Maximise your organisation's investment in ServiceNow

An Advisory Services PoV

CGI

Unlock the full potential

If you are reading this PoV, you have joined the ever-growing list of organisations around the world that are currently considering ServiceNow as the potential key to unlock limitless possibilities for your organisation and workforce.

However, we suspect that like many of our clients, you currently see ServiceNow as a significant investment and are therefore asking the question: "how can we make the most out of an investment in ServiceNow, and use it more extensively to achieve benefits across our organisation?"

We recognise the power of ServiceNow as a strategic tool to achieve substantial benefits across IT portfolios, and even more so as it begins to extend further into business areas such as HR and facilities management.

We therefore feel it is not a matter of if you should invest, but how should you invest in ServiceNow.

This is where CGI Advisory Services comes in.

Our ServiceNow practice is solution led, and capability driven

Solution led – We are proven practitioners and understand the true value of ServiceNow. We develop ServiceNow solutions that address the digital transformation challenges for IT, strategising with clients to expand the benefits out across other business functions.

Capability driven – Our solutions help clients to recognise the vast opportunities and realise the benefits of implementing ServiceNow. This capability is underpinned by our professional, experienced Advisory experts who have both the latest knowledge of ServiceNow, as well as the real life experience of working with ServiceNow, from concept through to operational handover and continuous service improvement.

Our ServiceNow solutions

Whether you are just starting your journey with ServiceNow, or are looking for help along the way, our solutions are designed to support clients at every step.

The following solutions are specifically aimed at helping clients to realise the maximum value of their investment:

1. **ServiceNow health check**
   To address your questions around return on investment, we have developed a framework and methodology to deep dive into your organisation, investigating how your organisation could use (or is already using) ServiceNow, and identifying areas of improvement. In addition, through a series of facilitated workshops we can also look at how ServiceNow would be beneficial to other parts of your IT and business.

2. **ServiceNow fortification**
   We work with clients to deep dive on functional areas that can be further 'unlocked' and configured to enhance the use of ServiceNow.

Within the context of IT, the rest of our solutions provide clients with clear blueprints on how to leverage ServiceNow to address their specific requirements. These cover the following areas:

3. **Digital service centre**
   The digital service centre is the next generation of service desk. It empowers end users with the ability to gain support in the most convenient manner which suits them, via an omni-channel experience of voice, text, video, online portal and social media, and enabled by virtual agents (bots).

Thanks to defined, automated processes that enable user requests to be dealt with in a repeatable, quality manner, ServiceNow's AI enables many tickets to be handled without any intervention by an agent. For added convenience, resolution paths such as click to fix and knowledge articles for process resolution are also created through call analysis, where common patterns for resolutions are determined.

4. **Digital technical operations**
   Many organisations are reviewing their sourcing strategies, hoping to either bring operations back in-house or challenge their sourcing partners to do more. Our proactive approach to technical operations places thresholds on device instances, enabling us to act and resolve any potential issues even prior to any business-affecting event occurring.

The evolution of technical operations is now one of zero touch, aiming for resolution without the need for human intervention. By capturing information from your technical tooling and using this to establish automation-based scripts, we can remove the repetitive nature of first line support.

Furthermore, With ServiceNow's ITOM, AI and analytics we can also address efficiencies in second line support events, using data to understand the nature of potential issues and problems, and triggering appropriate automated actions for resolution. Only when there is no resolution will the system then trigger a manual intervention.

5. **Digital service management**

Automating a poorly structured organisation or an immature process will inhibit repeatable and quality automation results. We have therefore developed a target operating model that acts as an overlay to ITIL 4 processes, and is defined and configured to meet our clients' specific requirements. Once defined, the operating model can be automated through ServiceNow, enabling smooth progressions and high quality repeatability with little manual intervention needed.

6. **Service integration and management (SIAM)**

More companies are adopting a best of breed sourcing model, with an IT provider responsible for SIAM. This role is further complicated by the growing need to manage ecosystems of cloud providers, thus whilst SIAM has been required for some time, cloud has now extended its responsibility (hence our term eSIAM).

Our eSIAM solution blueprints can be underpinned by ServiceNow ITSM and ITOM and applied to a client's tooling. We can also propose a best of breed approach and integrate vendors' information to provide clients with a true end-to-end view, enabling:

- **Service operability** – An end-to-end control bridge view of the overall service performance, enabling the management of sourcing partners and in-house service delivery.

- **Service introduction** – Managing change, new service introductions and releases.

- **Sourcing partner assurance** – Ensuring that those responsible for delivery of the service do so within agreed specifications and SLAs.

- **Analytics** – Using all information collected to establish an analytics engine that supports IT and business decisions.

7. **Cloud management**

Whether an extension or standalone capability, it is important to enable cloud adoption and govern without barriers. Many organisations have already procured cloud with a view that IT is unresponsive or processes inhibit agility, and in some cases, this judgement has been made without any IT knowledge.

Using ServiceNow's CMP, ITOM and ITSM capabilities, we provide governance around cloud adoption, using a service catalogue linked to automated provisioning that helps to manage environments. The result is a management platform that provides valuable data on cloud usage to improve consumption and optimise costs.

8. **DevOps**

The increasing prevalence of cloud has accelerated the development and deployment of business applications. In response, we have defined a target operating model along with processes that accelerate and optimise all user requirements, helping to build and manage any backlogs and enable multiple streams of development work to be handled professionally and without delivery risk.

Using ServiceNow's ITBM, we help provide that overarching management capability to enable effective requirement prioritisation, resource allocation, development planning and tracking throughout the application development process, through to release.

Beyond IT

Many of our ServiceNow solutions can be leveraged and configured to support all aspects of your organisation, for example:

- Digital services support centre can be configured for any organisation's customer contact centre.

- Digital technical operations and service management can be configured to support business process reengineering and automation.

In addition, we can support clients in designing and implementing solutions for ServiceNow's various other suites, such as HR and facilities management.
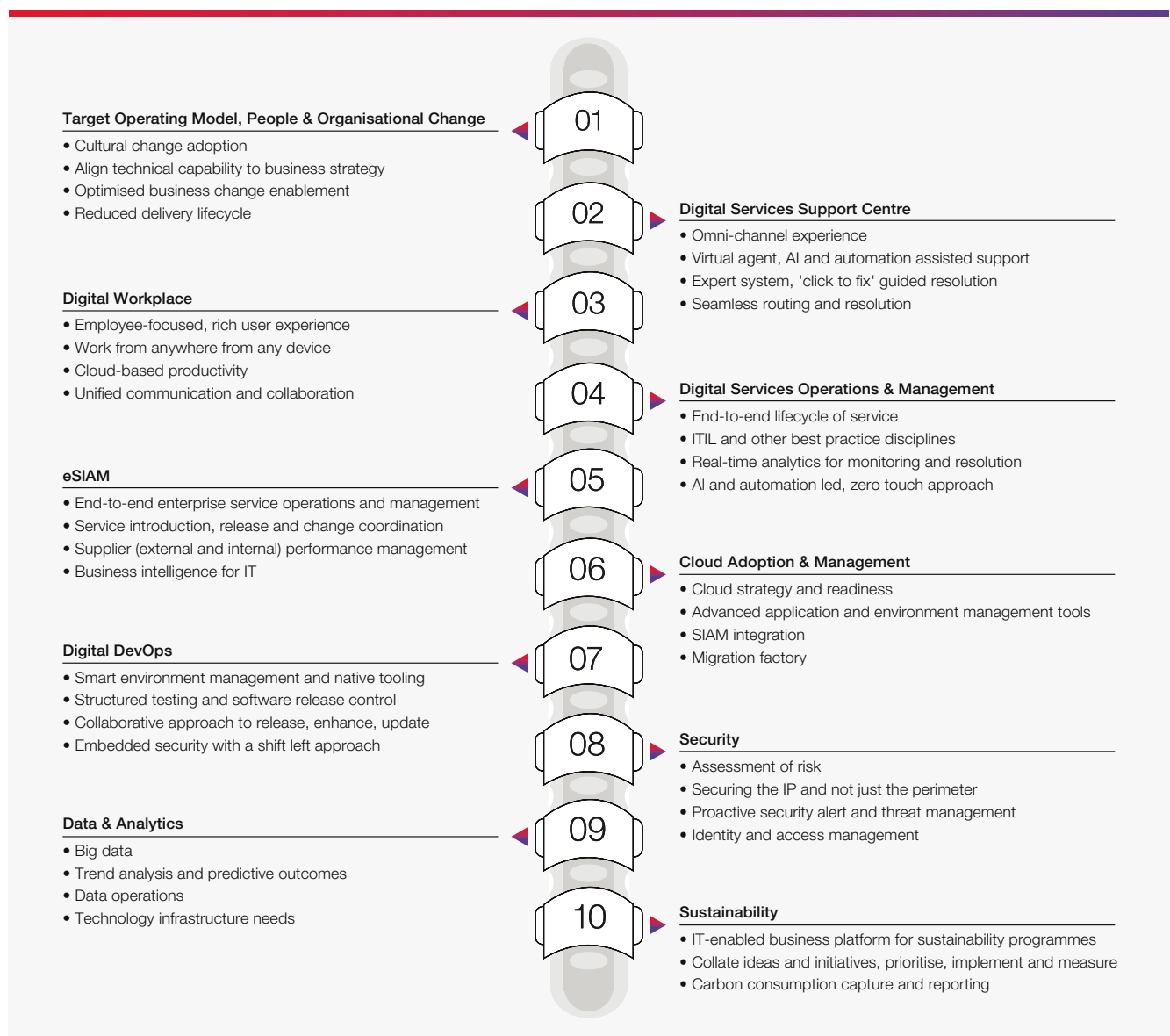
The Digital Backbone – transforming the way your organisation works

CGI Advisory Services uses the Digital Backbone methodology to drive digital transformations that revolutionise organisations.

We understand that digital transformation isn't simple, and are here to help you develop the right solutions which are aligned to your organisation's capabilities and ambitions. Our comprehensive portfolio of services and solutions come together in the Digital Backbone, which is designed to encourage digital transformation and enable IT as an extension of our clients' organisations.

By working with CGI, you will be empowered by our experts' knowledge and experience, helping you to implement the best technologies (including the likes of ServiceNow) in the right ways in order to unlock the full potential of your organisation and its workforce.

01

Target Operating Model, People & Organisational Change
- Cultural change adoption
- Align technical capability to business strategy
- Optimised business change enablement
- Reduced delivery lifecycle

02

Digital Services Support Centre
- Omni-channel experience
- Virtual agent, AI and automation assisted support
- Expert system, 'click to fix' guided resolution
- Seamless routing and resolution

03

Digital Workplace
- Employee-focused, rich user experience
- Work from anywhere from any device
- Cloud-based productivity
- Unified communication and collaboration

04

Digital Services Operations & Management
- End-to-end lifecycle of service
- ITIL and other best practice disciplines
- Real-time analytics for monitoring and resolution
- AI and automation led, zero touch approach

05

eSIAM
- End-to-end enterprise service operations and management
- Service introduction, release and change coordination
- Supplier (external and internal) performance management
- Business intelligence for IT

06

Cloud Adoption & Management
- Cloud strategy and readiness
- Advanced application and environment management tools
- SIAM integration
- Migration factory

07

Digital DevOps
- Smart environment management and native tooling
- Structured testing and software release control
- Collaborative approach to release, enhance, update
- Embedded security with a shift left approach

08

Security
- Assessment of risk
- Securing the IP and not just the perimeter
- Proactive security alert and threat management
- Identity and access management

09

Data & Analytics
- Big data
- Trend analysis and predictive outcomes
- Data operations
- Technology infrastructure needs

10

Sustainability
- IT-enabled business platform for sustainability programmes
- Collate ideas and initiatives, prioritise, implement and measure
- Carbon consumption capture and reporting

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 88,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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