

SUCCESS STORY

Implementing ServiceNow to Unify Enterprise Resource Planning across Army Offices



Simplifying IT

1901group.com



Executive Summary:

To consolidate and unify IT management and planning systems across multiple Army offices, 1901 Group optimized, migrated, and maintains ServiceNow. 1901 Group's technical leadership met the Army's objective of consolidation to streamline user experience; create a service catalog; standardize processes aligned with ITIL-best practices; and allow cloud migration in a modernized environment.

? Challenge

Soldiers across the armed forces use enterprise IT network and business systems to operate their mission. This branch embarked on a major transformation program to unify all enterprise resource planning (ERP) systems to provide a global supply chain, logistics management, payroll, and funds reimbursement for the Army. The goal was to consolidate spending and centralize the IT service management (ITSM) platform and services.

To unify these programs, our customer needed a modern technical solution capable of creating a product backlog without overcomplex configuration or customization. They needed to consolidate their ITSM to streamline the user experience; drive consolidation with a service catalog; standardize processes in alignment with ITIL best practices; and provision cloud resources in their future, modernized environment. The solution required IT experts with the subject matter expertise to enhance, configure, and maintain the solution within the Army's existing technical environment, maintaining an "out-of-the-box" solution as possible.

In addition, our customer required the new ITSM platform to integrate with the Secret Internet Protocol Router Network (SIPRNet) to meet larger Army requirements for transmitting and maintaining sensitive and classified information.

✓ Solution

To meet the Army's need to consolidate spending and operations onto a unified ITSM platform with modernized capabilities, 1901 Group leveraged our ServiceNow Center of Excellence to lead, design, and configure ServiceNow.

We delivered technical leadership to plan, design, install, test, implement, document, and maintain ServiceNow to meet business needs. Most importantly, we optimized ServiceNow's capabilities in the enterprise environment while maintaining an as "out-of-the-box" solution as possible, allowing for easier maintenance, lower costs, and faster implementation time. The ServiceNow solution includes 14 modules including Incident Management, Knowledge Management, Portal, Idea, Demand, Change, Agile Development, and Service Catalog.

1901 Group maintains ServiceNow's functionality, which includes appending proper access control lists to ensure users only have access to their required modules, enhancing internal security. To optimize ServiceNow's use to transform the help desk services, 1901 Group migrated ServiceNow from on premise to FedRAMP-High and Department of Defense (DoD) Impact Level 4 cloud, which includes meeting 369 security controls to reduce operations costs and secure controlled unclassified and mission critical data.

Results

Configuring and optimizing ServiceNow supports the larger military goal to consolidate and unify their disparate ERP programs. Using ServiceNow allowed the Army to transform the different processes, workflows, and asset management policies into one system, which means lower operating costs, streamlined procedures, simpler operations and maintenance, and better security controls. Additionally, our work meets the Army-wide Enterprise Process and Tools (EPT) modernization initiative, as we migrate additional commands to ServiceNow. We also support the Army's ongoing objective to migrate to the Army Shared Services Command and the onboarding of new mission programs, including the world's largest supply chain management system.

Migrating ServiceNow from on premise to the FedRAMP-High cloud environment met the Army's requirement of controlling unclassified and mission critical data, maintaining all data on the network is secure. We further improved security through the secured environment we configured in SIPRNet to protect classified information.



Consolidated
ERP programs



Lowered
operating costs



Streamlined
procedures



Improved
security controls

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.

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