The ServiceNow platform "systematizes" core business functions with automated approval processes, status updates and workflows.

Australian State Agency Adopts Cloud-Based ServiceNow for Managing Internal IT Service Request

Service NSW

Industry
Government

Employees
1,000

Headquarters
Sydney NSW
Australia

Products
IT Service Management
Resource Management
Demand Management
Project Portfolio Management
CreateNow Development Suite

Business Need

Service NSW is gaining worldwide recognition as a model of best practice for providing government services to citizens and businesses. As the central point, ServiceNSW provides a "one-stop shop" for services in New South Wales (NSW), such as motor vehicle registration, driver license renewals, marriage certificates, fishing licenses, national park passes and more. Individuals can visit a dedicated service center, obtain services by phone or use the self-service website to meet their service needs rather than having to go to multiple different government agencies. The organization is making access to government transactions easier.

Service NSW knows that its internal services must also be highly effective so that its employees can work productively and efficiently in serving the community. Service NSW has adopted the ServiceNow Service Automation Platform.

The ServiceNow platform "systematizes" core business functions with automated approval processes, status updates and workflows.

Business Solution

ServiceNSW initially began using ServiceNow for IT issue and problem management to:

- Better manage overall workload
- More effectively prioritize requests
- Gain visibility and understanding of work being performed and value created
- Consistently and easily report on status

Our Service Desk then began using the platform to create custom applications addressing specific Service NSW needs:

Circle of Service. The first application the team created aligned directly to a call for continuous improvement. It provides a systematic process for employees to offer suggestions or comments across any area of the organization. It enables each request to be properly considered and followed up. Incoming suggestions are automatically routed to departmental leads or champions for initial consideration. The progress or status for each suggestion, along with notes from the department, can be provided to each submitter. Soon, a voting mechanism will be added to help determine immediate actions for each suggestion.

Business Change Request. This application manages the approval and review of workflow that moves briefing notes between process stakeholders for business changes ranging from website migration to the integration of a new agency, with appropriate approval gates. A new calendar function shows approved business changes scheduled according to date. The changes captured in this app integrate with IT records so that potential conflicts can be avoided. For instance, if there is a planned building power outage on a weekend, IT should not implement any hardware/software upgrades at that time.

The organization's Digital Channel Support Team utilizes ServiceNow to manage the approval, workflow and scheduling for changes to the public-facing website.

Three attributes of ServiceNow:

- **Breadth of applications** – applications from ServiceNow cover a wide range of business needs and challenges; the ability to create custom applications on the ServiceNow platform further extends these capabilities.

- **Detail of each application** – each application has flexibility and depth to fit very specific requirements and thoroughly address each situation.

- **Integration between applications** – standard and custom applications are fully integrated, sharing a single data model so that information can flow between applications, preventing the typical silo problem common to organizations. In addition, each use the ServiceNow platform to take advantage of the richness of underlying forms creation, workflow, reporting and analytics and other essential attributes for business.

By standardizing and linking together the elements of requests, approvals, status and fulfillment, ServiceNow helps the way Service NSW works.

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