



**INTEGRATED
TECHNOLOGY
SERVICES**

ServiceNow Request Management Project: Final Presentation

Prepared by the SDCOE Enterprise
Project Management Office (EPMO)

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Topics

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1. Project Recap
 2. Lessons Learned
 3. Project Team Survey Results
 4. What's Left
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PROJECT RECAP

What did we deliver?

Phase 1

- Resolved workflows and notification issues
- Resolved assignment group issues
- Streamlined and enhanced forms

Phase 2

- Trained SDCOE selected staff on configuring catalog items and workflows
- ITS staff configured new catalog items, workflows & notifications for their departments



PROJECT RECAP

In Phase 1, we corrected issues.

Made changes specific to the Agents.

- Assignment Group List Shortened
- Email will be sent to Assignment Group when Request is submitted
- Email will be sent to Agent when SCTASK is reassigned
- User comments display under Activities on the RITM
- Additional comments entered in the ticket carry over to Customer Description or Additional Notes in SCTASK
- Additional comments added under the RITM will be emailed to the user
- Removed description in SCTASK for Printer – Request assistance and changed short description
- Legacy, Service Now and Secure Auth added to an Assignment Group

Made miscellaneous changes.

- My Closed Requests are now visible on the main screen for users
- When submitting a Request, the Request Item (RITM) Summary page displays the details of users' request. We will no longer have the "Req" page.
- Requesting Service Now Access includes Computer Support Services
- Catalog Item Secure FTP Request is only available under "Accounts & Access"
- Under the Global Protect VPN Catalog item, there were originally only 4 options listed now there are 8

Added Additional Comments to several items.

- Under Accounts and Access: File Shares (Deepspace9), SDCOE Network Account Extension, New Deepsapce9 share folder
- Under Microsoft Teams: Request a new team
- Under Technical Services: Web filtering
- Under Telephone & Voicemail: Phones



PROJECT RECAP

In Phase 2, we added Catalog Items.

Media & Creative Services

1. Webmaster Service
2. Conference Support/Live Events
3. Audio and Video Tech Support Request

Services and Solutions

4. Data Load/Extract Request
5. Report Card Request
6. PeopleSoft Data Loads
7. PeopleSoft Module Configuration
8. PeopleSoft Query Assistance

Enterprise Applications

9. PeopleSoft Development Request
10. Request for Software Development
11. Provide Secure File Transfer
12. Batch Process Change Request

Infrastructure & Operations

13. Cybersecurity Awareness Presentation
14. Application Privacy Assessment
15. Internal Application Security Assessment
16. Red Herring Training
17. Computer Forensics Services
18. Penetration Testing Services
19. Synergy Application Update
20. Synergy Database Restore
21. Offboarding – Last Working day
22. Microsoft Teams User Phone Number
23. Microsoft Teams Department Phone Number

CrossFuze

24. Video Production Request
25. Request Access and Security
26. District Vulnerability Assessment

PROJECT RECAP

How many people were involved in this project?

Media & Creative Services (4)

Simone Russell
Susanna Tsutsumi
Tammy Carpowich
...and Cyndi Hawkes

Enterprise Applications (10)

Bruce Roberts
Darren Ortiz
Eduardo Paredes
Jeff Collum
Jim Collis
Joy Zhou
Juan Pablo Rodriguez
Paul Macias
Taryn Tarighati
Uyen Quach

Services & Solutions (10)

Anthony Rodgers
Barbara Thiss
Gaby Torres
Janet Ortega
Jason Cohee
John Vaillancourt
Lori Gladfelter
Matthew Swartout
Michelle Ackerman
Rhonda Caldwell

Infrastructure & Operations (12)

Ali Maroufi
George Payne
Hernan Jimenez
John Cusack
Mark Bandala
Michael Walker
Monica Fierro
Paola Ramos
Pedro Reyes
Ricardo Lopez
Ruben Sandoval
Vong Sopha



PROJECT RECAP

Look at what we achieved!

Our customers can now...

- Easily find the appropriate request that matches their needs
- Track their tickets and read what work has been done
- Receive the correct notifications to monitor their request
- Are able to find Catalog Items that meets their needs



PROJECT RECAP

Look at what we achieved!

ServiceNow works better for us, the Agents.

- Tickets are assigned to the correct agent via workflow

- Tickets are set up with the correct variables, so agents have all the necessary information to work the ticket upon receipt

- Notifications are sent to the agents when a ticket is updated by a customer



PROJECT RECAP

How the work tied to our organization:

SDCOE BOARD GOAL 4

- **Board Goal 4:** Maximize human and operational resources to strengthen the organizational culture of SDCOE

ITS GOALS 1 & 3

- **ITS Goal 1 – Maximize Customer Success:** Supply superior, trusted service through customer focused solution & positive relationship. Become the partner of choice for technical and creative services
- **ITS Goal 3 - Improve Division Efficiencies:** Implement next generation processes and automation, design purpose-driven solutions, enable collaboration & build staff capacity

LESSONS LEARNED

What did we learn?

On February 18, we conducted a Lessons Learned meeting with the Project Team. We asked 3 key questions:

What worked well?

Where can we improve?

What are you proud of?

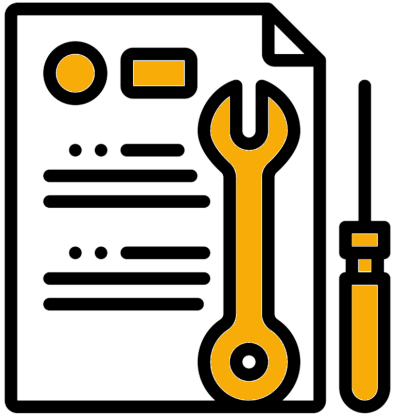
LESSONS LEARNED



What worked well:

- Office hours and one-on-ones with Eduardo/Uyen – they were very helpful and supportive
- Teamwork and coordination with team members and colleagues
- Access to organized resources (recorded training sessions, ServiceNow developer site)
- Project Management reminders, support and daily meetings

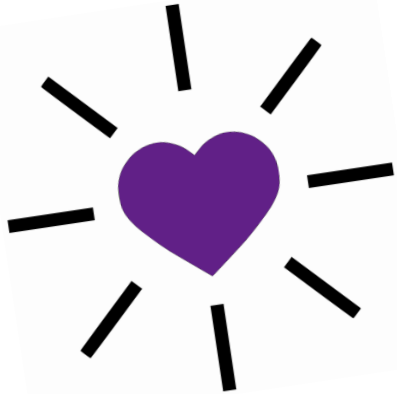
LESSONS LEARNED



Where we can improve:

- Adjusting timelines/deadlines to better align with regular work – needed more time for configuring and testing
- Focused training that is easier to follow and more support from CrossFuze
- Ensuring environments are ready for UAT

LESSONS LEARNED



What team members were proud of:

- Learning new skills
- Learning and participating in ServiceNow development
- Proud of their colleagues for being able to complete tasks that were outside of their normal activities
- We made it! We finished on time
- Communication, cooperation and collaboration between groups
- Nobody was ever “on their own” to complete a task

What We Were Proud Of



PROJECT TEAM SURVEY

CATEGORY	% AGREEMENT				
	60-69%	70-79%	80-89%	90-99%	100%
Roles and Responsibilities <i>(2 statements)</i>		●	●		
Communications <i>(3 statements)</i>			● ●		●
Working on the Project <i>(4 statements)</i>	●		● ●	●	
Teamwork and Collaboration <i>(2 statements)</i>					● ●
Were you glad to be on the project team? (Y/N)					●

PROJECT TEAM SURVEY

ROLES AND RESPONSIBILITIES

82%

Aware they had been selected to work on this project prior to receiving the first email from PM

71%

Clearly knew their role on the project

- "I was asked to join this project after it had begun, it took sometimes to understand what was needed of me"
- "I thought our role was to provide feedback and identify areas of concerns, did not realize we would become part-time developers"
- "This project was built from developer's perspective and was steep learning"
- "I would have greatly preferred to be able to choose the people on my own team to participate"



PROJECT TEAM SURVEY

COMMUNICATIONS

100%	88%	88%
Felt comfortable to ask questions and state concerns about the project at all time	Communication during the project was clear and timely	Confidence that any questions or concerns their raised would be acknowledged and addressed

- “Communication was clear from Flora. There were assumptions that everyone understood workflow”
- “Concerns were acknowledged and not ignored”
- “I am not used to QA testing, scripts/timelines was a little confusing”
- “Flora's communication throughout the project was a key to its success, she was great, I always received a quick response from her”

PROJECT TEAM SURVEY

WORKING ON THE PROJECT

94%	88%	82%	65%
There was a process in place in case they encountered obstacles during the project	Had resources needed to complete the work on this project	Were empowered to make project-related decisions for their functional area	Had enough time to complete the work on this project

- “Resources came in the form of Flora and Eduardo, CrossFuze training was not helpful”
- “Timeline was aggressive, while enjoyable the project impacted other work”
- “Having to work on this alongside my regular tasks, as well as attend daily meetings was a bit of challenge at times but we were able to complete on time”
- “I knew I would be listened to if I reach out to management to talk about obstacles”



PROJECT TEAM SURVEY

TEAMWORK & COLLABORATION

100%

Always felt part of the team

100%

Enjoyed collaboration on this project

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- “The best part of the project was teamwork, Eduardo went above and beyond to help me”
 - “Flora was fantastic at keeping things on track and helping the team”
 - “Collaboration between ITS teams was impressive”
 - “Eduardo was essential to us getting tasks completed”



PROJECT TEAM SURVEY

INVOLVEMENT

100%

Responded “Yes” that they
were glad to have been
part of the project team

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- “It was great to learn something new and work with others”
 - “ServiceNow is a critical component of the work my team does”
 - “I was able to provide assistance to my department to create something that would help our clients and my team”
 - “Better understand the system and make our workflow more efficient”



PROJECT TEAM SURVEY

OPEN-ENDED: What specific skills or practices did you learn from this project that you can use in the future?

- “Able to better understand the system and think of ways we can make our workflow more efficiently”
- “Develop in ServiceNow”
- “Development of catalogs and forms”
- “Good communication is important”
- “My participation in this project will serve me when we deploy the Problem and Change forms”
- “ServiceNow platform, relation to QA, Dev and Prod environments”
- “Team building and improved communication amongst teams”
- “Working in Dev environment”
- “None”

What's left?

- Three customer surveys will be deployed March 22-31
 1. PeopleSoft and SIS Clients
 2. SDCOE Clients
 3. ITS Agents
- Final meeting with Beckie Benson to review and sign off (*new procedure for EPMO*)

Open floor discussion

- Any thoughts, comments, or questions you'd like to discuss?