

Federal Forum 2022

Adopt an “Outcomes Based” Modernization Strategy

Adopting ‘outcomes-based’ strategies
to accelerate modernization

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Adopt an “Outcomes Based” Modernization Strategy

11:25 a.m. – 12:00 p.m.



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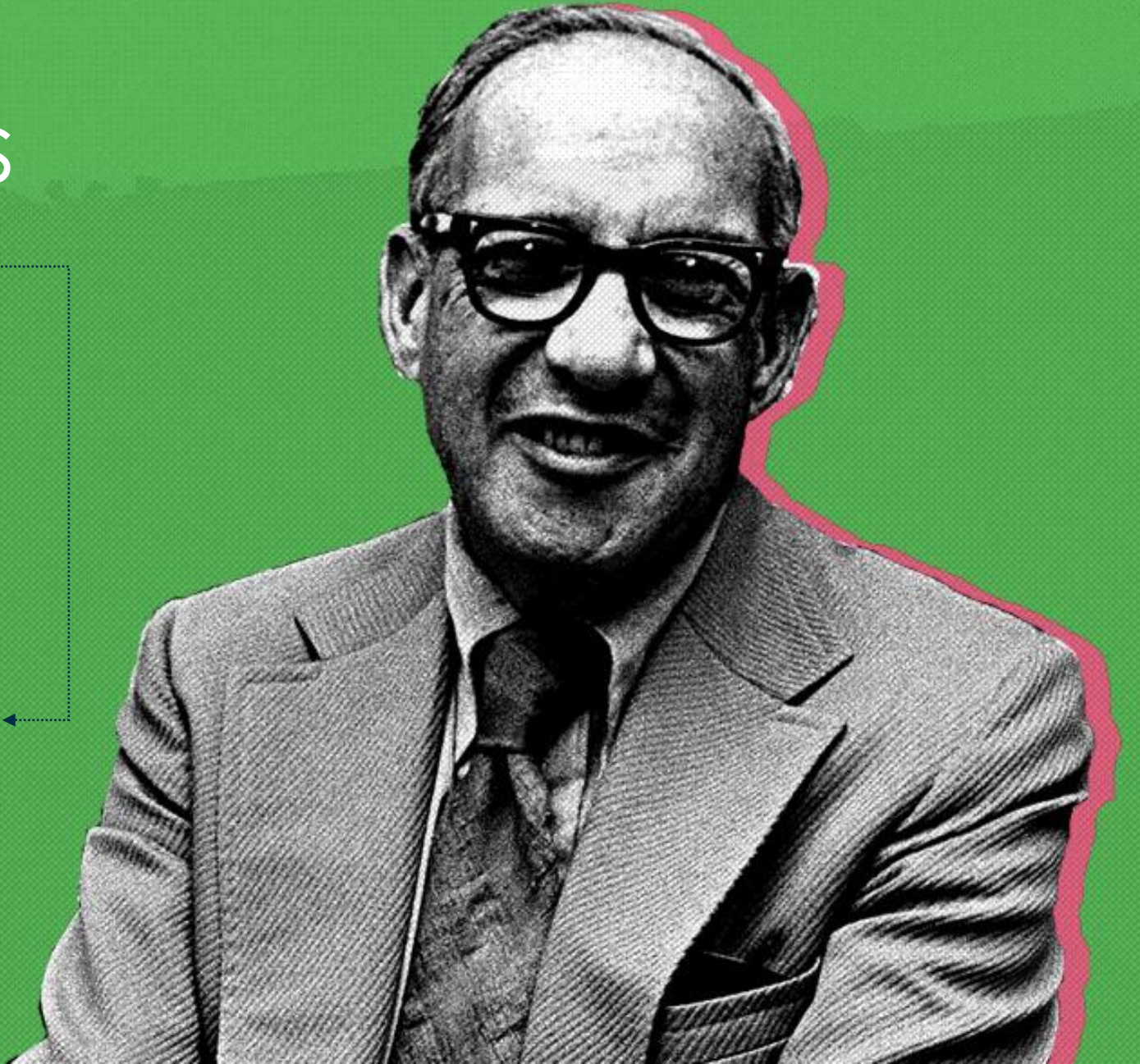
Sam Lakhia
ServiceNow



Tim Shaughnessy
ServiceNow

Mission Success Through **Value** Management

How Do We
Define Value?



3 'Orders of Mission Value' to consider



Capability

How technology investments enable operational improvements from core **architecture, features,** and **functionality**



Useability

How technology investments maximize benefit potential through **ease of adoption,** **user experience,** and **configurability**



Sustainability

How technology investments sustain long-term value based on **scalability,** **continuous innovation,** and overall **interoperability**

37%

On average, organizations have **realized only 37% of the maximum potential benefits** that their transformations could have achieved

McKinsey
& Company

Top Federal Government Initiatives in 2022



Exceptional Citizen Experience

- Meet citizens where they are at across services
- Provide omni-channel support (self-service, mobile, etc.)
- Focus on creating modern, consumer-grade experiences



Workplace Modernization

- Enable modernization advancements (AI, ML, automation)
- Provide for a safe return to work and ongoing agility
- Continue to deliver flexible and productive work arrangements



Improved Employee Engagement

- Reduced technological silos and administrative burden
- Create informed opportunities for career development
- Accelerate onboarding and time to productivity

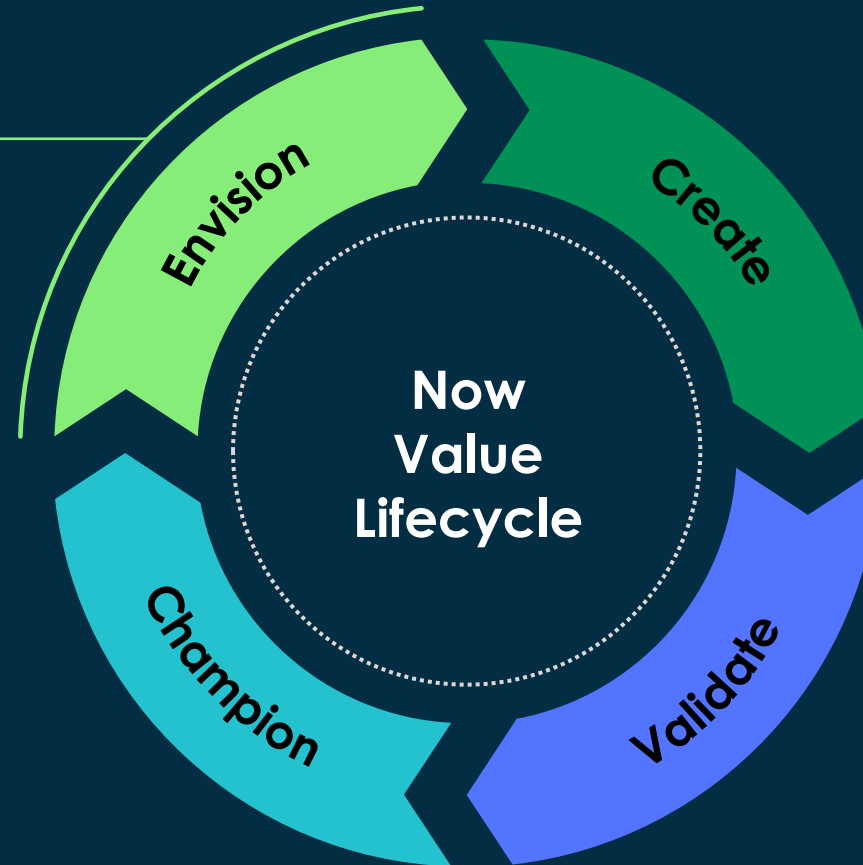


Enhanced Security Resilience

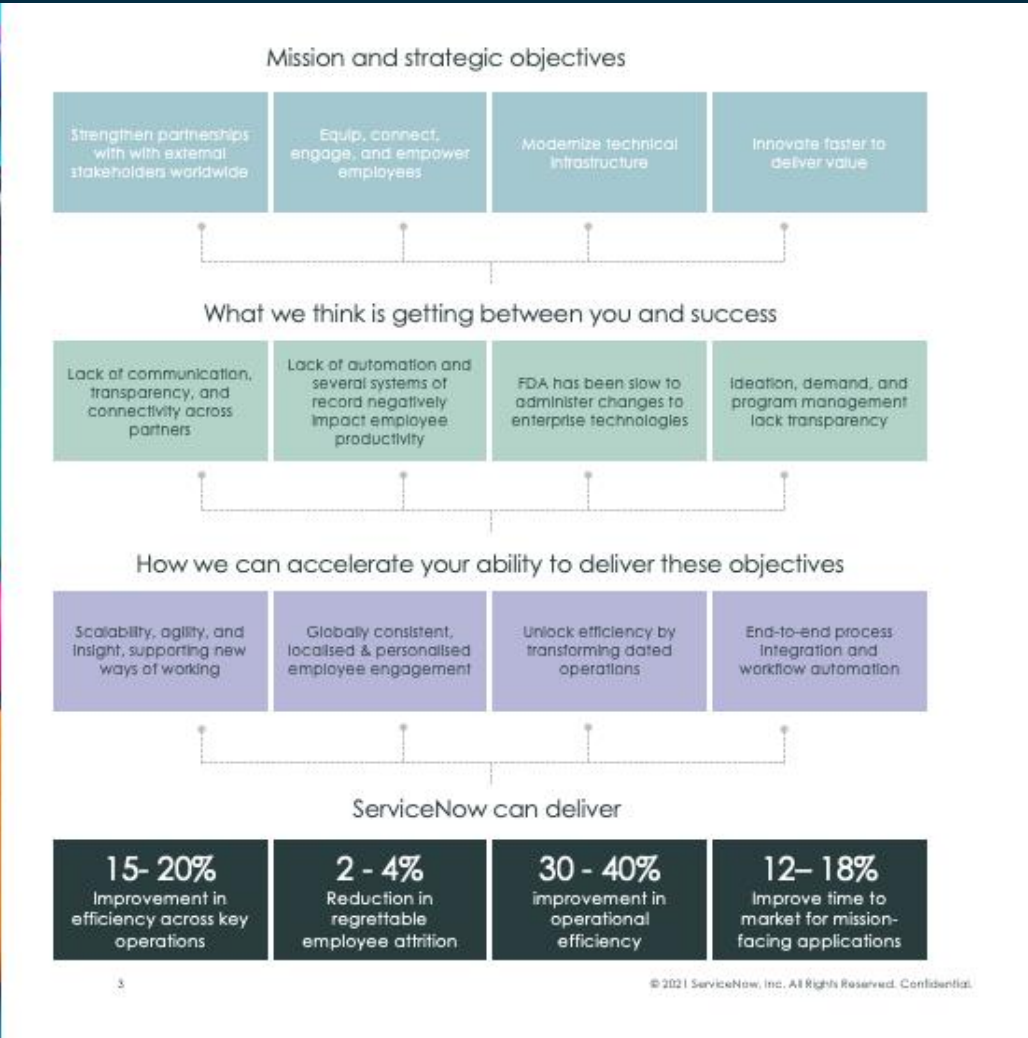
- Identify security risk, isolating issues quickly
- Rethink current security posture (automation, Zero Trust, transparent asset management)
- Consolidate security procedures

Developing the business case and roadmap for success

- **Create internal justification** for modernization efforts
- **Determine value drivers** that are most impactful to mission objectives
- **Quantify the value potential**, prioritizing quick wins and level of strategic impact
- **Educate executive committees** on the value proposition to support budget prioritization



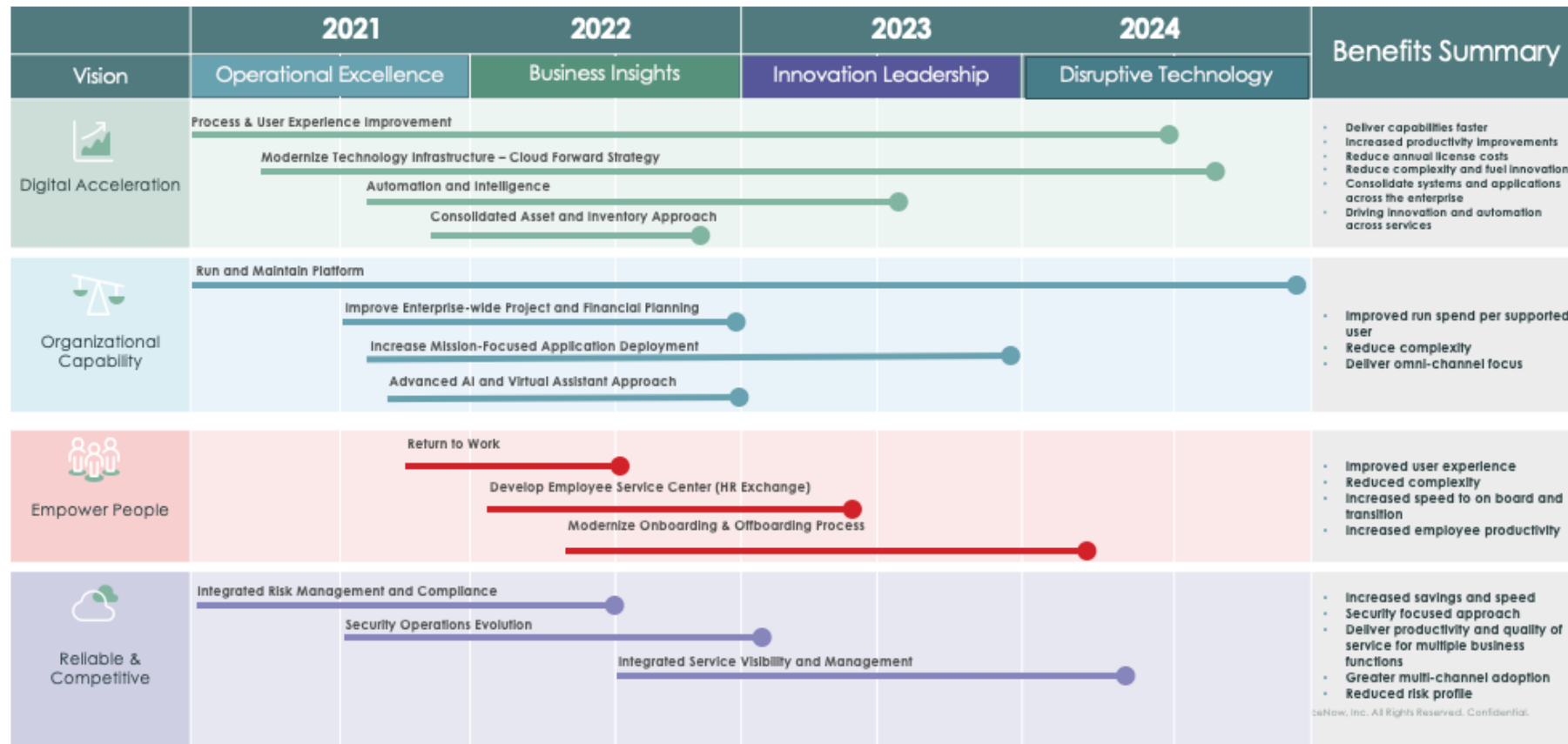
Government Agency identified top value drivers to define Implementation roadmap



Understand mission outcomes and define value drivers

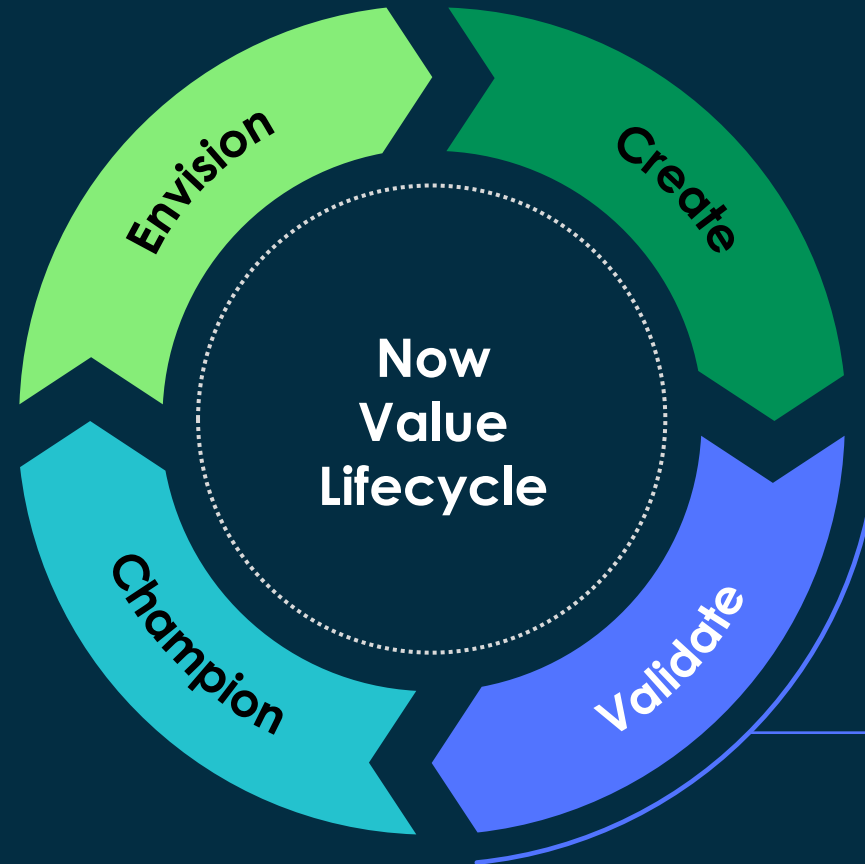
Government Agency identified top value drivers to define Implementation roadmap

Digital Modernization Roadmap for Agency



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Value informs
implementation
roadmap



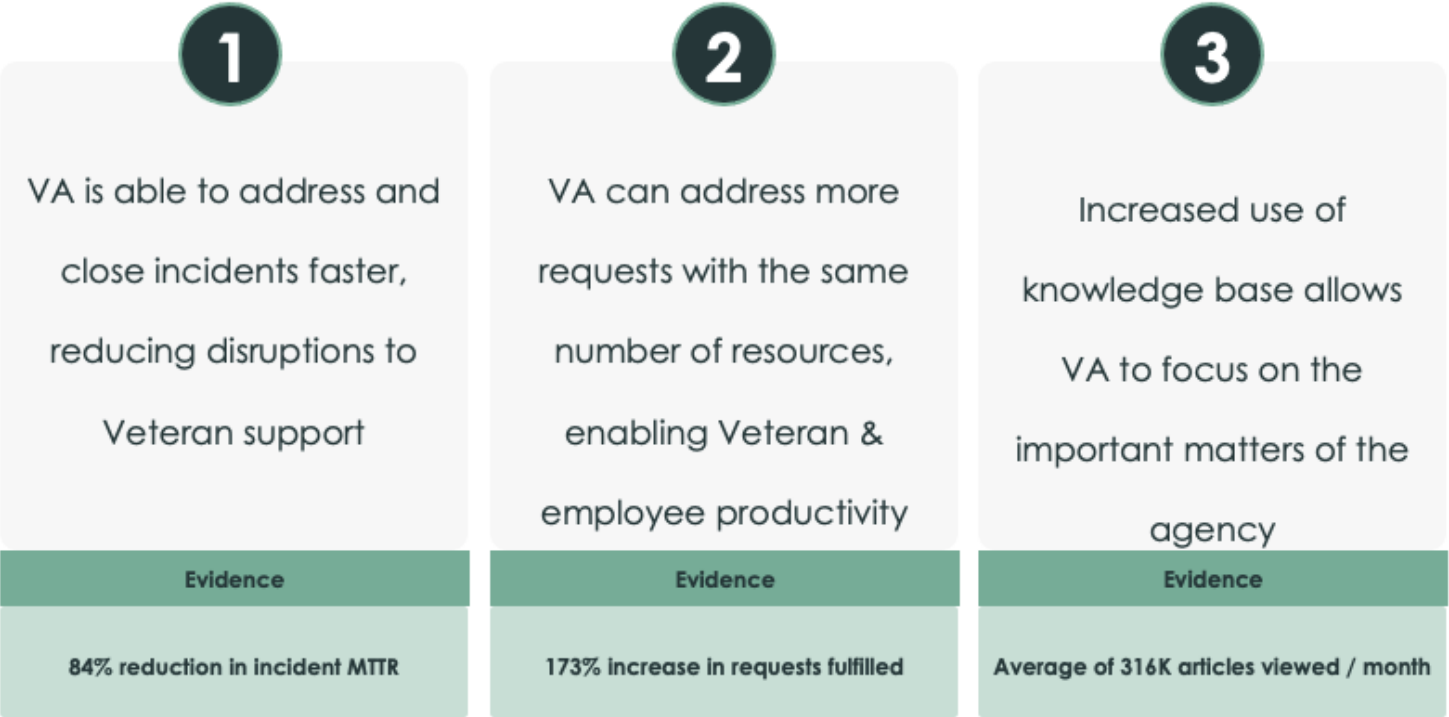
Ensuring maximum value realized and ongoing mission alignment

- **Provide transparency** into positive value realized (strategic & quantifiable)
- **Highlight gaps in expected results** from initial baseline for fast resolution
- **Continue positive momentum** for broader agency support across new mission initiatives
- **Leverage strategic analyses** to educate new senior leadership on success

Value realized at The Department of Veterans Affairs

Areas of Realized Value¹

Reduction in time to resolve incidents & requests drive value realized from shifting to ServiceNow ITSM¹



- Improved service delivery efficiency
- Reduced costs by unifying on a single platform
- Enabled significant self-service capabilities
- Agency-wide adoption of Knowledge Management
- Increased employee satisfaction



1. To calculate benefits, metrics for 12 months of ITSM KPI data (Sept 2018 – Aug 2019) are used 12 months (Sept 2019 – Aug 2020)

last

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Value realized at The Department of Veterans Affairs

Areas of Realized Value¹

With improved IT stability & productivity, VA's SMO has been instrumental in enhancing Veteran support, especially during the pandemic



U.S. Department
of Veterans Affairs

Reduce disruptions to Veteran support



"These measures increase the speed with which VA customers and clinicians can have their IT issues resolved, allowing them to maximize their time spent serving Veterans"
– Service Management Office Director

32%

Reduction in tickets through self-service

100%

Increase in additional requests supported during WFH orders

Key takeaways

- Enabled self service capabilities to employees
- Streamlined request management process reduces stress on service desk & reduces IT costs

Improve employee productivity and experience



Pre-pandemic, we were doing 2,400 telehealth appts per day through VHA – today we are doing 40,000! (1,500% increase) – "this was all supported by the investments we've made in IT" – Former VA CIO

84%

Reduction in incident MITR



Incidents can now be resolved in 4 hours vs. 28 hours

Key takeaways

- Efficient service and application reliability ensures Veterans get the support they need
- Covid-19 impacts were managed effectively without ramping up staff

Fast time to value

In a few short months, VA has been able to **identify ~ \$10M worth of software cost savings** by targeting one SW application with a single vendor. As VA continues to improve usage and demand visibility, the **potential cost savings opportunity** across the their top vendors **is expected to be \$32 – 56M**

Additional value delivered through ServiceNow

\$13M

Reduced cost of password reset requests

\$5.1M

Increased business productivity by efficiently completing add'l request demands as a result of WFH orders

\$291K

Improved efficiency of program demand and ideations processes

- Improved service delivery efficiency
- Reduced costs by unifying on a single platform
- Enabled significant self-service capabilities
- Agency-wide adoption of Knowledge Management
- Increased employee satisfaction

Industry
Govt / HC

Company Size
378,000

HQ
Wash, D.C.

NOW Project ROI
319% over 1-Year Assessment Period

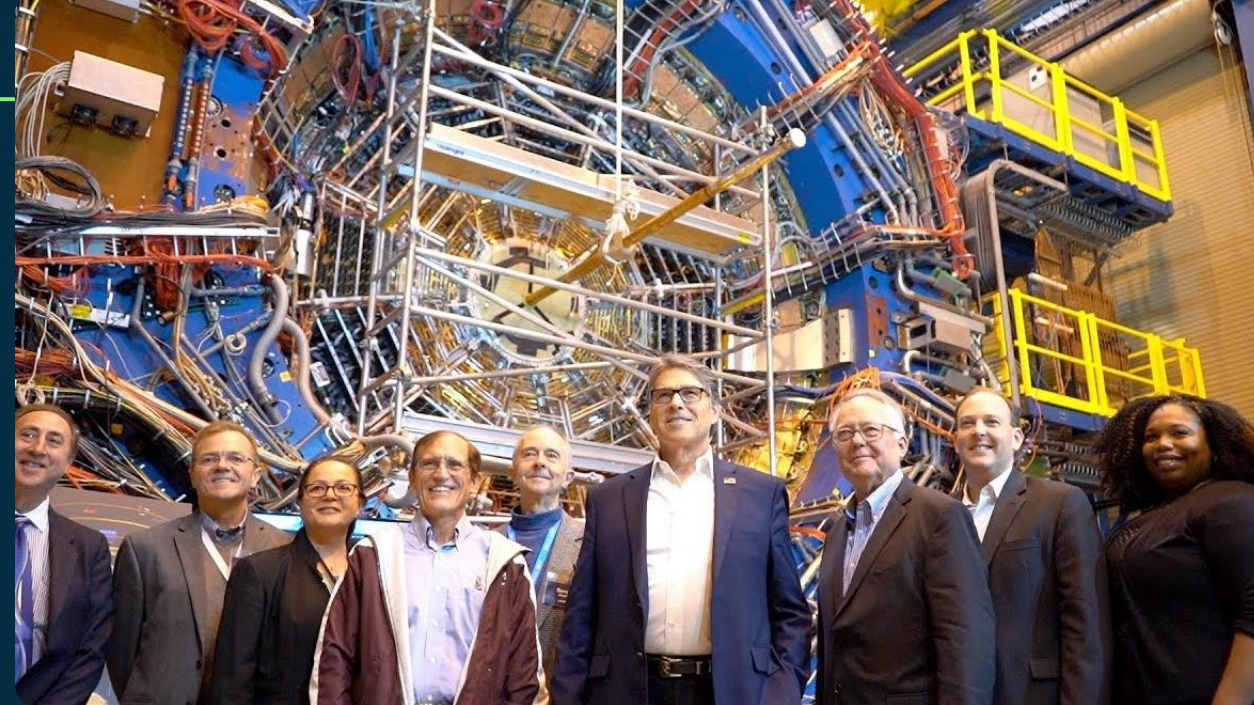
ServiceNow Products
ITSM, SAM, ITBM

Industry Application
Improved Patient Care

now.

4

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23%

Faster Caregiver Onboarding
and “Time to Patient Care”



90%

Reduction in IoT Integration
and App Development Effort



80%

Improvement in Customer
Self-Service Resolution



10%

Increase in Customer Net
Promoter Score (NPS)

*Data Source(s): ServiceNow / FactSet n=6,300, IDC / Forrester

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