

Federal Government Stays Always On Using ServiceNow Operations Manager

 Case Study



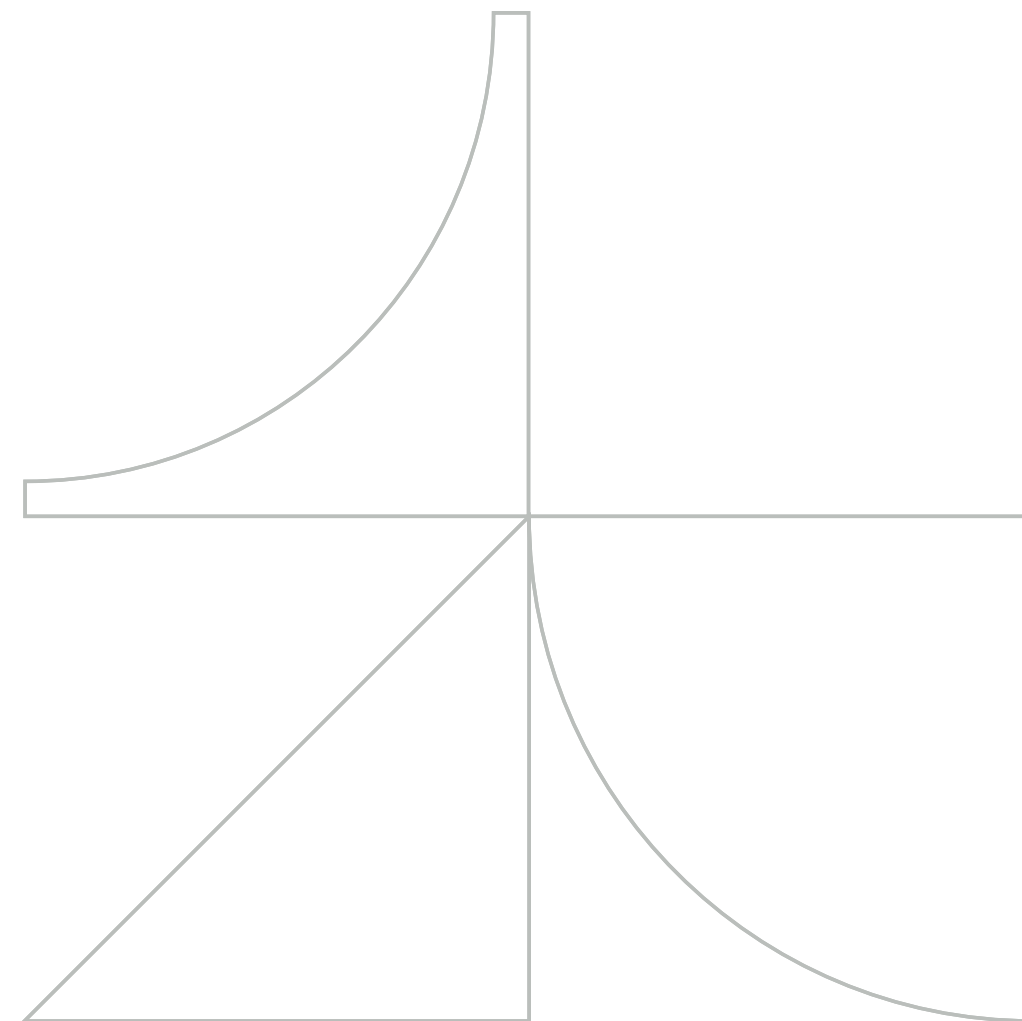


Overview

Building systems for operational efficiency

The client is a US-based state federal government that is transitioning from a third-party vendor system to a robust technology solution that is more connected, secure, and equipped to deliver innovative services to its citizens. Reliance on vendor systems led to unsatisfactory service quality and expensive processes. We devised a centralized IT strategy that the client implemented in its tech environment that supports more than 13,000 users across 60+ departments, leveraging over 500 fulfillers and integrations with these resources:

- ServiceNow Discovery
- SCCM
- SolarWinds
- OpsRamp
- Demisto
- Device42



Challenges

Overcoming reliance on vendor systems

Reliance on third-party vendor systems meant stagnant or declining service quality due to difficulties in achieving continuous service improvements and unmet operational needs due to a cumbersome and expensive process for making changes to the vendor system. The absence of an accurate map of the IT infrastructure meant time-consuming and inefficient troubleshooting, leading to wasted resources and delayed resolutions.

There were also delays, errors, and frustration that impacted overall operational efficiency due to an inefficient chargeback process. Making matters worse was a lack of clarity on which department owns each infrastructure component; this made it difficult to determine who was responsible for fixing or maintaining a specific component, leading to poor resource management.



Solution

Centralized IT portal for streamlined and optimized processes

Zensar and ServiceNow tailored a strategy to deliver IT services through a centralized IT service portal and a work queue; formalize processes in line with ITIL best practices, onboard various departments into ServiceNow; improve control of IMAC and inventory management of IT assets; and optimize processes for

- ITOM, covering event management and discovery, and
- ITAM, covering asset and procurement management.

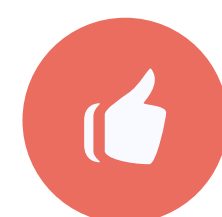
We put the strategy in motion with a two-pronged approach:

Streamlined practices and processes:

We organized multiple process-gap workshops to implement effective incident, problem, knowledge, and change management processes; aligned with ITIL best practices that are critical to the success of ITSM; and onboarded into ServiceNow to maximize ROI.

Enhanced asset management:

We implemented CMDB, using ServiceNow Discovery; deployed ServiceNow Discovery and Asset Management Simplified Chargeback; and implemented service catalog request processes to optimize control of IMAC and inventory management of IT assets.



Impact

Reduced system outages and improved productivity

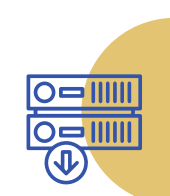
The solution delivered a complete and compliant CMDB with consolidated reporting and metrics, SIAM services from multiple suppliers, cross-departmental support, greater visibility into IT assets, and a simplified chargeback process. The result:



Easy IT asset request process



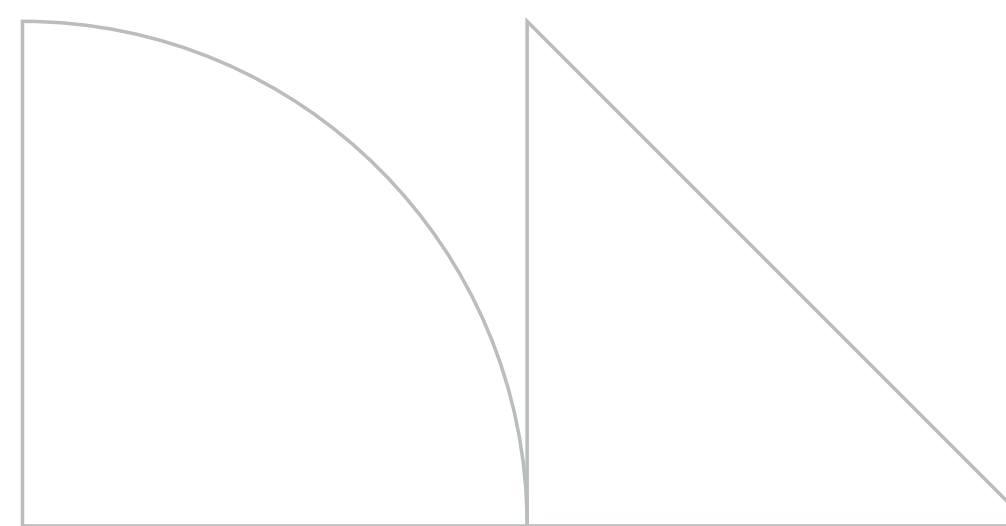
Improved MTTR



No more outages



Peak productivity for the IT Infra Services team



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