

Business Case Evolution: *ServiceNow Program*

ServiceNow at NIH

- 2011 –
 - Multi-vendor selection process
 - ServiceNow selected – best value to NIH
 - Integrated ITSM tool suite

- 2012 –
 - 2000 licenses allocated across ICs
 - NIH IT Service Desk primary user

- 2013 –
 - Expanding usage – ~ 2,160 users
 - Additional IC interest in ServiceNow
 - Service Requests
 - Reporting
 - Change Management
 - Asset Management / CMDB
 - ServiceNow Instance Review

Comparing Potential Alternatives: EPLC Business Case Template

- 1 **Executive Summary**
- 2 **Introduction**
 - Purpose of Business Case
- 3 **General Project Information**
 - Business Need
 - Goals/Scope
 - Risks/Issues
- 4 **High-level Business Impact**
- 5 **Alternatives and Analysis**
 - Alternative As-Is
 - Alternative B
 - Alternative C
 - Alternative D
- 6 **Preferred Solution**
 - Financial Considerations
 - Preliminary Acquisition Strategy/Plan
 - Preliminary Work Breakdown Structure
 - Assumptions and Constraints

Expanding Deployed Product: ServiceNow Business Case

- 1 **Executive Summary**
- 2 **Recommendation**
- 3 **Approach / Strategy**
- 4 **Why Cloud?**
- 5 **Why ServiceNow?**
- 6 **Industry Case Studies for ServiceNow**
 - National Institute of Standards & Technology (NIST)
 - European Organization for Nuclear Research (CERN)
 - Loyola Marymount University
- 7 **Benefits to CIT**
 - Common Change Management Practices
 - Improved Visibility into Operations
 - Leading by Example
- 8 **Benefits to NIH**
 - Standardized IT Service Management Practices
 - Shared Knowledge of IT Processes among ICs
 - Visibility into Operational Performance
- 9 **Staffing Model**
 - Role Definitions
- 10 **Cost Model**
- 11 **Appendix**

ServiceNow: Comprehensive Though Different Approach

- 1 **Executive Summary** ✓
- 2 **Introduction**
 - Purpose of Business Case ✓
- 3 **General Project Information**
 - Business Need ✓
 - Goals/Scope ✓
 - Risks/Issues ✓
- 4 **High-level Business Impact** ✓
- 5 **Alternatives and Analysis**
 - Alternative As-Is ✓
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- 6 **Preferred Solution**
 - Financial Considerations ✓
 - Preliminary Acquisition Strategy/Plan
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Why ServiceNow?

The industry leader of cloud-based service management software.

- ✓ The ServiceNow platform brings value to an enterprise when combined with a unified service management program.

It is with the recognized value of improved IT service management practices and processes combined with the ServiceNow tool's capability that CIT and NIH can evolve to an enterprise capable of delivering increased customer value.

- ✓ Delivering customer satisfaction through service value is the principle built into ServiceNow's design and operation.
- ✓ From inception ServiceNow's technical design and architecture supports IT service management.

Tactical deployment of IT services focused on delivering increased value to NIH colleague organizations and the customers they serve.

- ✓ Targeted projects with partner ICs – NHLBI, NCI, NIEHS...

Charter: ServiceNow Buildout – Phase 1 (NHLBI & CIT)

1. **Introduction**
2. **General Project Information**
3. **Justification**
 - ✓ Business Need
 - NIH Context / NHLBI Context / CIT Context
 - ✓ Business Impact
 - Reduced infrastructure and staff costs
 - Support federal cloud first policy
 - Robust, state-of-the-art technology delivering superior value
 - Recognized value of improved ITSM practices and processes
4. **Scope**
 - Objectives
 - High-Level Requirements
 - Major Deliverables
 - Boundaries
5. **Project Organization**
 - Roles and Responsibilities
 - Stakeholders (Internal and External)
6. **Duration**
 - Timeline
 - Milestones
7. **Budget Estimate**
 - Funding Source
 - Estimate
8. **Assumptions, Constrains and Risks**
 - Assumptions
 - Constrains

Who's Who with ServiceNow Program?

Karrie Ashmore
ServiceNow Program Manager

John Castilia
ServiceNow Project Manager
Buildout Phase 1

Questions?