Digital Workflows in ServiceNow
A New Way to Do Business
Our process isn’t working for everyone...

The current systems/processes are broken and make collaboration and communication harder than ever, leading to delays and missed SLAs.

<table>
<thead>
<tr>
<th>LOST PRODUCTIVITY</th>
<th>CUMBERSOME</th>
<th>HARD TO MANAGE</th>
<th>TIME CONSUMING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Legacy System</td>
<td>Paper Process</td>
<td>Spreadsheets</td>
</tr>
<tr>
<td>“Requests are always’ lost in the inbox”</td>
<td>“Interface is confusing and hard to use”</td>
<td>“I can’t seem to locate that fax…”</td>
<td>“The moment it’s updated it becomes obsolete and the process starts over”</td>
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<tr>
<td>• No status visibility</td>
<td>• Difficult to use</td>
<td>• Time consuming</td>
<td>• Manual updates</td>
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<tr>
<td>• Inconsistent updates</td>
<td>• Lacks transparency</td>
<td>• Lacks measurement &amp; reporting</td>
<td>• Lacks real-time information</td>
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</table>
OIT has created a custom application framework on the ServiceNow platform that can be redeployed to any UCI business unit/department. This application is configured and customized to each business unit/department’s needs.

**IMPROVE EXPERIENCE**
- Enhanced User Experience and communication channels
- Faster Delivery using Automated workflows
- Improve Faster Resolution via self-service or direct customer interactions

**WORKFORCE EXCELLENCE**
- Reduce Effort by eliminating unnecessary tasks
- Improve Communications by providing timely status
- Single System of Truth reducing the number of systems tracking data

**OPTIMIZATION**
- Real-time Analytics through the use of timely visibility into data
- Risk Mitigation Reduce compliance and risk factors
The Power of a Shared Platform

- **REDUCE COSTS** and time by eliminating manual consolidation of data
- **DRIVE BUSINESS DECISIONS** utilizing real-time data
- **IMPROVE USER EXPERIENCE** with personalized dashboards for multiple personas
The Power of a Shared Platform

**DRIVE DECISIONS** based on end-to-end data

**SAVE TIME AND COST:** Eliminate manual consolidation of information

**POWERFUL AND FLEXIBLE** API to support integration with critical systems of record

**INTEGRATE** with Single Sign-on Services and secure your data using access controls by IP address, by user, by role, and using multi-factor authentication

**DATA ENCRYPTION** at the field and table level to secure sensitive information
The Power of a Shared Platform

**CENTRALIZED** Content-Specific Management of Categorized Content

**USER ATTRIBUTE-BASED** Content Creation and Editing

**ENGAGING USER INTERFACE**

**PERSONALIZED USER EXPERIENCE**
The Power of a Shared Platform

- **Provide Consistency** to improve user experience
- **Promote Self-Service**
- **Configure** to fit organizational needs, from reporting phishing emails or policy violations to requesting access to secure systems
The Power of a Shared Platform

IMPROVE EXPERIENCE:
Consistent notification process

IMPROVED PRODUCTIVITY
Empower your team to receive information in the way they want to receive it
The Power of a Shared Platform

AUTOMATE and streamline your processes

APPROVALS are intuitive for a mobile workforce

UTILIZE PERFORMANCE data to drive continuous improvement initiatives
Works For You

Available Anytime, Anywhere

ServiceNow at UCI

IT

You

HR

Resolve Issues Quickly

Support: Help - It’s broken!

Information At Your Fingertips

Knowledge

Reporting

Profile

Real-Time Status

Request: I want something

Hosted by the Office of Information Technology
Questions

COME SEE US
Booth 36

CONTACT US
Jason Dulaney
(949) 824-1032
Dulaneyj@uci.edu