

ServiceNow Education for SDCOE Employees

WEEKLY STATUS REPORT

Reporting Period

Prepared By

Current Status

March 22-26, 2021 (Week 4 of 10)

Peyri Herrera

On Track

Project Schedule

Our key date for this project is **Tue, April 20**, which is the date of the training meeting for Executive Assistants, Administrative Assistants, and Program Secretaries.

Planning	Prep	Execution	Closure
Complete Mar 1-19 3 weeks	In Progress Mar 22 - Apr 13 3.5 weeks	Apr 14-30 2.5 weeks	May 1-7 1 week

Accomplishments

- Established the date/time of our training meeting for Executive Assistants, Administrative Assistants, and Program Secretaries and anyone else interested: Tue, April 20 from 10:00-10:45 am (Tyler and Peyri will present)
- Collected and reviewed feedback from 14 Admin Assistants about their experience with ServiceNow to help guide the design of the job aid
- Created the shell of the job aid (*see Appendix A*)
- Set up shared spreadsheet to capture baseline metrics for “side-door” requests
- CSS tracked their “side-door” counts for Week 1 of 4 – this week there were 141 direct requests for assistance (*see Appendix B*)
- Created a spreadsheet of the Executive Assistants, Administrative Assistants, and Program Secretaries (approximately 70 staff)
- Established a meeting date with Stacy Brandt to discuss the communications plan – meeting is Tue, April 6
- Emailed Leo Cole to request a meeting
- Reached out to Alicia Butters to ask about participating at an upcoming COMET meeting

In Progress

- Developing the job aid
- Drafting the message to send to Executive Assistants, Administrative Assistants, and Program Secretaries to invite them to the training meeting
- Drafting the “friendly script” that CSS and other agents will use when employees continue to not use the system to submit a ticket
- Uyen is determining with CrossFuze if it is safe to change the “I am having trouble with” search box for an Incident to a Contains search instead of Begins With (for better usability) – otherwise we can train users to start their search with an asterisk (*)
- Uyen is reaching out to owners of requestable items that are still available in Incident to let them know they will be removed from “I am having trouble with” menu – those items will be retired next week
- Uyen/Eduardo are assisting with creating a ServiceNow Excel report to show the usage of the system to include as part of our baseline metrics

Next Steps

- Finish the draft of the job aid next week and review it
- Begin writing the script for the short instructional video
- On March 30, send the invite to the Executive Assistants, Administrative Assistants, and Program Secretaries (three weeks ahead of the April 20 meeting)
- Meet with Stacy, Leo, and Alicia
- Uyen will look into improving the visibility of the “SDCOE Staff Login” link
- Uyen will find out the limitations we have for the Request Something and Report a Problem descriptions and if we can add a hyperlink in this area

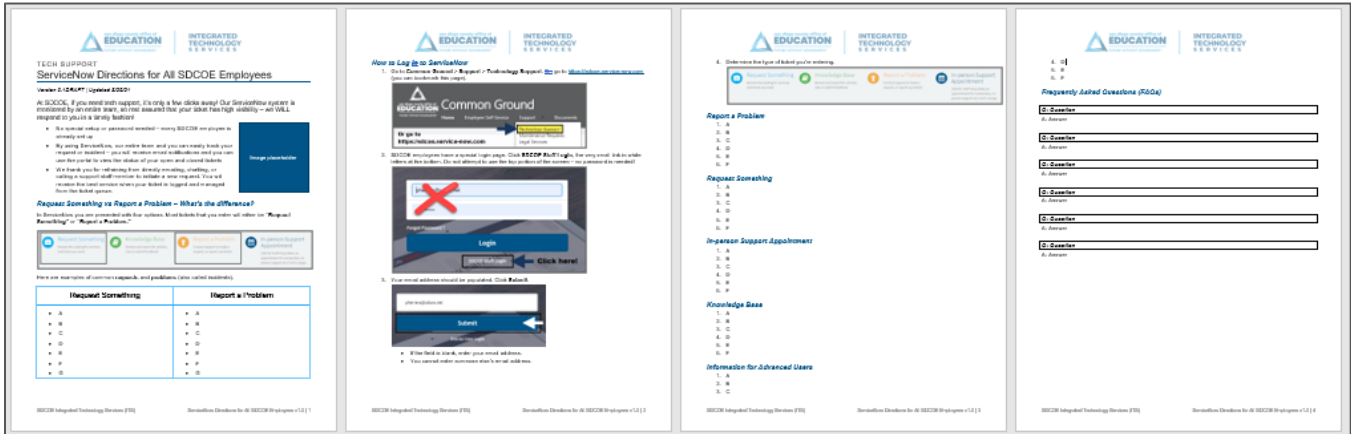
Risks/Mitigation

- None.

Please see the appendices on the next page.

APPENDIX A: JOB AID

This is the design of the job aid for SDCOE employees. Page 1 includes “the why” and outlines the difference between Request Something and Report a Problem. Page 2 shows how to log in. The subsequent pages are to explain how to report a problem, request something, make an in-person support appointment, how to use the knowledgebase, and FAQs.



APPENDIX B: WEEK 1 “SIDE-DOOR” REQUESTS

We are establishing baseline metrics to track the number of “side-door” requests made to CSS staff. These are the counts for Week 1.

Week 1 (March 22-26)						
<i>Directions: Please enter your five counts by Friday 3:30 pm. Enter "0" rather than leaving a cell blank. Do not populate the blue cells - those will sum automatically.</i>						
	# of Direct Emails	# of Direct Teams Chats	# of Direct Phone Calls	# of Walk-by/ Drop-ins	# of OTHER	Weekly Total
CSS Team Member						
Jimenez, Hector	3	15	5	1	0	24
Lee, Lamont	2	10	8	1	0	21
Lloyd, Mike	1	0	0	0	0	1
Lopez, Rick	2	2	1	0	0	5
Muenkel, George	4	3	1	0	0	8
Petro, Tyler	18	7	4	2	0	31
Smith, Jesse	9	10	9	23	0	51
Total	39	47	28	27	0	141