

STREETS AHEAD

ServiceNow service request functionality
with HP OpenView service desk integration

SERVICENOW SAVES TIME, EFFORT AND MONEY

The Organisation

The Queensland Department of Transport and Main Roads (TMR) is responsible for planning, managing and delivering Queensland's integrated transport environment to achieve sustainable transport solutions for road, rail and sea.

Service Desk History

TMR had a hybrid system consisting of a paper-based front end where users completed request forms and faxed them to the IT department, with HP OpenView Service Desk at the back end.

IT staff had to manually log the faxed requests in HP OpenView Service Desk – often resulting in a delay of up to eight hours before a request was even entered into the system. IT staff spent upwards of 100 hours a month simply transcribing paper-based requests.

The Major Issues

TMR customer satisfaction surveying, combined with knowledge from IT staff, highlighted major inefficiencies and discontent with the, then, current system, including:

- ▶ Users were dissatisfied with their ability to access IT-related information
- ▶ Users did not like manually filling out forms, and IT staff struggled to keep up with the ever increasing volume of requests
- ▶ Users were unhappy that they could not easily track the progress of their requests.

“Our Service Centre Online, built with ServiceNow, has completely replaced our existing, labour-intensive processes with a streamlined system that saves users time, the IT department effort and, most importantly, the Queensland taxpayer’s money.”

Gavin Hitchcock, Director (Service Operations)



ORGANISATION

Queensland Department of Transport and Main Roads (TMR)

HEADQUARTERS

Brisbane, Australia

BUSINESS

State government department

GEOGRAPHIES

Queensland

MODERN ITSM SOFTWARE

Service request, service catalog



The Solution

The team appointed to the project examined the functionality of HP OpenView Service Desk, reviewed its ITIL-compliant internal processes and analysed both functional and non-functional requirements. Armed with this information, it evaluated three possible solutions for its Service Centre Online (SCO) implementation.

The team selected ServiceNow to provide knowledge base and service request functionality, allowing users to self-serve information, and submit service requests online. The team also recommended the implementation of ServiceNow's shopping cart functionality to manage service requests, approvals and fulfilment.

Incoming requests were automatically logged in HP OpenView Service Desk, eliminating the time delays and manual processing by IT staff.

The project team selected ServiceNow based on features including its:

- ▶ Cloud-based delivery model, offering simple access to users in offices state-wide, and drastically reducing the need for ongoing software management by the IT department
- ▶ Ability to integrate with HP OpenView Service Desk through web services, minimising the change required to day-to-day processes within the department
- ▶ Capacity to seamlessly integrate with the existing Standard Operating System (SOE). Users were provided with multiple ways to access SCO: from the Department's intranet site, their workstation's login screen, the Novell Application Launcher window, a desktop link or browser favourite.

“Within the department we have freed up the equivalent of 3 full time employees, and we are now able to provide an increased level of diligence and clarity in our service provision.”

Gavin Hitchcock, Director (Service Operations)

Immediate benefits of the introduction of ServiceNow included:

- ▶ Instant increases in customer satisfaction as users confidently adopted the system
- ▶ Productivity increases for IT staff
- ▶ Reduced paper use – the IT department manages approximately 2,000 requests per month, each of which would previously have generated at least one sheet of paper, often more if a form was printed then faxed.

An internal marketing campaign, instructional videos and a program of training key business users who could then pass on their knowledge resulted in fast uptake of the service and minimal training required for the majority of users.

How Keystone Helped

Keystone was on hand to provide advice at the commencement of the project, but the Department was mostly self-sufficient in its implementation of a project pilot and then extended rollout. Keystone is discussing the Department's future ServiceNow plans (see below) in order that the IT department is confident of its way forward, but again the IT department feels empowered to roll out and configure additional ServiceNow functionality itself – a true testament to ease of use.

ServiceNow's Future in the Organisation

In future, access to SCO will be available from smart phones such as BlackBerrys and iPhones. This will provide IT support staff with access to job details and allow them to update job status information while "in the field". Other future plans include moving the remaining ITIL processes (Incident, Problem, Change and Configuration) into SCO, decommissioning the HP OpenView Service Desk and automating user account creation and software distribution through SCO.

ABOUT KEYSTONE MANAGEMENT SOLUTIONS

Keystone Management Solutions is an innovative and dynamic leader in IT Service Management solutions. We deliver IT Service Management solutions and provide support to clients throughout Australia, New Zealand, and South Africa. We are an Australian-owned company with offices in Sydney, Melbourne, Brisbane and Johannesburg.

As the leading provider of Software as a Service (SaaS) based service management solutions, Keystone's experience and proven success implementing ServiceNow and complementary solutions will save you money while meeting all your service management needs.