



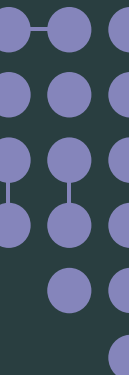
servicenow.

From escalation to automation

wie ServiceNow das Leben eines Managed Services Provider vereinfacht

Dennis Reif

Head of Global Project Management



Speaker introduction



Name: Dennis Reif

Title: Head of Global Project Management

Function: Project Management / Development

Company: Freudenberg IT



Experience/Expertise: 10+ years in project management & consulting, 5+ years in leadership roles, studied and worked in the US and China

Expertise/Achievements: Completed first steps of creating a global project management tool, reduced customer escalations by 90%, bringing globally aligned processes to ServiceNow

Current Projects: Changing the way people work by automating processes one step at a time

Company Bio: Global, full-service IT provider for small and medium-sized industrial enterprises

Agenda

▶ Where did we come from

▶ Symbiosis of ServiceNow and SAP

▶ Used cases with ServiceNow

▶ Automated project management

▶ Hybrid project management

What you will learn

1

How to use the advantages of both ServiceNow and SAP

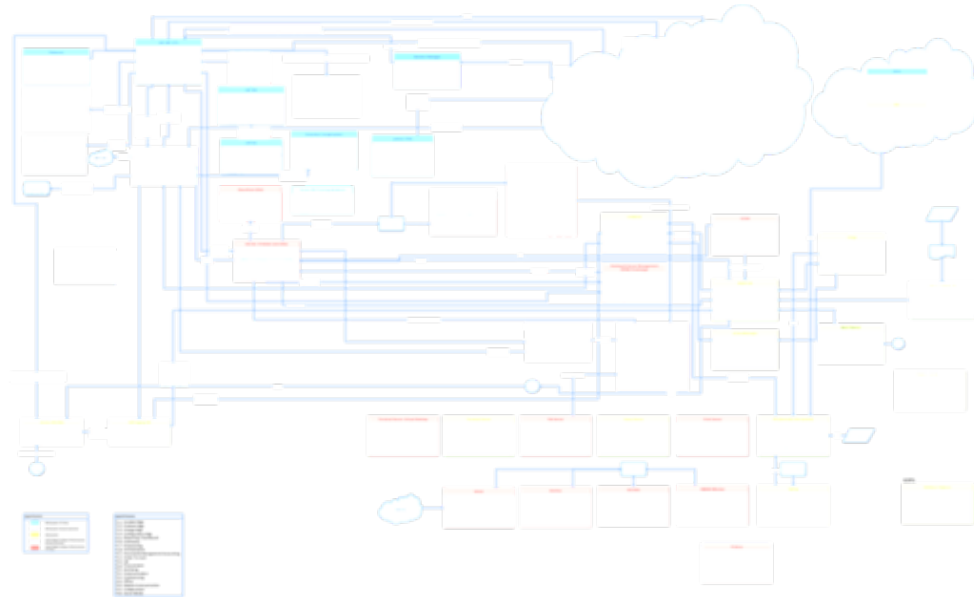
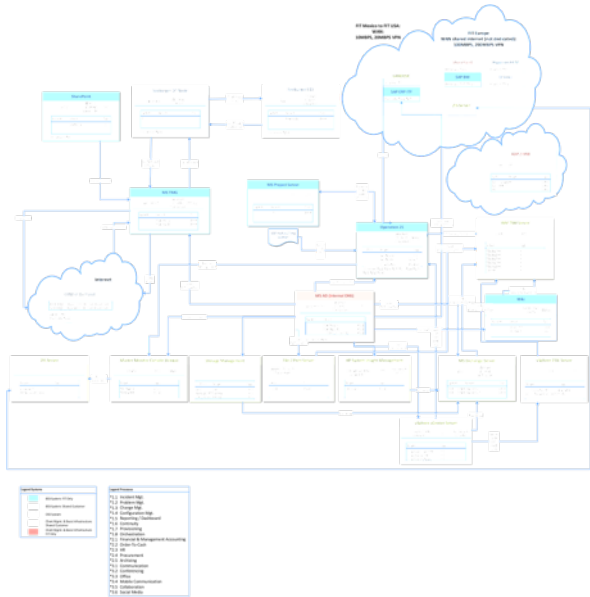
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Learn about how to enable automation and reduce escalations with PPM

3

Find out how to build a hybrid project management OOTB solution with PPM

History



Source: Internal

Challenges

- 1 Demand management
- 2 Global capacity planning
- 3 Transparent opportunity management
- 4 Visible end2end view from sales to customer
- 5 Global PM tool



Our vision

Global IT Factory



 customer site

 FIT office

 FIT factory

Solution at a glance

Symbiosis of ServiceNow and SAP

We built an IT landscape with two leading systems – ServiceNow and SAP



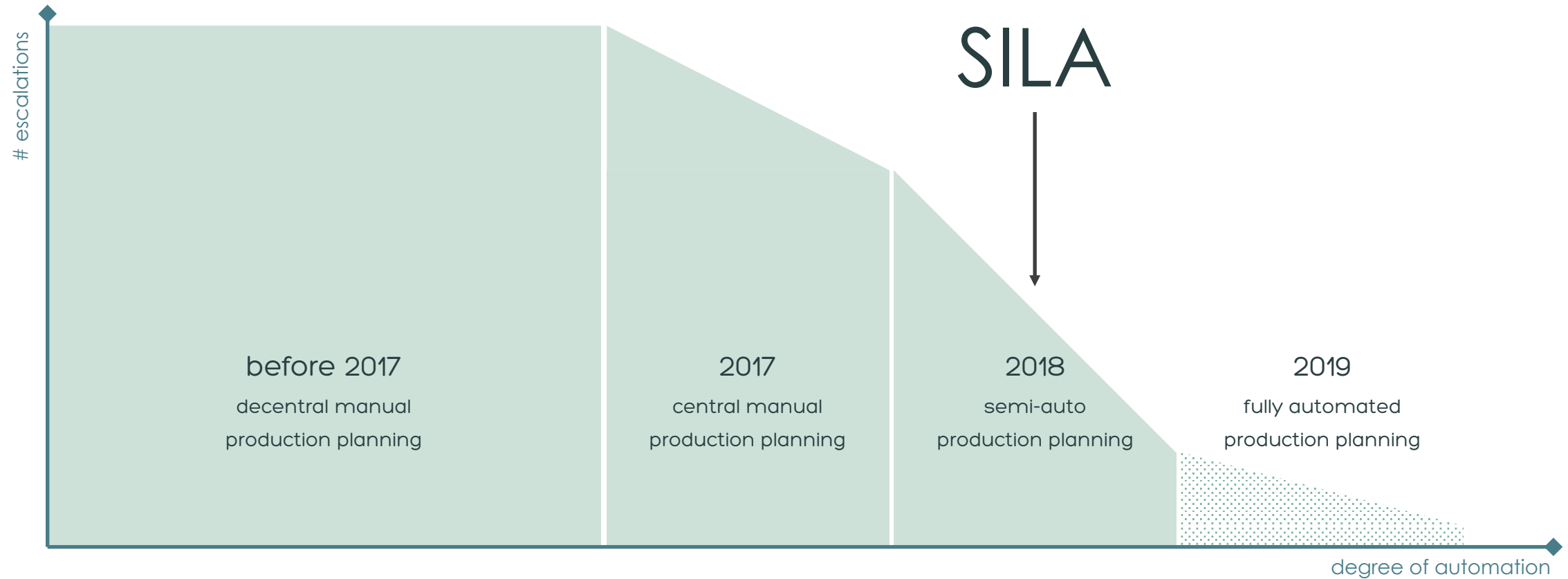
ServiceNow and SAP

The best of both worlds

Object	Source	Direction	Target
Proposal / contract	ServiceNow	↔	SAP
Material master / product	SAP	→	ServiceNow
Condition master	SAP	→	ServiceNow
Purchase requisition	ServiceNow	→	SAP
Goods receipt	SAP	→	ServiceNow
Time recording	ServiceNow	→	SAP
Quantity recording	ServiceNow	→	SAP
Customer master	ServiceNow	↔	SAP
Vendor master	SAP	→	ServiceNow
Fixed asset	ServiceNow	→	SAP
HR master/ organization mgmt.	SAP	→	ServiceNow
CS order	SAP	→	ServiceNow
Approvals	ServiceNow	→	SAP

From escalation to automation

Project escalations – past, present, future @FIT



From escalation to automation

SILA within ServiceNow

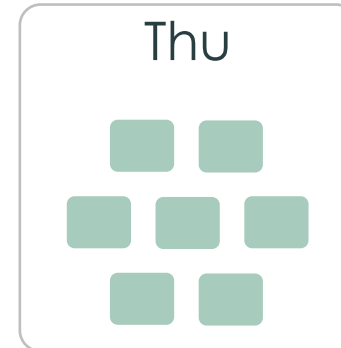
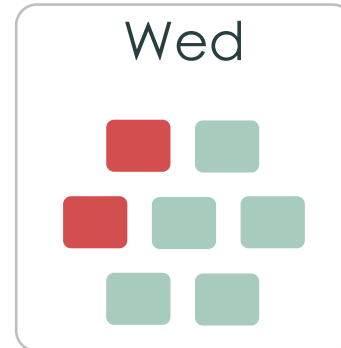
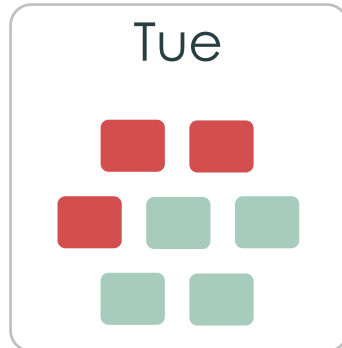
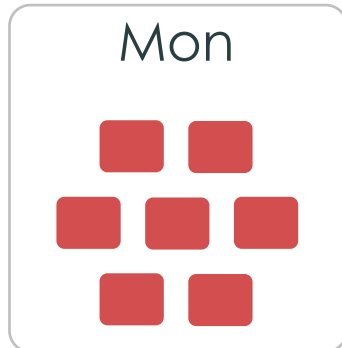
request

1 2 3

request

2 3

Name	Cap/Day
Task 1	2
Task 2	3
Task 3	2



Value outcomes

SILA supports FIT



Customer escalations



Project planning time



Project execution

Source: internal KPIs

Demo

SILA in action (screenshot demo)

SILA in action

Creating a contract

- Contract information is entered
- Proposal documents can be created
- Purchase requisitions can be linked
- Approvals are done within ServiceNow

The screenshot shows the ServiceNow interface for creating a contract. The top navigation bar includes 'Contract - CNTR010879' and buttons for 'Update', 'Create documents', and 'Delete'. The form is divided into several sections:

- Contract Information:** Fields for Number (CNTR010879), External Contract Number (CNTR010879), State (Draft), Version (0.0), Created by (Reil, Dennis (FIT)), Bid Responsible (Reil, Dennis (FIT)), Opportunity Number (4711-0815), Opportunity State ("D" (development of a proposal)), Short description (Now Summit Demo), Value for unplanned investment, and Available to promise.
- General Tab:** Fields for Rule for calculating contract start date (Fixed date), Rule for calculating contract end date (Contract Start date + contract val), Starts (2018-11-01), Validity period (36), Unit of validity period (Month), Last possible termination, Automatic extensions (0), Ends (2021-10-31), Contract language (English), PO Number, PO Date, Proposal valid until, Expected signature, Order entry, and Relevant alternative (checkbox).
- Buttons:** 'Update', 'Create documents', and 'Delete' buttons are located below the General tab.
- Related Links:** 'Copy Contract' and 'View Consumables (New Window)' are listed.
- Service Offerings Table:** A table with columns for Item number, Intended Use, Name, Selected Delivery Region, and Customer expected. The table is currently empty, displaying 'No records to display'.

SILA in action

Adding a product / Service Offering

- Clear product hierarchy
- Service Offerings added

Master Service Offerings with their Business Service

Business Service > Service Offerings > Service Commitments

These Service Commitments are optional

Show 10 entries Search:

Name	Classification	Service offering	Intended use	Quantity
Changing Domain Controller FSMO Roles	Request	Add. Active Directory Domain Server		1
Configuring central Domain Policies	Request	Add. Active Directory Domain Server		1
Create new AD Site	Request	Add. Active Directory Domain Server		1
Create new AD Subnet	Request	Add. Active Directory Domain Server		1
Create new AD Trust	Request	Add. Active Directory Domain Server		1
Ext. the AD schema (cust. private needs)	Request	Add. Active Directory Domain Server		1
Ext. the AD schema (prov. by manufact.)	Request	Add. Active Directory Domain Server		1
General Support for Active Directory	Request	Add. Active Directory Domain Server		1
Premium Prod 99.9, 15min, 4hr	Service Commitment	Add. Active Directory Domain Server		1
Raise AD functional level	Request	Add. Active Directory Domain Server		1

Showing 1 to 10 of 13 entries Previous 1 2 Next

- These are Service Commitments automatically included

Show 10 entries Search:

Name	Classification	Service offering	Intended use	Quantity
Add. Domain Controller Platform	Service Commitment	Add. Active Directory Domain Server	Domain Controller	1
Additional AD	Service	Add. Active	Creating AD Server with AD	

SILA in action

Setting CED and activating the contract

- Service Offering attached
- Customer Expected Date (CED) set
- Available To Promise (ATP) still void
- Contract gets activated

The screenshot displays the SAP Contract Management interface for contract CNTR010879. The top navigation bar includes buttons for Update, Activate contract, Create documents, Design, and Delete. The main form is divided into several sections:

- Contract Details:** Number (CNTR010879), State (Draft), Version (0.0), Created by (Reif, Dennis (FIT)), Bid Responsible (Reif, Dennis (FIT)), Opportunity Number (4711-0615), Opportunity State ("0" (development of a proposal)), Short description (Now Summit Demo), Value for unplanned investment, and Available to promise.
- General Tab:** Rule for calculating contract start date (Fixed date), Rule for calculating contract end date (Contract Start date + contract val), Starts (2018-11-01), Validity period (36), Unit of validity period (Month), Last possible termination, Automatic extensions (0), Ends (2021-10-31), Contract language (English), PO Number, PO Date, Proposal valid until, Expected signature, Order entry, and Relevant alternative (checkbox).
- Buttons:** Update, Activate contract, Create documents, Design, Delete.
- Related Links:** Copy Contract, View Consumables (New Window).
- Service Offerings Table:** A table with columns for Item number, Intended Use, Name, Selected Delivery Region, and Customer expected. It shows one row with Item number 1, Intended Use Add, Name Add. Active Directory Domain Server, Selected Delivery Region Freudenberg IT GmbH & Co.KG, and Customer expected 2018-12-28.

SILA in action

Contract push and project creation

- Contract in state “Active”
- Contract information pushed to SAP
- ATP calculated
- Project in creation

The screenshot displays the SAP Contract Management interface for contract CNTR010879. The contract is in an "Active" state. Key details include:

- Contract Number:** CNTR010879
- External Contract Number:** CNTR010879
- Contract Model:** Service Contract
- Sales Region:** Sales Germany
- Main Customer:** FIT
- Sold-to Party:** Freudenberg IT GmbH & Co. KG
- Ship-to Party:** Freudenberg IT GmbH & Co. KG
- Short Description:** Now Summit Demo
- Value for unplanned investment:** (Empty field)
- Available to Promise:** 2018-12-28
- State:** Active
- Version:** 0.0
- Created by:** Reif, Dennis (FIT)
- Bid Responsible:** Reif, Dennis (FIT)
- Opportunity Number:** 4711-0815
- Opportunity State:** Won

The "General" tab is selected, showing calculation rules and dates:

- Rule for calculating contract start date:** Fixed date
- Rule for calculating contract end date:** Contract Start date + contract val
- Starts:** 2018-11-01
- Validity period:** 36
- Unit of validity period:** Month
- Last possible termination:** (Empty field)
- Automatic extensions:** 0
- Ends:** 2023-10-31
- Contract language:** English
- PO Number:** (Empty field)
- PO Date:** (Empty field)
- Proposal valid until:** (Empty field)
- Expected signature:** (Empty field)
- Order entry:** 2018-09-28
- Relevant alternative:**

Buttons for "Update" and "Delete" are visible. Below the contract details, there are links for "Copy Contract", "Send to SAP", and "View Consumables (New Window)".

The bottom section shows a table of "Service Offerings" with columns for Item number, Intended Use, Name, Selected Delivery Region, and Customer expected. The table contains one row with Item number 1, Intended Use "Add. Active Directory Domain Server", Name "Freudenberg IT GmbH & Co. KG", and Customer expected "2018-12-28".

SILA in action

Viewing the scheduled project

- Project created and populated
- All tasks scheduled and assigned
- Tasks soft-booked

The screenshot shows a project details form for "Project 'Now Summit Demo' (CNTR010879)". The form is divided into two main sections. The left section contains fields for Project Name, Overall Health (set to "None"), Project manager (Reil, Dennis (FIT)), Technical Responsible (Schmidl, Stefan (FIT)), Project Sponsor (Herbig, Olaf (FIT)), Sales Region (Sales Germany), Company (Freudenberg IT GmbH & Co. KG), Portfolio (External: Managed Cloud Serv), and Related Contact (CNTR010879). The right section contains fields for Number (PRJ0023609), State (Open), Project Size (Class II), Percent complete (0), Calculation (Manual), Project type (Managed), and Top task (PRJ0023609). Below these fields are tabs for Dates, Financials, Notes, Resource Cost, and Preferences. The "Dates" tab is active, showing a "Schedule" dropdown set to "Project Management Schedule". It also displays "Planned start date" (2018-11-28 08:00:00), "Planned end date" (2018-12-10 17:00:00), "Actual start date", and "Actual end date".

The screenshot shows a list of project tasks. The table has columns for WBS, Short Description, Dependency, Planned start date, Planned end date, State, and Assignment group. The tasks are as follows:

WBS	Short Description	Dependency	Planned start date	Planned end date	State	Assignment group
1.1.1	Facilitate Solution Design Meeting		2018-11-28 08:00:00	2018-11-28 17:00:00	Open	FIT DE Design
1.1.2	Facilitate IID and Attach Blueprint	Facilitate Solution Design Meeting	2018-11-29 08:00:00	2018-11-29 17:00:00	Pending	FIT DE Design
1.1.3	Create Network	Facilitate IID and Attach Blueprint	2018-11-30 08:00:00	2018-11-30 09:00:00	Pending	FIT DE Datacenter Infrastructure (DCI)
1.1.4	Provide Data Stores	Create Network	2018-12-03 08:00:00	2018-12-03 12:00:00	Pending	FIT DE Team Virtualization (VM)
1.1.5	Create Virtual Layer	Provide Data Stores	2018-12-03 14:00:00	2018-12-03 15:00:00	Pending	FIT DE Team Virtualization (VM)
1.1.6	Facilitate Installation WIN VM	Create Virtual Layer	2018-12-03 17:00:00	2018-12-05 17:00:00	Pending	FIT DE Windows (OSW)
1.1.7	Facilitate Backup VM	Facilitate Installation WIN VM	2018-12-06 08:00:00	2018-12-06 09:00:00	Pending	FIT DE Team Virtualization (VM)
1.1.8	Facilitate Backup WIN VM	Facilitate Installation WIN VM	2018-12-06 08:00:00	2018-12-06 09:00:00	Pending	FIT DE Windows (OSW)
1.1.9	Create System within DNS	Facilitate Backup VM Facilitate Backup WIN VM	2018-12-06 11:00:00	2018-12-07 11:00:00	Pending	FIT DE Linux/WR (OSL)
1.1.10	Facilitate QA WIN VM	Create System within DNS	2018-12-07 13:00:00		Pending	FIT DE Windows (OSW)

SILA in action

Viewing the planning console

Planning Console								Project "Now S..."
WBS	Short description	State	Planned start date	Planned end date	Planned duration	Assignment group	December	
	Project "New Summit Demo" (CENTR010879)	Open	2018-11-28 08:00:00	2018-12-03 17:00:00	9 Days			
1	Add. Active Directory Domain Server : Freudenberg IT GmbH & Co. KG	Open	2018-11-28 08:00:00	2018-12-03 17:00:00	9 Days			
1.1	Add. Domain Controller : Freudenberg IT GmbH & Co. KG	Open	2018-11-28 08:00:00	2018-12-07 13:20:00	7 Days 5 Hours 20 Minutes			
1.1.1	Facilitate Solution Design Meeting	Open	2018-11-28 08:00:00	2018-11-28 17:00:00	1 Day	FIT DE Design		
1.1.2	Facilitate LLD and Attach Blueprint	Pending	2018-11-29 08:00:00	2018-11-29 17:00:00	1 Day	FIT DE Design		
1.1.3	Create Network	Pending	2018-11-30 08:00:00	2018-11-30 09:00:00	1 Hour	FIT DE Datacenter Infra		
1.1.4	Provide Data Stores	Pending	2018-12-03 08:00:00	2018-12-03 12:00:00	4 Hours	FIT DE Team Virtualizer		
1.1.5	Create Virtual Layer	Pending	2018-12-03 14:00:00	2018-12-03 15:00:00	1 Hour	FIT DE Team Virtualizer		
1.1.6	Facilitate Installation WIN VM	Pending	2018-12-03 17:00:00	2018-12-05 17:00:00	2 Days	FIT DE Windows (OSW)		
1.1.7	Facilitate Backup VM	Pending	2018-12-06 08:00:00	2018-12-06 09:00:00	1 Hour	FIT DE Team Virtualizer		
1.1.8	Facilitate Backup WIN VM	Pending	2018-12-06 08:00:00	2018-12-06 09:00:00	1 Hour	FIT DE Windows (OSW)		
1.1.9	Create System within DNS	Pending	2018-12-06 11:00:00	2018-12-07 11:00:00	1 Day	FIT DE Linux/UNIX (OSX)		
1.1.10	Facilitate QA WIN VM	Pending	2018-12-07 13:00:00	2018-12-07 13:20:00	20 Minutes	FIT DE Windows (OSW)		
1.2	Additional AD Server Setup : Freudenberg IT GmbH & Co. KG	Pending	2018-12-07 15:20:00	2018-12-03 17:00:00	1 Day 1 Hour 40 Minutes			
1.2.1	Create Installation AD	Pending	2018-12-07 15:20:00	2018-12-07 15:50:00	30 Minutes	FIT DE Microsoft Conso		
1.2.2	Facilitate Installation AD	Pending	2018-12-10 08:00:00	2018-12-10 08:30:00	30 Minutes	FIT DE Microsoft Conso		
1.2.3	Facilitate QA AD	Pending	2018-12-10 10:30:00	2018-12-10 11:00:00	30 Minutes	FIT DE Microsoft Conso		
1.2.4	Facilitate DC Promo	Pending	2018-12-10 13:00:00	2018-12-10 14:00:00	1 Hour	FIT DE Microsoft Conso		
1.2.5	Facilitate Backup VM	Pending	2018-12-10 16:00:00	2018-12-10 17:00:00	1 Hour	FIT DE Team Virtualizer		

Hybrid Project Management



Traditional waterfall



Agile / dynamic

Hybrid Project Management

We all face the same issues – how we start controlling these issues



- Multi-PM
- Planning capabilities
- OOTB dashboards and reports

- Project priorities
- Available capacity and skill
- Escalation management

Hybrid Project Management

Planned tasks as project backlog in 2-week-sprints

Centrally control the intake of **all** your projects

Plan your projects as they come as building blocks and dependencies

Consider all planned tasks from all projects as your project backlog. Fill your sprints with tasks taking into account available capacity and skill

Close every project according to PMI

Demand & Initiation

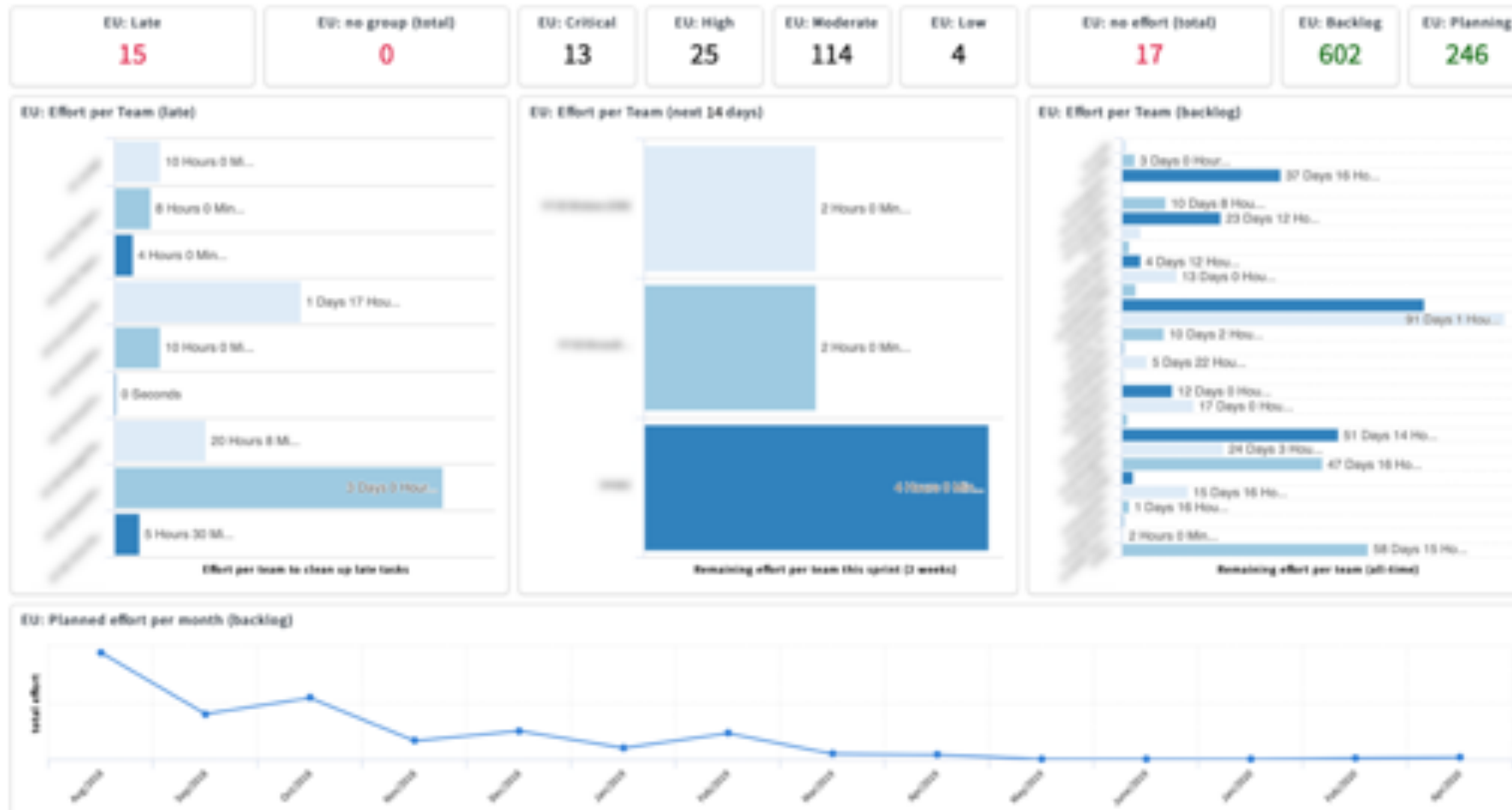
Planning

Execution

Closing

Hybrid Project Management

How ServiceNow reports & dashboards support us

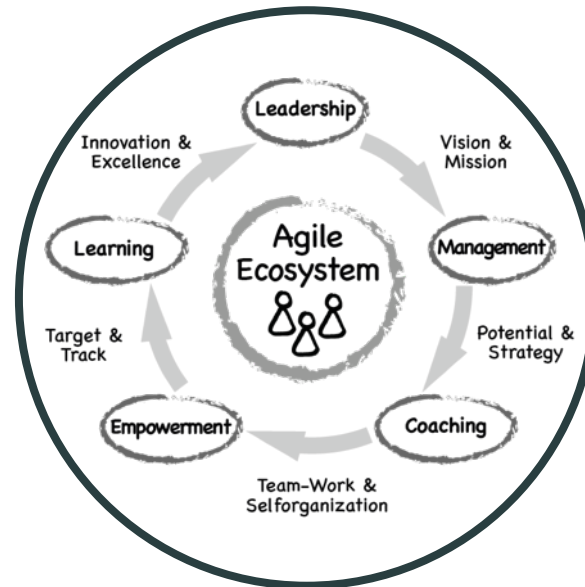


Value outcomes

Hybrid project management



Project steering per day



Agile organization



Management escalations

Source: internal KPIs

Top takeaways

1

You can perfectly integrate ServiceNow with SAP to best use both tools

2

Automate as much as you can with ServiceNow – it will make life easier

3

Use as many OOTB functionalities as possible to develop your own solutions



servicenow™

Thank you

Dennis Reif
Freudenberg IT
Head of Global Project Management