Case Study

Federal government IT spending hit $60 billion in 2015 and will reach $70 billion by 2020, according to the Australian Government Accountability Office. The primary driver for this increase is the move to public cloud services which is expected to rise from 8% of government IT spending in 2015 to 30% by 2020. However, the traditional IT delivery model is unable to deliver the necessary agility, resilience and self-service for government organisations to take advantage of cloud services.

Robert Elder, CTO for ServiceNow says the move to a cloud-based ITSM platform has enabled the Federal Department of Social Services to streamline and automate its service delivery, introducing new services and launching them to customers faster than ever before.

“Agility and speed of delivery are the key drivers for organizations of different sizes, not least of which is the public sector which needs to deliver compelling services to customers and citizens in this digital era. The ability to drive a platform like ServiceNow across the organisation and support the delivery of additional self-service channels are key enabling factors for us to achieve our business objectives,” said Elder.

The move to ServiceNow has enabled the Department of Social Services to make decisions faster and introduces new services to the customer much quicker than before. “We have seen a significant increase in the number of services launched by the department,” said Elder.

服务Now provides a platform for the Department of Social Services to deliver services in a more efficient manner, providing more time to the customer, and a better experience. The move to a cloud-based platform also enabled the Department of Social Services to introduce new self-service channels, leading to improved service delivery and a better experience for customers.
“I knew that with ServiceNow we could do much more than the basics of IT service management,” he said. “ServiceNow has been a catalyst delivering major transformation to a shared services model across the university. That transformation would not have been possible without the use of workflow capabilities inherent to ServiceNow and the introduction of Knowledge Management. We’ve been successful in breaking down the silos and promoting greater efficiency while reducing costs.”

As an example, to manage onboarding today, the University has a myriad set of complex processes that are often paper-based and very little is coordinated. Brown explained, “I’d like to bake the workflow management concept throughout the process so everything is automated. A workflow platform such as ServiceNow could manage and automate everything, from setting up email accounts to desk space allocation and producing business cards.”

With the help of Keystone Management Solutions, a ServiceNow partner who was recently acquired by UXC Limited, the University’s ICT staff started by implementing four applications from the ServiceNow Service Automation Suite: Incident Management, Problem Management, Change Management and the Service Catalogue. The applications provide standardised workflow processes that allow university staff to raise incidents and see them followed through to completion. Customers can order products and services online using a self-service and track progress using a portal customised with the University of Sydney look and feel. “We have branded our implementation as TrackIt (and purposely not TrackIT) to indicate our focus on enterprise business processes going forward.”

The applications proved their worth fairly quickly, as division after division within the university became convinced that, finally, IT services could deliver on their promises.

**Benchmarking progress with improved metrics**

Today ICT is able to track the number of server requests, modifications performed and decommissioning requests. All this is available at the push of button via the ServiceNow Dashboard. Previously, this was managed by 12 excel spreadsheets across multiple departments.

In the area of knowledge management, the organization held vital support data in no fewer than 8 repositories. Today, this will be a single location allowing the support teams to access the same source of truth. Most importantly, customers will be able to access the same information as part of the self-help portal anytime, anywhere, and from any device.

In terms of reporting, for the first time, IT has daily visibility of its major incidents, support load and the performance of the service teams via ServiceNow. This level of transparency provides the IT team and leadership with actionable data to adjust to demands as needed.

To improve stability and increase customer confidence, Change Management offers users complete visibility of all changes. Most importantly, changes are now approved by the right person using the automated workflow. This ensures that changes are properly authorised.

“This is the first time we could track and benchmark our services,” Brown said.
Free to Research and Innovate - Transforming University Services

Creating a true shared-services culture
Enterprise service management is already making headway at the University of Sydney. "We know that we have to deliver services in ways that people can consume, in language they understand, around processes they are used to," Brown said.
IT worked with the Human Resources Division to automate important HR processes within ServiceNow to generate, sort and route requests—such as questions about benefits or workplace issues—for its staff of 10,000 employees. "For us, HR service automation has been another example of a true partnership quality change," reflected Brown.
In addition, IT is partnering with the organization’s infrastructure division in support of a billion dollar campus upgrade initiative that involves new building construction as well as refurbishments across 600 campus facilities. Leveraging ServiceNow as the single system of record that both divisions use to manage the workflow required in these projects for tracking incidents, requests and tasks associated with this initiative.
Brown said, “The conversations we are having today are different to those that we had before ServiceNow was introduced. Now, we lead conversations about how IT can support the University’s core business functions of research and education. With ServiceNow automating our basic tasks in terms of process, this frees up IT to focus on the innovations that are driving real value across the University.”

Redeploying IT staff to provide greater value
As service delivery improves and workflows become automated, IT staff can be redeployed to meet core business needs that require a greater individual attention. Freeing the team from the mundane drudgery of repetitious administrative tasks fosters true innovation.
“That was our goal all along—to free up capacity from the IT staff so they can become valuable consultants to the business,” Brown said.
“Creating jobs that are more meaningful and add greater value to the organization is a real privilege.”
Brown plans to redeploy some of his staff to help advance TechLab, an innovative, experimental effort that explores new and emerging technologies with the potential to help transform business—technologies like virtual and augmented reality and 3D printing.
“IT as we know it, has changed. It will continue to change and continue to make foundational shifts,” Brown said.
“Service Now has freed the University of Sydney to focus on its core business of research and education. Automated workflow and service reporting have been fundamental drivers in the success of establishing Shared Services. It’s a single platform that binds us together and takes out the drudgery of day to day paper pushing. In this way, it has revolutionised the way we operate.”