Continual Improvement Management

Challenge
Continual improvement initiatives seldom achieve the expected outcome because of the complexity of the effort and the difficulty measuring meaningful improvement. Often, such initiatives are tracked in complex spreadsheets, and more often than not are initiated ad hoc in response to executive orders. The majority of the effort is spent in trying to corral people, process and data, leaving little time for meaningfully executing the improvements. Businesses need a simple and automated way to identify improvement opportunities, track and execute those opportunities against measurable goals, and prioritize investments as needed, with clear alignment to the business goals of the organization.

Solution
ServiceNow Continual Improvement Management enables customers to drive new levels of service efficiency by automatically initiating and tracking service improvements across the enterprise. Take continual improvement from theory to reality with a structured framework that brings together people, processes, and data in one place to achieve service excellence in any process. Extend improvements to service desk agents with the Coaching plugin that delivers real-time coaching at critical moments in their tasks.

Built-in integrations enable you to receive process improvement ideas from any application or employee. A context-rich workbench then prioritizes and ranks initiatives. Service owners can configure KPIs and dashboards to measure effort and outcome in relation to overall business goals.

Overview
ServiceNow Continual Improvement Management transforms improvement ideas into reality. Prioritize and improve services, process and functions by tracking them all in a single destination, with measurable goals, KPIs and a continual improvements dashboard.

Benefits
- **Drive service excellence** across the organization by tracking all improvements in a single system of action.
- **Align with business goals** by connecting improvements to overall business strategy
- **Enable smart decision-making** with a rich visual dashboard of ROI and effort for improvements.

The ServiceNow Difference
- Discover and initiate improvement opportunities with a single click
- Single destination to view improvement opportunities as well as investment and outcomes.
- Visual dashboard displays outcomes in relation to business goals

Single click view to all details around an ongoing improvement project.
Features

Continual Improvement Management Workbench
The Workbench provides a single-pane-of-glass view into all improvements in flight. Get details on improvement opportunities including current status, time to completion, and resources allocated. Improvement initiatives are ranked based on ROI and effort, giving organizations the data they need to validate budget and resource decisions.
Managers can reallocate and reprioritize improvements in line with business goals using an intuitive, drag-and-drop interface. This makes approval discussions quick and efficient, while enabling transparency into improvements across the organization.

Value Realization Dashboard
The Value Realization dashboard displays the progress of all initiatives tracked in the application for comparison of outcomes to expectations related to the overall business goals of the organization.
For instance, improving the KPI “Mean Time to Resolution” (MTTR) improves employee productivity, which is a metric of interest to the organization’s leadership. The dashboard displays progress in these KPIs as they relate to the overall business goals.
Organizations can easily configure the KPIs related to each improvement initiative. The Value Realization Dashboard enables organizations to see the returns on their investments, while identifying other improvement opportunities.

Coaching
The Coaching module is a plugin for facilitating the coaching of service desk agents by conditionally configuring coaching opportunities (critical moments in a process). Managers can set rules that automatically trigger the virtual coach for agents based on decision criteria. They can provide additional guidance through a continuous feedback loop, enabling the agent to gain greater confidence with improved skills.
The virtual coach contains pre-configured coaching items, such as best practice tips, videos, and guidelines.

Out-of-the-box integrations
Managers can create improvement opportunities right within the applications they use on a daily basis. Out-of-the-box integrations automatically convert opportunities to a record within the Continual Improvement Management application.
For instance, if the service desk manager notices consistent SLA breaches on incidents, they can instantly create an improvement initiative right from the Incident Management application. This creates an opportunity record in the Continual Improvement Management application along with associated metrics, setting the baseline for the Improvement Manager to review/approve and trigger the downstream activities for improvement.

Out-of-the-box integrations are available for Process Optimization, Survey and Assessments, Performance Analytics, Idea/Demand/Project/Stories, GRC, Audit compliance, Benchmarks, etc.

Domain Separation
Domain separation gives organizations the ability to define improvement opportunities at the domain level. Managed Service Providers can create continual improvement process and tasks to cater to the needs of their end customers.

Embedded Analytics
The Continual Improvement Management application comes with embedded analytics, indicators, and dashboards. Managers can easily configure KPIs, set targets, track milestones, and watch trends and details to monitor progress.
A built-in integration with Performance Analytics gives customers the ability to drill down into a process to understand the impact of improvements. The power of the data that comes with Performance Analytics also gives managers the ability to understand gaps that should be remediated, and processes that need to be improved.

Improvement Register
The Improvement register captures, tracks, and manages all improvement opportunities in a single interface. It gives managers a simple way to drive and track end-to-end improvement process. Once the improvement initiatives are approved, they are automatically moved to the next state. Improvement tasks for each initiative can be rolled up to show progress on that initiative.

PCDA Framework
The Continual Improvement Management application is based on the Plan-Do-Check-Act cycle to drive continual improvements. This gives organizations a simple framework to drive improvements, not only to services, but also across functions, processes, teams, and individuals.
The application gives organizations the flexibility to use the improvement model of their choice. The framework is generic, model-agnostic, and fits the needs of all popular improvement models like ITIL, Six Sigma, IT4IT, Agile, etc.