Delivering IT modernization transformation securely at speed and scale

Automate and optimize IT service operations on a single cloud platform
IT modernization and automation

Market drivers such as machine learning (ML) and artificial intelligence (AI), organizations moving old legacy on-premises systems to the cloud, and the need for IT to align with business objectives and increase productivity are accelerating the need for IT modernization and automation.

At the enterprise level, multiple non-integrated IT systems and fragmented IT data cause high costs, slow service delivery, and delayed response and repair times. Employees have difficulty requesting services using multiple tools and manual processes, resulting in poor employee experiences and lost efficiencies. And disparate systems cause low agent and operations team productivity with limited capability to prevent and resolve incidents or find underlying issues.

IT modernization takes advantage of tools and procedures to simplify processes and has become the new goal of today's businesses as organizations turn to automation to improve the efficiency of operations and, more importantly, the quality of customer service.

Admins do not save much, if any, time by automating a rote action made once per month. But automating a rote action that occurs multiple times a day significantly increases an administrator’s time for other tasks that require their decision-making and assessment skills. In IT service management, a common request like a password reset can be automated to improve both the speed of resolution and the user experience.

IT automation can align the IT department with some of its business objectives such as reducing the overall cost of providing services, reducing the costs of running operations, improving the speed of issue resolution and user experiences, and increasing IT productivity.
Leverage automation to drive value in your business

You can accelerate your automation journey with a single, modern platform to drive much more value within your organization. When we talk about value, though, it’s not just monetary value—it’s also about changing the lives of the people who interact with your department. It’s about changing the experience that they have interacting with the systems and services that you provide. It’s about a frictionless delivery of an outcome.

Looking at a car share experience as an example, you would never use the service if the car never showed up, or you couldn’t pay with your credit card, or you couldn’t ask for extra value services with their app. It’s all about the experience of the person consuming the service—how easy it is and how frictionless it is.

Every C-level today is talking about employee experience, not because it’s a nice thing to have but because it hits on key priorities—like increasing the productivity of teams, being able to take away unnecessary work from employees, being able to increase IT efficiency and drive down cost, and freeing up some of these people to do more high value work. It’s about moving low-value work away from your employees and automating it.

A lot of the processes that employees perform are highly manual, which makes them error-prone and inconsistent—and both of those lead to bad experiences. IT modernization and automation can drive up the velocity of innovation to deliver great experiences—to your employees and your external customers who access your systems.

But modernization and automation are not without challenges.
Challenges of IT modernization and automation

Organizations typically have processes to assign work and route it based on the classification of the record, the priority, or the service—often with hundreds or thousands of different classifications. Too often, when important structural changes get made, the internal tooling has not kept up which then leads to manual workarounds.

This not only leads to manually intense processes—it also leads to bad experiences for internal customers. When organizations change, their support structure changes. One of the most dreaded experiences is trying to get a service from IT and being bounced around from one team to the next trying to figure out who is the right person. This can result not only in a bad experience, but it costs everyone involved a lot of time.

The pure volume of data involved in many processes is also a challenge—because decisions need to be made about what to automate. Manually filtering through options and eyeballing what to change is not efficient or effective—yet it’s an approach many take.

You need an analytic lens and intelligence to find where you can drive high value from automation.
A typical customer experience without automation

Let’s look at a healthcare provider who is providing services to its clinicians and doctors. The providers use the IT system to look at patient history and the results of recent tests—important information. If the system stalls and they need a reset, the clinician or doctor needs to engage support staff who then engages the service desk and the issue gets passed onto a higher level, expensive service agent.

In this case, each call that came in took approximately 15 minutes and the service desk was getting up to 70 of these calls each day. It was not a good customer experience and severely impacted the productivity of the IT team.

This customer noted this as one of the top business services that needed to change.

By incorporating virtual agents—artificial intelligence—doctors can get help right from their mobile device and start having an English natural language conversation. There are no forms to fill out, no manual engagement with service desks—the virtual agent drives them through the questions that need to be answered for the issue to be resolved. The doctor or clinician is back up and running in moments versus the delay and frustration of waiting.

This is one example of how automation can change the business outcome and the user experience.
Deleting service incidents with artificial intelligence and machine learning

Most people are familiar with how automation can deflect work—but the goal should be to use automation and intelligence to delete the work that people must do.

Deflecting work is about not having to send a case to a higher-level service desk—incorporating a self-service experience with knowledge articles, virtual agents, or other low-level touches.

Many organizations have been successful stopping 50% of requests with self-service, but still find that the other 50% must go to a level 2 or 3 service desk.

High-value automation is about deleting a whole workload that is going to your level 2 or 3 service desk, freeing these resources for higher value work. The key is leveraging shared learning, artificial intelligence, and machine learning. The crucial part of machine learning is pointing the data analytics engine to a whole group of ‘like’ things. Once you have the machine learning, it’s about driving the learning to the virtual agent. You want the agents to leverage the learning, know who to send it to, and how to automate some of the conversations.

There has been a huge investment in natural language understanding. The virtual agent, or the artificial intelligence that is part of the right platform can have a conversation that feels like real human-to-human interaction. The outcome of the conversation is to pick up the intent of the key words and drive an automated outcome—delivering a frictionless experience.
Framework for artificial intelligence

There is a framework for driving high value from machine learning and artificial intelligence that includes natural language processing, classification, similarity, and clustering.

Natural language processing is part of a modern IT platform and is what the virtual agent will use to have a conversation to work out what needs to be done to solve the incident. It also improves the user experience by enabling end-users to interact with the system using natural language.

Machine learning will quickly learn the classification of your records or incidents and who is the most likely group to be able to respond or fix the incident, decreasing the time to provide the service or fix a problem. And it provides tactical relief for frontline workers by auto-populating fields that are critical.

Machine learning can also augment live service desk agents with suggested solutions or work arounds. That way, even if certain areas aren’t fully automated issues can still be resolved faster. A similarity framework links agents with similar tickets or relevant knowledge articles so cases can be resolved faster.

Clustering technology can identify areas that would benefit greatly from automation. It looks at all of the data and records, uses machine learning to cluster similar things, and identify great candidates for automation. Clustering also helps frontline workers plug knowledge gaps more efficiently and alert service owners to major incidents as they develop.

Top 3 benefits of IT modernization and automation

- Deliver great experiences by increasing user productivity and improving user experience.
- Simplify and automate work by deflecting or deleting work with self-service and eliminating or reducing manual work.
- Innovate and stay ahead when you optimize processes and reduce operational costs.
How to get started

A data-driven approach is the best way to identify your top candidates for automation.

1. First, you need to get access to real data and history to understand what is going on in your records, services, and processes. A single, unified IT platform solution can gather and connect the data.

2. Then, you can use predictive intelligence, like a clustering tool, to make groups or clusters of your most often requested services. A good clustering tool will analyze those groupings and recommend some top automation use cases.

3. From here, you can review the analysis and prioritize recommendations based on the potential benefits of each.

4. It’s critical to quantify the potential benefits, whether it’s financial or productivity or another factor. The right platform has a built-in calculation engine to help you through this logic.

The right platform

Now is the time to get rid of your old, siloed IT tools and break down barriers between teams. A single, modern IT platform will deliver resilient service experiences and improve IT efficiency and decision-making by harnessing a single view of services, operations, and development data.

A 7-time Gartner Magic Quadrant for IT Service Management Tools Leader with over 50% market share, ServiceNow is the platform of platforms for IT and the enterprise. It’s one platform, one architecture, one data model with a best-in-class, powerful workflow engine and native AI and ML.

MARKET SHARE

>50%

GARTNER MAGIC QUADRANT FOR IT SERVICE MANAGEMENT TOOLS LEADER

7x
Agent Workspace – From a single pane view, service desk agents not only can resolve multiple issues concurrently with full context of issue history, SLA, user information etc., but also get AI-assisted recommendations for resolution.

Virtual Agent – This automated, conversational chatbot provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend.

Incident Management and Problem Management – Restore services faster with intelligent routing after an unplanned interruption or major incident by investigating the root cause to quickly resolve critical service disruptions and eliminate recurring incidents.

Change Management – Accelerate change management by leveraging automated change frameworks to reduce friction between IT and DevOps. For more complex changes the Change Advisory Board (CAB) Workbench is a single, auditable repository of all planned changes.

Predictive Intelligence – Automatically categorizes and routes issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions.

Mobile Agent – Unchain IT service agents from their desks by enabling them to triage, address, and resolve requests on the go, through any mobile device of their choosing.

Walk-up Experience – A streamlined method for capturing and managing face-to-face IT support requests to help boost customer satisfaction.

Request Management and Knowledge Management – This gives users a modern, omni-channel way to interact 24/7 with IT and other shared services groups using any device—enable self-help, collaboration, request items or services. Share, manage, and use knowledge from across the organization and make it readily available for shared or private use by IT and employees.
DXC Technology and ServiceNow deliver IT modernization transformations securely at speed and scale through industry-leading ITx digital workflows, creating a competitive edge on the only solution designed to deliver secure service management across SaaS and hybrid-cloud. DXC and ServiceNow bring a 360-degree partnership to help you remove complexity from your systems and achieve unmatched employee and customer experiences.

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DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world’s largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience.

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