SUCCESS STORY

Creating a ServiceNow Customer Experience Solution to Further Scientific Agency's Mission

1901 Group
A Leidos Company

Simplifying IT

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🏛 Background

This agency is a research center leading scientific development. They developed important technological and mechanical tools and systems to further our understanding of our planet and others. This agency leads innovative programs in exploration, interstellar, and technology development, applying their capabilities to scientific problems of national significance.

Executive Summary: 1901 Group retired a cumbersome legacy information technology service management (ITSM) tool and integrated a centralized, easy to use ServiceNow solution to enhance this agency's customer support, order management, and service request management, overall improving the user experience. We enabled a faster request process, developed a complete service catalog for all users, and implemented automation across our customer's enterprise.

❓ Challenge

Our customer has a large, distributed workforce of highly educated, technically savvy people, many of whom are Ph.D. scientists, who require leading tools to meet the agency's innovative research and development goals. All users have administrative access for their computers, allowing them to install and make changes as needed. Our customer required an authoritative ITSM to enable their workforce to quickly and seamlessly order computer assets, including laptops, desktops, modems, keyboards, scanners, printers, and software. They needed the ITSM solutions to automate as many processes as possible to ease administrative burdens across their workforce.

Their existing ITSM tool was clunky, overloaded with customizations, and had poor workflow, resulting in too many approvals and a lengthy request process. While it took too long to request an asset, there was also very little tracking, causing assets to get lost, making users wait even longer to get the things they needed.

✅ Solution

1901 Group integrated ServiceNow as a comprehensive, user-friendly ITSM solution. ServiceNow automated the supply chain workflows, enabling users to request, receive, and integrate computer assets quickly and efficiently. ServiceNow is flexible and scalable to address the agency's requirements and to functionally recreate the 58 IT forms in place today and future ITSM application and workflow needs that meet our customer's mission. 1901 Group delivers discovery and inventory management,

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FR
FedRAMP

CMMI DEV /3 SM
CMMI SVC /3 SM

ISO 9001: 2015
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capturing and maintaining hardware and software assets in the environment throughout their lifecycle. This solution integrated CMMI Level 3, ISO 9001, and ITIL-based best practices across asset, configuration, incident, and problem management, as well as availability, performance, capacity monitoring of devices in the IT environment.

To ease the acquisition of additional computer assets for users, 1901 Group created and maintains a service catalog in ServiceNow that has over 17 service request types and 850 computer hardware, software, and mobile products. This is fully automated with third-party original equipment manufacturers (OEMs), supply chain and fulfillment for real-time status, the agency's chargeback system, and PeopleSoft ERP for billing.

ServiceNow also allows for customized workflows to meet current needs and scale to meet the future expansion of platform as a service in other enterprise shared service areas such as HR management. We routinely evaluate and update ServiceNow capabilities, such as updating asset pages, creating fields for additional information, and enhancing notifications to meet evolving user needs.

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Results

1901 Group's implementation of ServiceNow enabled our customer to examine their existing processes and governance to determine better technical and business processes that aligned with their evolving needs. With our dedicated ServiceNow team, 1901 Group can address changes in a controlled fashion through sprint planning, agile development, and user acceptance testing, leading the agency to easily revise workflows to keep up with changing requirements. The service catalog 1901 Group developed provided a one-stop-shop for all users to order services or tools to help their mission. They no longer have to scour multiple sites across the entire enterprise.
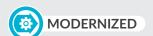
With ServiceNow, our customer has greater long term flexibility, easier and more user-friendly reporting, and overall robustness. ServiceNow's unified ticketing system and united workflow not only keeps up with evolving requirements, but it prevents extra work on the user end, meaning scientists and researchers can spend more time developing cutting edge scientific and exploratory technology.

FUTURE-PROOF
Better tech + business processes that evolve with customer needs.

SMARTER
Revised workflows keep up with constantly changing requirements.

MODERNIZED
A one-stop-shop for mission critical services and tools.

EFFICIENT
More time to develop cutting edge technology.

About 1901 Group

1901 Group, a wholly owned subsidiary of Leidos, is a leading provider of innovative IT services and solutions in the public and private sector market that delivers improved service delivery by leveraging our FedRAMP authorized Enterprise IT Operations Center (EITOC) to provide 24x7 support of end- users, complex IT infrastructure environments, and mission- critical systems.

66 By leveraging ServiceNow, we have been able to help our agency customers re-think IT operations by developing accelerators and templates to drive rapid change. 99

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