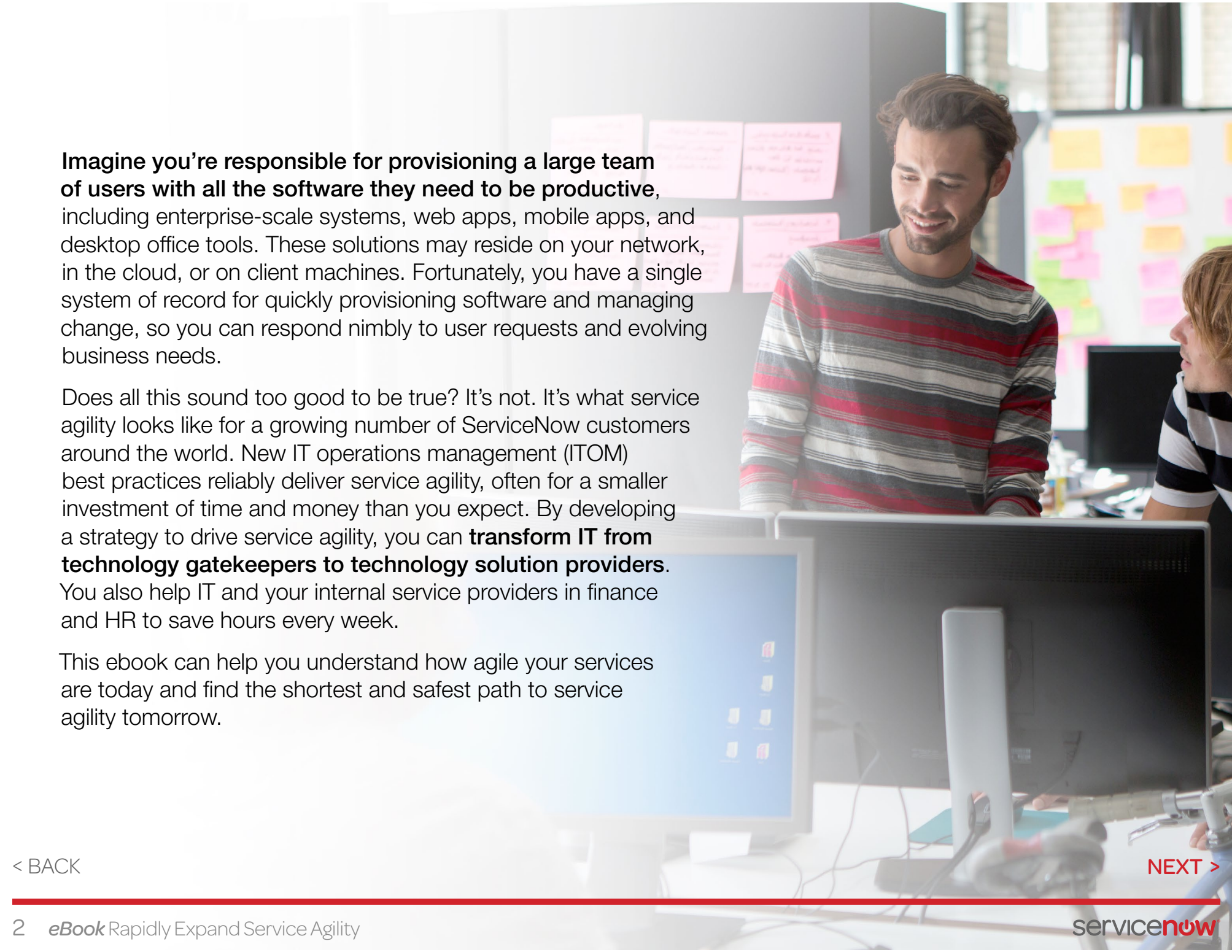# Rapidly Expand Service Agility

Take control of all your services, whether they reside on your network or in the cloud

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Start

Imagine you're responsible for provisioning a large team of users with all the software they need to be productive, including enterprise-scale systems, web apps, mobile apps, and desktop office tools. These solutions may reside on your network, in the cloud, or on client machines. Fortunately, you have a single system of record for quickly provisioning software and managing change, so you can respond nimbly to user requests and evolving business needs.

Does all this sound too good to be true? It's not. It's what service agility looks like for a growing number of ServiceNow customers around the world. New IT operations management (ITOM) best practices reliably deliver service agility, often for a smaller investment of time and money than you expect. By developing a strategy to drive service agility, you can **transform IT from technology gatekeepers to technology solution providers**. You also help IT and your internal service providers in finance and HR to save hours every week.

This ebook can help you understand how agile your services are today and find the shortest and safest path to service agility tomorrow.

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How agile are you?

Do your employees waste time trying to order the right services and "chasing" them through email and other manual tools? Do your service professionals spend hours every week responding to follow up emails? If so, you may need to become more agile.

To find out how agile you are, ask yourself the following questions:

Are you satisfied with how quickly you provision and deploy resources to business units?

Are you using a self-service model for the provisioning of IT resources—including cloud services—and client software?

Do you know how much you are spending with public cloud vendors, and can you provide financial and usage detail to management?

Do you manage all your services—including those delivered over the public cloud—with a single system of record?

Are routine workflows and processes fully automated?

Every "No" answer is an opportunity to improve service agility.

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Achieving business goals by becoming more agile

A service agility strategy can help your IT operations team meet high priority goals, such as:

- Responding to requests for services in minutes, instead of days or weeks

- Moving from a manually-oriented set of processes to a self-service provisioning model for business services with automation of back-end processes

- Comprehensively provisioning and managing usage of resources across public and private clouds in a single view

eBook Rapidly Expand Service Agility

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Best practices for driving service agility

ServiceNow helps more than 940 customers across 11 verticals manage business critical services. The best practices in this section are based on our real-world experience helping our customers improve service agility.

Embrace self-service

Ordering services and tracking requests through email, spreadsheets, or even in-person visits can be very time-consuming for employees throughout your company. A self-service portal that allows your people to find services, order them, and track status online helps employees be more productive. It also allows your internal service providers, like IT, to spend less time fielding manual service orders and more time serving their customers.

When shifting to a self-service model, we suggest starting with common processes like client software distribution and password resets. Over time, you can extend your self-service framework to support a broader range of services.

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Automate back-end processes

Most backend service processes, like employee onboarding, can be automated through a high-quality service management system. It is one of the most important actions you can take to make both employees and internal service providers more productive. For example, new employees can start work faster; and IT can spend less time manually responding to service requests.

That said, **service automation is not a quick fix**. It takes time to do properly, because it has the potential to affect many different processes across your organization. You will need to interact with multiple departments and give stakeholders plenty of time to test your new solution. That's why we recommend automating in bite-sized steps. Automating a few services at a time can help you demonstrate value while minimizing risk.

As you automate, we strongly suggest you capture each change as it's made in your Configuration Management Database (CMDB).* That way, you maintain your single system of record and ensure high visibility into potential service issues.

For a more detailed explanation on best practices for CMDBs, read our eBook on Service Visibility.
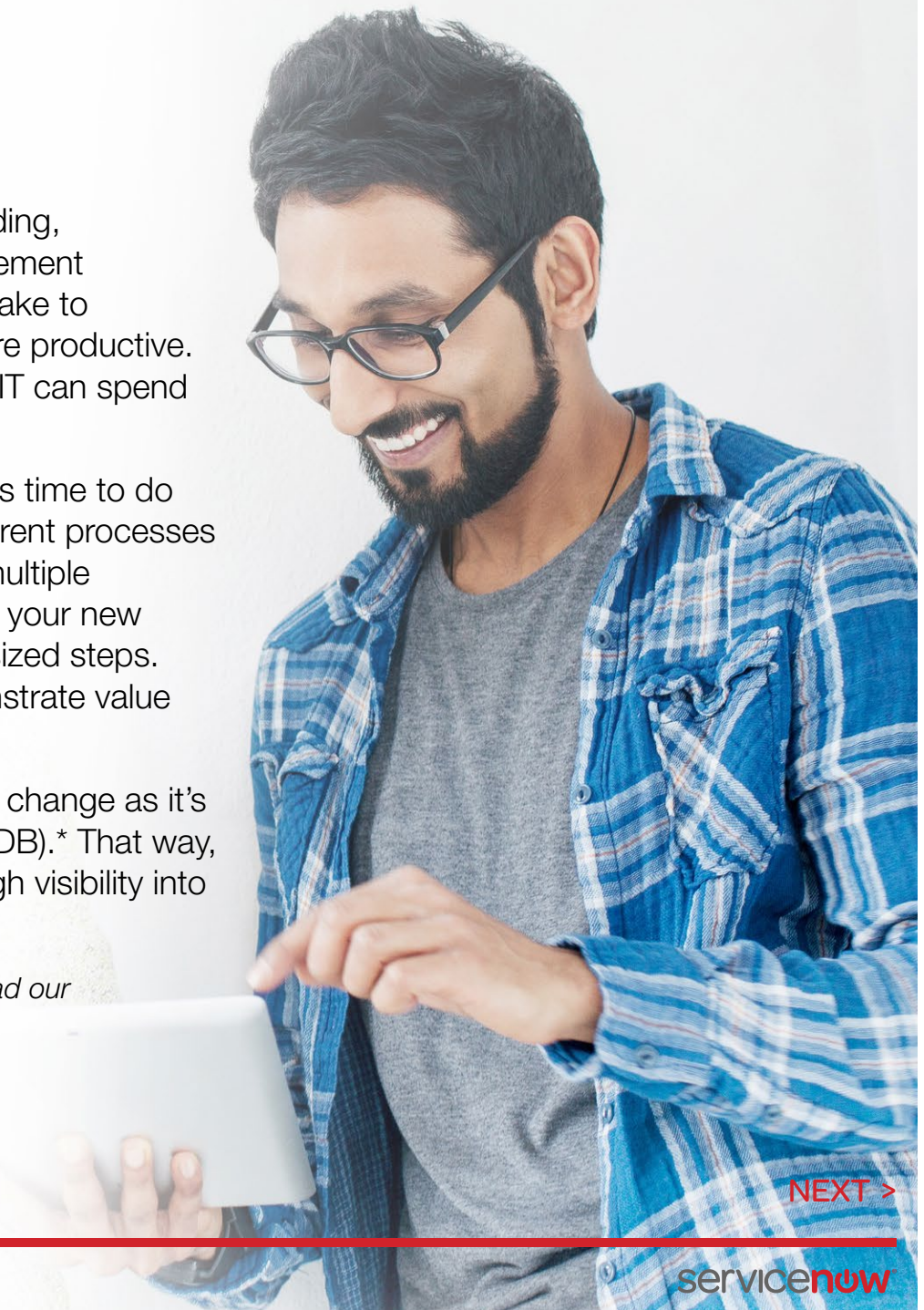
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Customer snapshot: Yazaki

ServiceNow Orchestration Reduces Onboarding Effort by up to 80%

"With ServiceNow, we have dramatically simplified our employee onboarding process. We can set up a new employee's IT services in one or two minutes, and ServiceNow gets it right every time."

Kris Wenzel, Manager at Yazaki North America.

Yazaki is one of the world's largest automotive component makers, with over 257,000 employees in more than 40 countries. As a major North American employer, Yazaki is continually recruiting skilled staff to meet demand for the company's products. With dozens of people joining the company every day, employee onboarding activities—such as setting up employee accounts—are key responsibilities for Yazaki's IT team.

By automating employee onboarding with ServiceNow Orchestration, Yakazi enabled immediate value by saving time for both HR and IT. For example, the company:

- Reduced employee onboarding time by between 66 and 80 percent, depending on the set of services required by the employee

- Saved over 800 hours per year in onboarding effort by IT service desk staff

- Dramatically increased onboarding accuracy, reducing rework and employee complaints

- Increased security, as IT service desk staff no longer need to use passwords to log into individual systems

Read the full case study.

Integrate management and reporting for ITOM and ITSM, and the cloud too

ITOM, when integrated with ITSM for incident, problem, configuration, and change management, is a powerful catalyst for better service performance. By using a single system of record for ITSM and ITOM, you can manage service and operations whether they are provided over your internal network, your private cloud, or the public cloud. You maintain control over all your services while being able to improve service performance and optimize costs.

Integrated management and reporting is especially important now that business units have access to cloud services. Without integrated service management, business units may act independently and purchase cloud services when IT is aware of better and/or less expensive options. By managing all available service options in one place, IT can make better decisions while responding quickly to business needs.

Finally, integrated service reporting should provide insights on all aspects of service performance, including cost, governance, utilization, speed of provisioning, and demand.

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What service agility looks like

Service agility is not just a system or set of best practices. It's also a service-oriented approach that can shape your interactions with business units. Maritz, a company that designs and operates employee reward programs, carries out research, and operates customer loyalty programs, is a great example of a company with agile IT services.

VP of internal customer technology, Brad Paubel, explained that Maritz is using service automation to change the perception of IT within the company, from a "no" organization, to a valuable business-enabling service. He also noted that his job title relates to "internal customer technology," instead of something more traditional like "head of IT."

Paubel is in the process of using ServiceNow to turn IT into a consultancy function, which no longer holds onto the idea of building and protecting technology. It instead provides services via the ServiceNow platform, helping employees choose technology that will boost business productivity and revenues.

"**By changing the culture, instead of just being that IT guy behind the desk dictating where things go, we now listen and we understand what problems the business and our customers are facing**," he said. "We write applications for them, we automate things inside their environment, so it increases their value and increases their chances of revenue."

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Track these important KPIs

We recommend establishing key performance indicators (KPIs) to measure how agile your business or services have become. KPIs our customers often track are:

Productivity in terms of hours saved, resource allocations, etc.

Process automation **accuracy**, such as the error rate of results of a given process and exception volume

Risk mitigation, as measured by number of remediation tasks executed, and time saved compared to benchmark processes

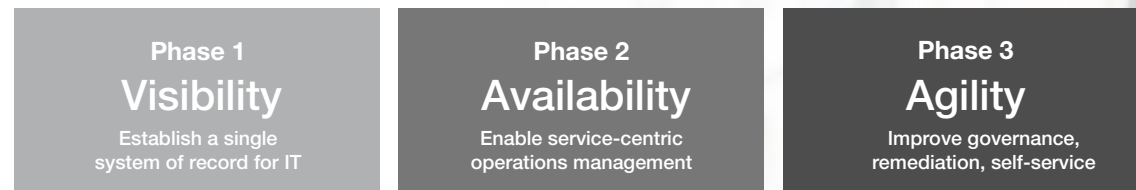**Cloud provisioning cycle time** and related service delivery speeds

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Agility for continuous service improvement

Agility is necessary for a successful ITOM function that supports better business outcomes and continuous service improvement over time. You can achieve agility by building on a solid foundation of service visibility and availability. With an agile ITOM organization, you can see the status of all your business services in one place, identify and fix problems before they hurt your bottom line, and ignite productivity across your organization.

Service Operations Maturity Model

Phase 1 **Visibility** Establish a single system of record for IT	Phase 2 **Availability** Enable service-centric operations management	Phase 3 **Agility** Improve governance, remediation, self-service

Static/Reactive ———————————————→ Service-Awareness

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Learn more

Are you ready to transform ITOM? Visit our ITOM resources page at
http://www.servicenow.com/it/transform.html.

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