

SUCCESS STORY

Creating a ServiceNow Solution to Modernize Agency's IT Service Management



Simplifying IT

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Background

This independent federal agency examines how our government spends taxpayer dollars. The agency provides legislative and federal organizations objective, reliable information to help the government increase efficiency across their work and save money.

Executive Summary: This agency embarked on a managed services contract to transition them from traditionally provided, IT services to a hybrid managed service offering comprised of on-premise personnel for support services, hands on technical tasks, and systems engineering supplemented with 24x7 remote operations delivered as a service to improve service delivery and costs. Leveraging 1901 Group's expertise with our ServiceNow based In³Sight™ FedRAMP authorized monitoring and management platform, 1901 Group transitioned this agency from a legacy information technology management system (ITSM) to a modern, cloud-based ServiceNow platform to streamline service request and incident management. ServiceNow improved processes, enhanced the agency's user experience, and enabled greater efficiencies by replacing manual tasks. With this agency, 1901 Group and ServiceNow laid the groundwork to modernize their ITSM processes, aligning them to modernized ITIL best practices; increase customer satisfaction; leverage process automation; and improve mission system performance.

Challenge

This agency had an older, outdated ITSM system that significantly impacted how well its users could accomplish their job on a daily basis. The system was not intuitive or user friendly, causing increased frustration and slowing workflow processes across agency users. There was minimal automation, meaning it took users longer to accomplish simple tasks and occupied users with time-consuming manual tasks. Their ITSM systems considered all service requests as incidents, making it harder for the service desk to differentiate, prioritize, and complete tickets effectively. Additionally, the existing ITSM system required manual handoff between departments and manual approval processes through email, creating widespread opportunities for user error and roadblocks that inhibited efficiency even further.

Solution

Understanding our customer's and their users' frustrations, 1901 Group gathered all requirements to develop and implement a new, modernized, streamlined ITSM solution. As a FedRAMP authorized managed service provider that relies on ServiceNow for the In³Sight™ management platform, 1901 Group leveraged our expertise and knowledge through seven years of working with ServiceNow to rapidly deploy and ITIL-based system for ITSM. This agency needed an ITSM solution that easily integrated into

their existing environment and addressed their challenges in a cost-effective way. 1901 Group recommended, configured, implemented, and maintains ServiceNow to increase this agency's productivity, speed, and delivery of their services, and increase user satisfaction. We implemented ServiceNow using Agile development principles across eight sprints over a four-month period. This included leveraging our ITIL subject matter expert to work with the agency's stakeholders, including union representatives, to adopt the process changes to leverage the best in class ITIL processes built into the ServiceNow platform.

With ServiceNow, 1901 Group differentiated between incidents and service requests to ensure the agency users could properly categorize and respond to user issues. We automated workflows, eliminating the need for individuals to keep separate schedules of events, to reduce manual tasks which resulted in user errors and roadblocks. We also automated approval workflows in ServiceNow, moving the process away from inefficient email tasks that often created unnecessary roadblocks.

1901 Group is working to configure ServiceNow for asset management, syncing CIO asset information between ServiceNow and the agency's asset management system, to supplement records for items that do not qualify to be recorded in the agency's official asset system of record. We will use ServiceNow's asset management capability to maintain ticket and configuration item relationships tied to assets and software license tracking. Future expansion of ServiceNow planned includes Discovery and Configuration Management Database (CMDB) to better manage infrastructure changes.

Results

Implementing ServiceNow improved operations throughout our customers' departments by unifying processes, automating workflows, and instituting governance. This includes instituting service requests for tickets involving users requesting a new service as opposed to only incidents, which should be reserved for when a service is not functioning. **We reduced average call abandon times from a high of 35% with the traditional help desk to just 5%** with ServiceNow and the managed service help desk, while experiencing higher call volumes.

We created 63 service requests with automated workflows, enabling users to align their efforts to issue severity and follow service level agreements (SLA) aligned to incidents and service requests. This included specialized service requests and workflows for various departments, to include the document publishing department, a mission critical operation for this agency. **We instituted 80% first call resolution for incidents, answer all inquiries within 30 seconds 75% of the time, and respond to customers within 15 minutes** of work stoppage for calls that require deskside service. Our automated workflows reduced tracking work in email chains and centralized this agency's departments into one application to better manage IT work. This reduced the time users spent tracking tasks and improved communication across departments, allowing them to focus on critical work.

ServiceNow also enabled this agency to align their services to ITIL best practices, making it easier for them to record good practice with minimal customization. We leveraged the ServiceNow to help the agency implement a change control process that is better aligned to ITIL best practices, enabling a more stable operational infrastructure through better control of changes to the environment.



About 1901 Group, LLC

1901 Group 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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