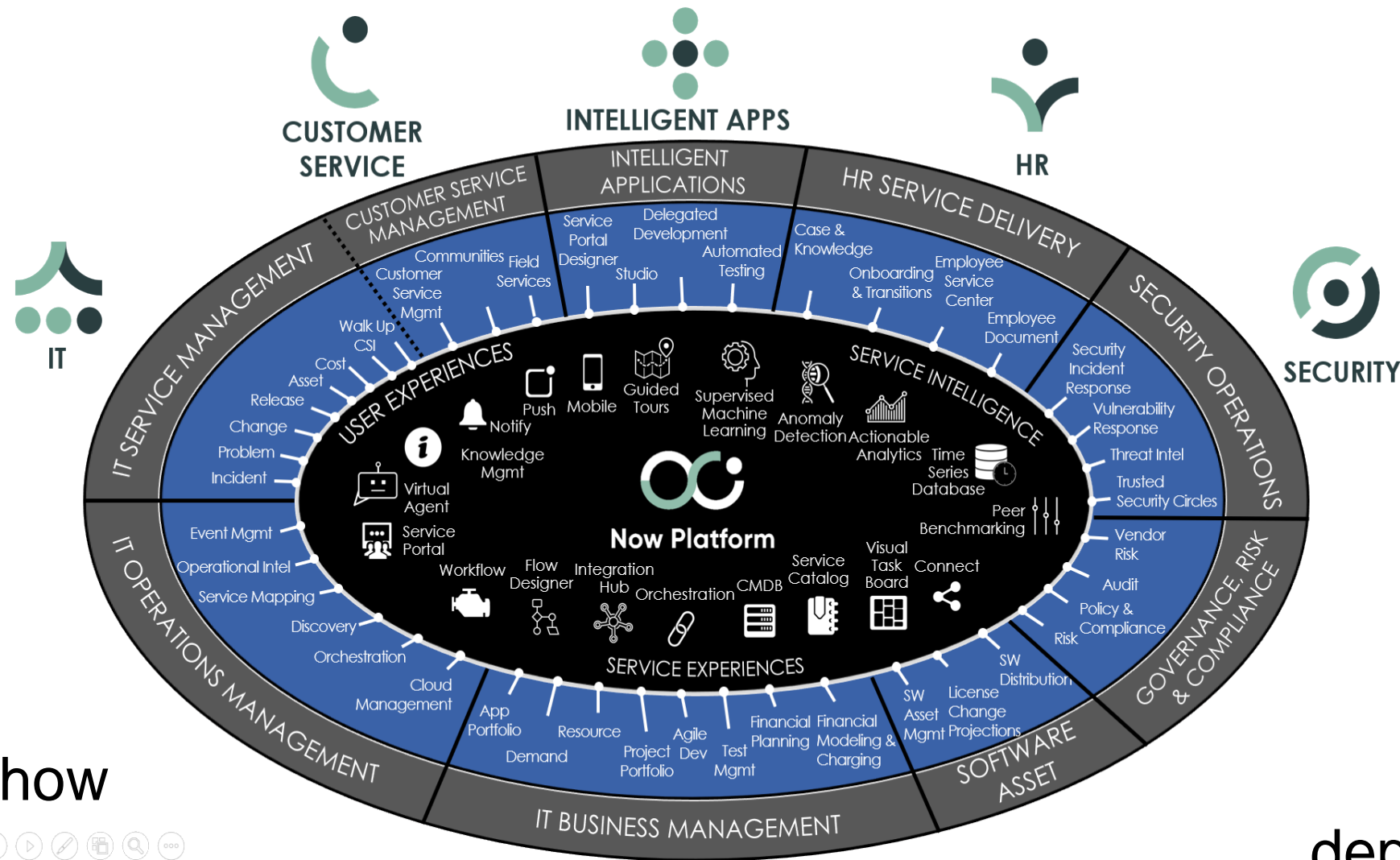


Managing the Human Factors of Platform Governance and Transformation

Presented by:

**Lou Hunnebeck
Principal Advisor
DXC Technology**

Maximizing Success



We all know how much the ServiceNow platform can do.

But success is dependent upon the people involved. No tool is sufficient on it's own.

Program Critical Success Factors

To be successful, all programs need:

- ***Strong & Committed Leadership***
- ***Clear & Relevant Objectives***
- ***Willing & Prepared Participants***
- ***Demonstrated Value***
- ***Sustained Momentum***

Failure to obtain and retain any of these represents a significant risk to the program.

Elements to Achieve & Retain These

Implementation Discipline

- Project Readiness
- A Sound Guiding Methodology
- Process & Platform Governance

Outcome/Results Focus

- Strategic/Tactical Alignment
- Targeted Results Metrics
- Continual Improvement

Change Enablement

- Organizational Change Management
- Communication, Education & Training

**Let's laser in on
a few of these.**

Organizational Change Management

The Path for the People



Defining Organizational Change Management

A comprehensive Organizational Change Management initiative seeks to acquire a holistic perspective of any change and provide a concrete, formal and systemic structure to:

- Identify the key drivers of the change
- Understand who is impacted by the change
- Address individual and organizational aspects of the change
- Identify the communication messages, media and methods that will convey:
 - *Who* is driving the change
 - *Why* the change is needed
 - *How* the change will impact the organization and individuals
 - *How* to gain acceptance and adoption of the new order
- Improve change acceptance and adoption

Clarity

Purpose-Vision-Strategy

Commitment

Stakeholder – Impact - Awareness

Capability

Communications – Alignment -
Training

Sustenance

Course Correction –
Institutionalization - Improvement

Essential Elements

Stakeholder Analysis (foundational)

- Impacted & accountable stakeholders
- Trim Tabs, Early Adopters, Resisters
- Communication process & responsibilities

Impact Analysis (foundational)

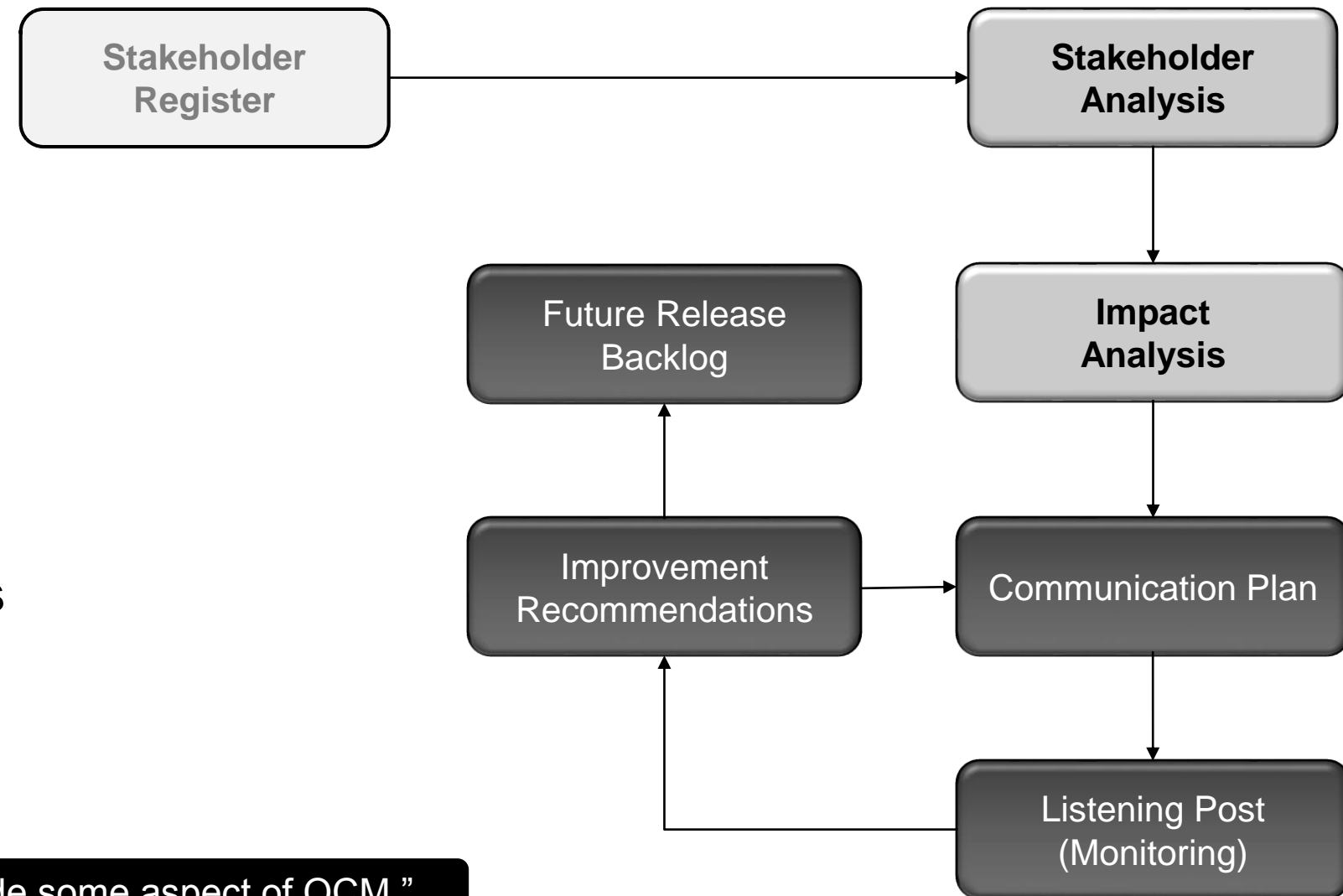
- Change issues, benefits and how stakeholders will be impacted
- Risk mitigation strategies for identified changes

Communication Plan

- Calendar of message types, accountability, responsibilities
- Fulfillment tracking

Continuous Improvement Recommendations

- Changes to existing Communications
- Opportunities for future releases & resource accommodations



“Every project, regardless of size or complexity, should include some aspect of OCM.”

What Is Platform Change Strategy?

Addresses readiness from an organizational perspective to prepare for an implementation

- Stakeholder identification
- Risk identification and analysis
- Likelihood of successful adoption
- Clarity of goals, objectives, drivers
- Communication needs and plans
- User willingness to change
- Managerial support
- Impact identification and assessment



Awareness of the need for change and nature of the change

Desire to support the change

Knowledge of how to change

Ability to demonstrate new skills and behaviours

Reinforcement to make the change stick

May 2019

The Case for Governance

Something for the People to Hang On To



Governance criticality for platform expansion

The more you expand, the more you need:

Strategic vision

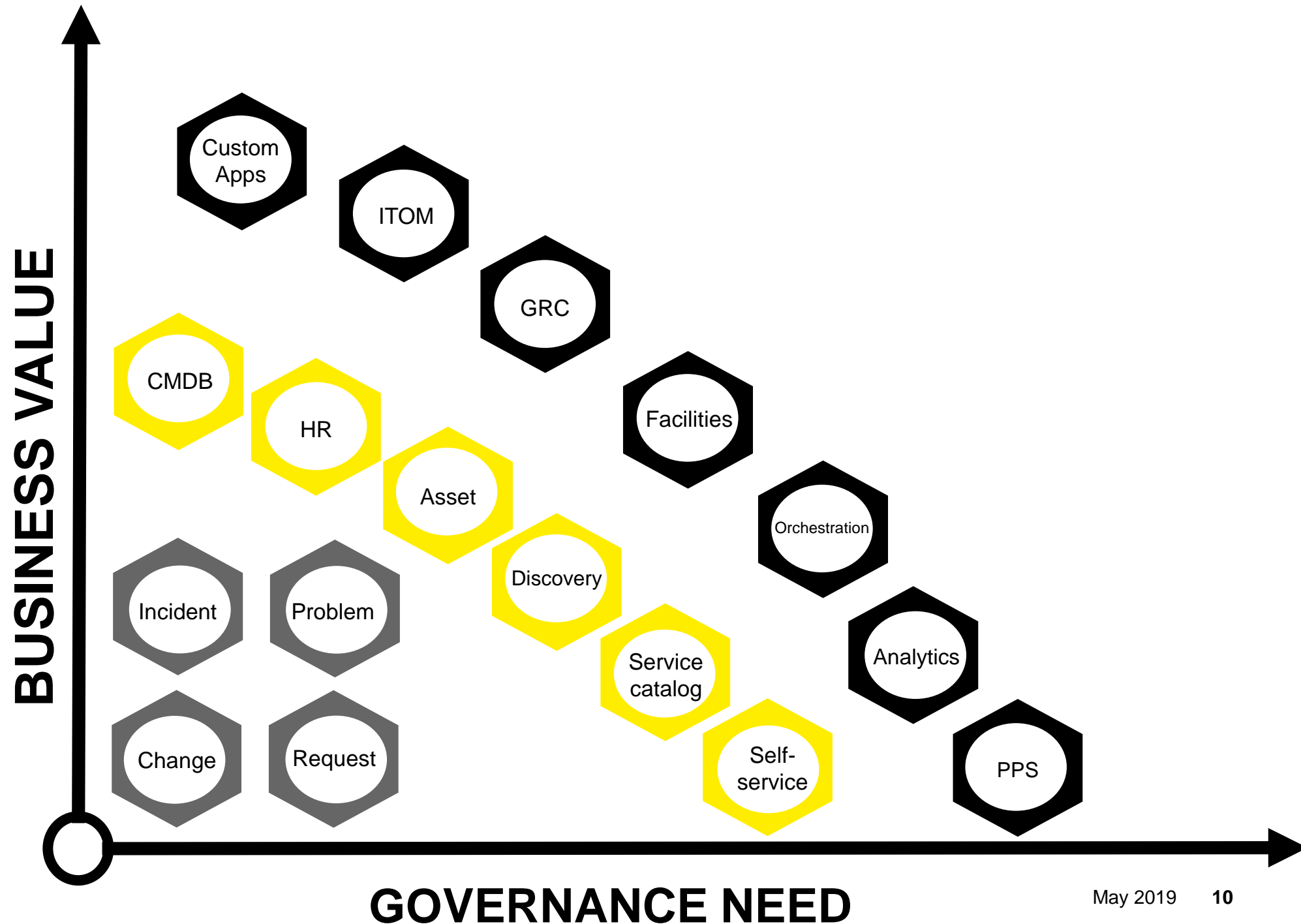
Roadmap planning

Monitoring/evaluating performance

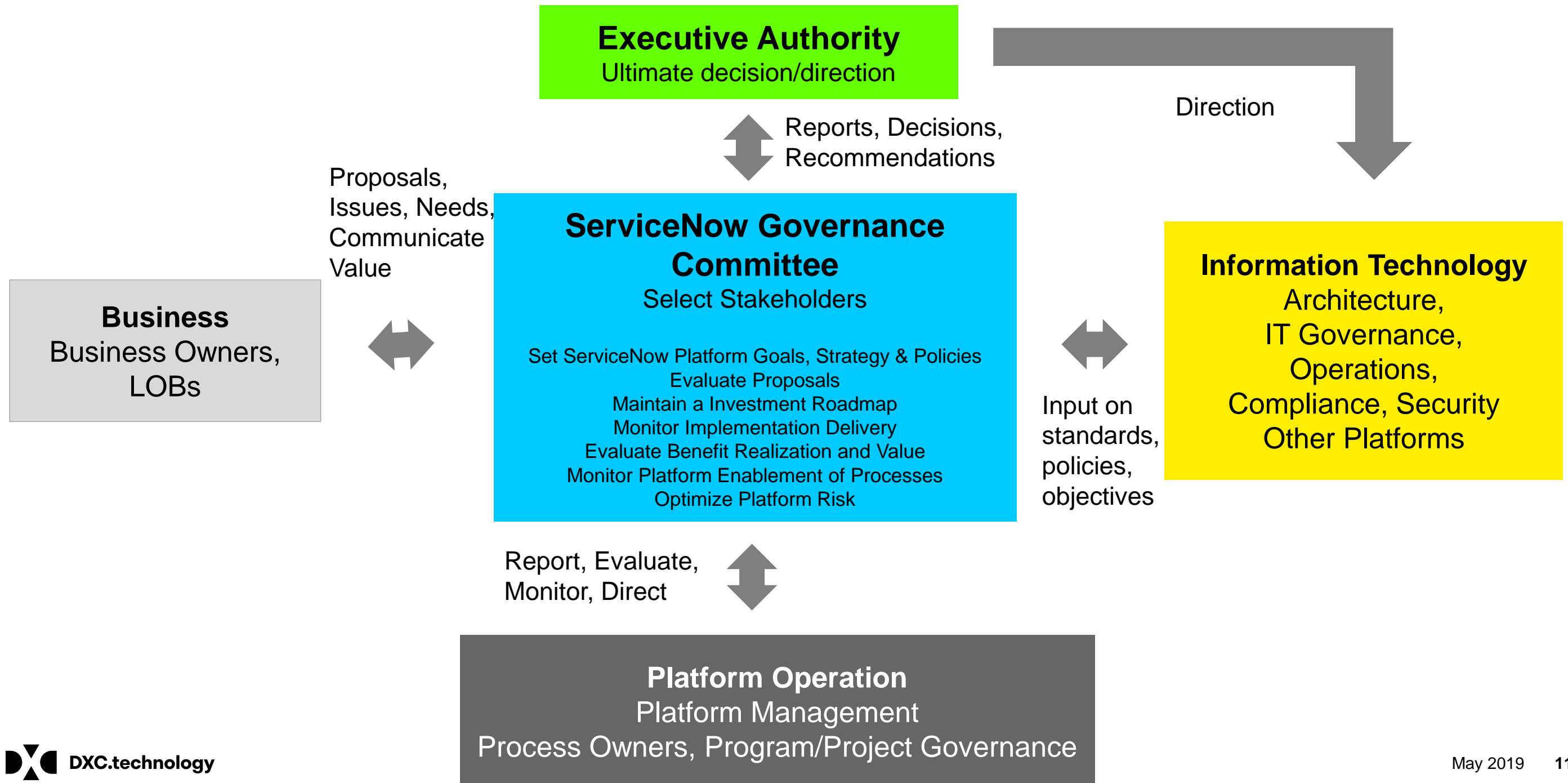
Stakeholder input

Business needs prioritization

Benefit realization



What Does Platform Governance Look Like



May 17, 2019

How We Help

DXC's Path to Success

How We Help Organizations Succeed

DXC Advisory for ServiceNow provides clients with options to manage and govern their ServiceNow platform to optimize use and value.



Strategic Platform Governance

DXC establishes a governance function specifically to oversee the strategic direction, expansion and alignment of the ServiceNow platform enterprise and IT goals while ensuring key stakeholders from across the enterprise can communicate their needs as the platform expands.

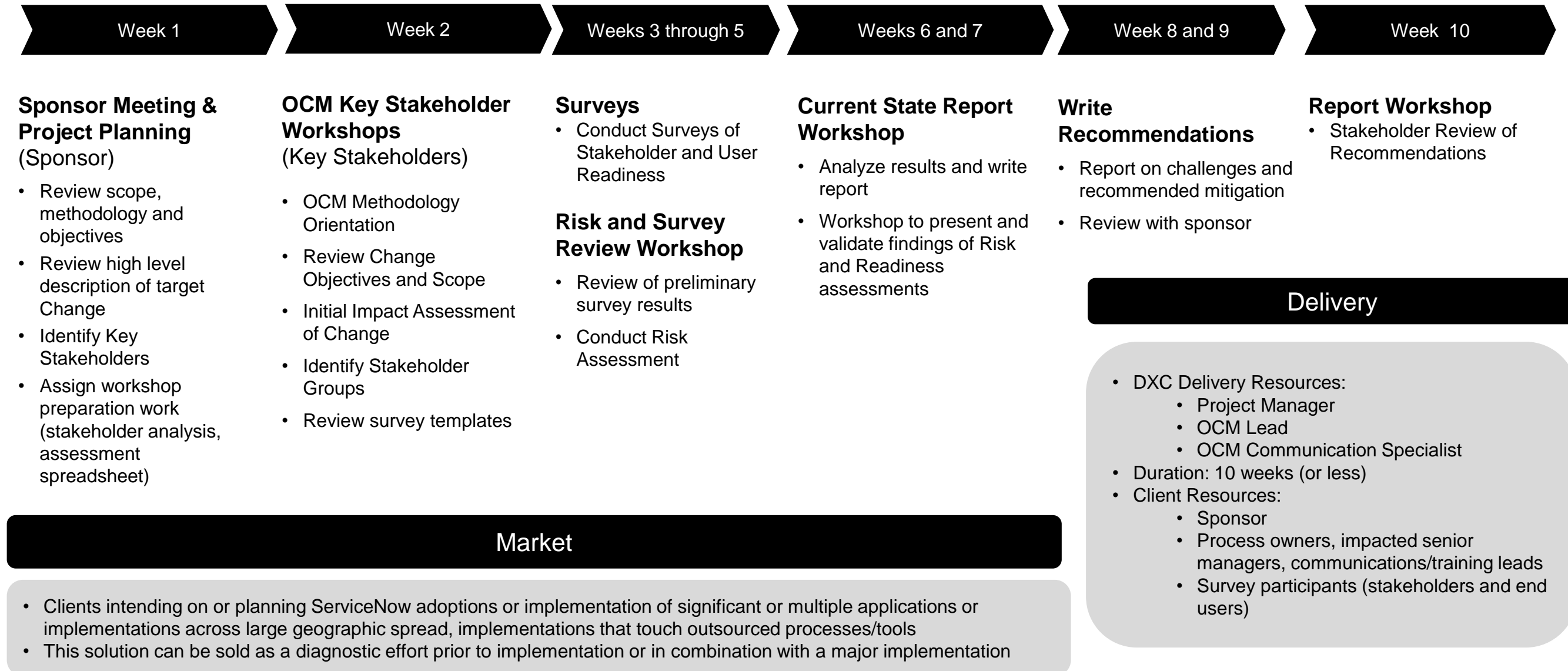
This work is done within 10 weeks and includes articulation of platform policies as well as go live support for initial governance meetings.

Platform Change Strategy

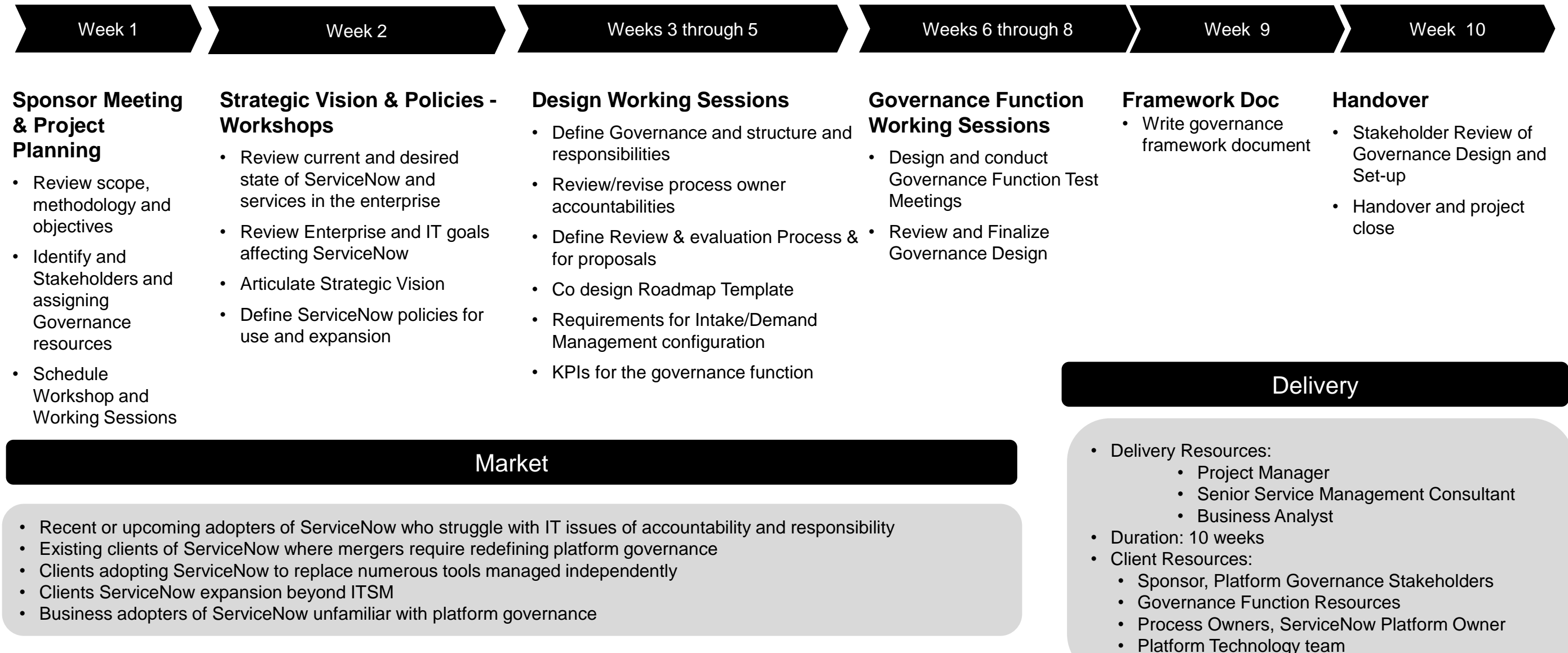
Clients planning major implementations or additions to the ServiceNow platform benefit from DXC assistance in forecasting the organizational change management challenges and determining mitigation strategies before the project begins.

DXC also offers a range of services to assist organizations in executing against their strategy.

Platform Change Strategy – Engagement Path



Strategic Platform Governance – Engagement Path



Conclusion

**Where Are
You On The
Journey?**



Thank you.

Q&A

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