

# From Broken to Boundless

7 Steps to ditch your outdated on-premises  
IT tools for the limitless cloud.





“

Like all living systems, cultures cannot remain static; they evolve or decline. They explore or expire.

– Buzz Aldrin, Astronaut

## Boundless potential is calling

It's time to make space for IT tech change

Neil Armstrong. Buzz Aldrin. These names are instantly recognized as bold explorers, vanguards of the limitless, travelers to the moon. It doesn't matter that Armstrong went there first and blazed the way for Aldrin's mission. The point is that both of them made it to the moon and stepped into boundless potential. Before we go on, ask yourself this question.



### Are you a “first on the moon” or a “let's wait and see how it is” type person?

When it comes to IT technology, there is wisdom in both approaches. But for the sake of this conversation, we'll focus on those attracted to second-, third- or even fourth-generation products.

While buying a new smart tv that turns out to be a lemon may be a personal embarrassment, investing in a new platform that will affect everything—your workforce, service delivery, systems, customer experience, reporting, and more—can be a huge risk if you get it wrong. And when thinking of the sunk costs of all those tools you've adopted over the years, it can be a real challenge to get rid of what is holding you back and embrace a whole new approach (even if it is better).

## Changing to cloud-based IT service management

**Stage 1:** Shoot the moon

**Stage 2:** Establish mission control

**Stage 3:** Defy gravity

**Stage 4:** Define your mission

**Stage 5:** Chart your course

**Stage 6:** Make sure all systems are go

**Stage 7:** Stick to the right trajectory



**No matter your risk tolerance, you still have to fire up that rocket to get anywhere.**

For cautious IT leaders, it is easy to stay with what exists, even if it is broken. At some point though, staying committed to outdated technologies and solutions can go from reliable to stifling. In time, your arsenal of trusted, standalone systems can degrade from a safety net to a tiresome trap, limiting the potential of your business and visibility into the whole picture of your IT ecosystem. Instead of leading transformation and innovation, you (and your teams) are spending all their time bogged down by inflexible tools, disjointed data, disconnected teams, and that ultimately frustrate customers.



**Don't wait until you're saying, "Houston, we have a problem."**

You don't have to wait until your IT services go from good to broken. With the proper preparation, your organization can ditch its legacy on-premises IT tools and point solutions for one that delivers better service experiences and supports enterprise-wide digital transformation.

**It's time to take the leap. It's time to free your IT and embrace the boundless cloud.**

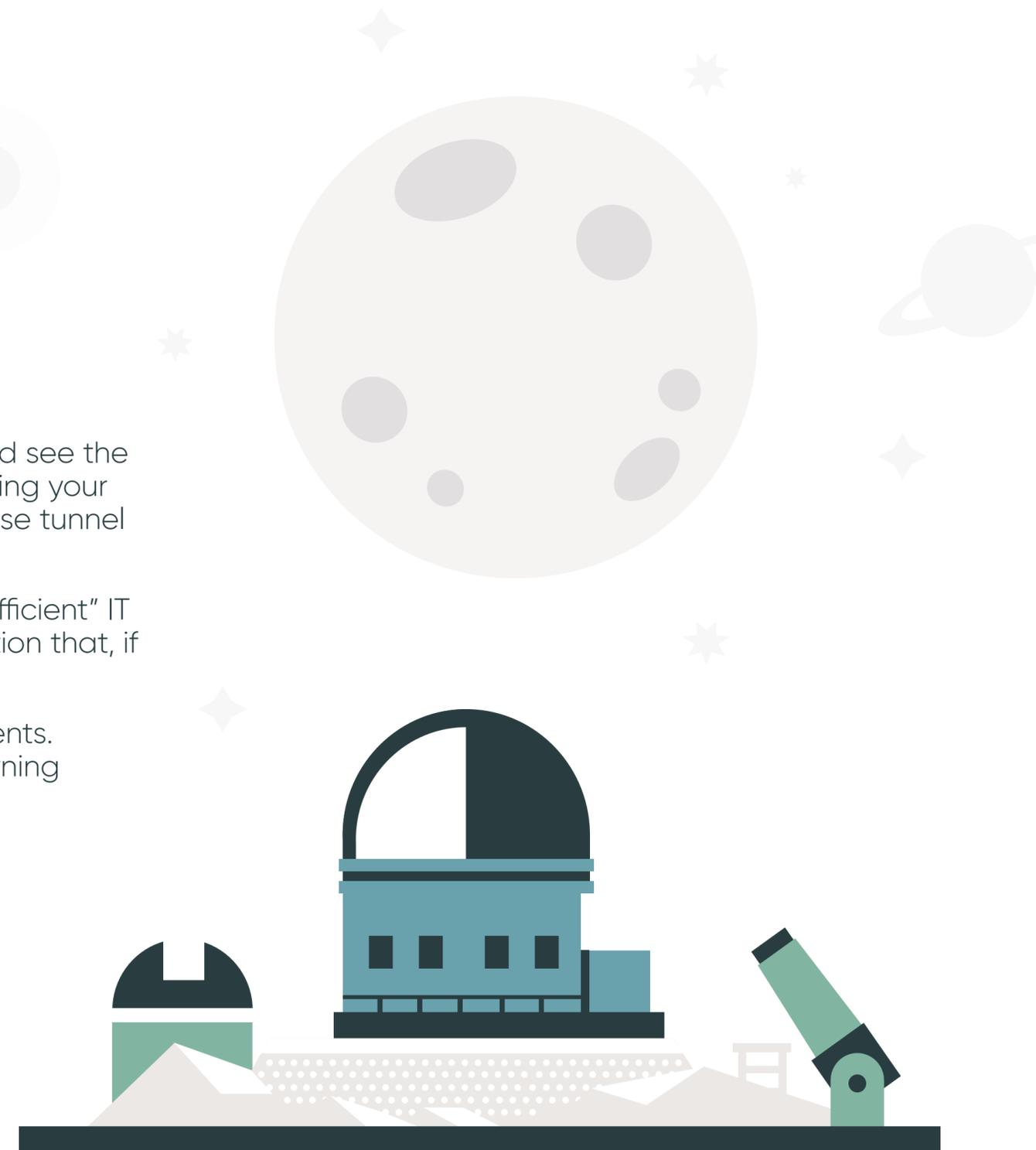
## Stage 1 | Shoot the moon

Make IT service transformation a reality by focusing on the big picture

When you're in the weeds of leading IT service evolution, it can be hard to stand back and see the limitless potential in front of you. While you know your old on-premises systems are impeding your progress, the sunk cost of all those years, hours, and dollars spent on those tools can cause tunnel vision when it comes to change.

Don't get caught focusing on just a few points of light. While having "better, faster, cost efficient" IT experience capabilities is a great win for any organization, there's an expanse of information that, if unearthed, explored, and harnessed, can revolutionize how services are delivered.

Unifying data across your IT ecosystem enables better knowledge sharing for service agents. A complete view of the customer history and experience opens the door for machine learning efficiencies, and enables data-informed decision making.



## Stage 1 | Shoot the moon

Tackling this expanse calls for more than a standard “rip and replace” of existing tech tools. What’s needed is a unified IT platform solution to fulfill a larger need for organizational change that gathers and connects data from:

- **Customer cases and history**
- **Service communications**
- **Complex incident records**
- **Problem records**
- **Change records**
- **Service requests**
- **Links between support life cycle records (incident/problem/change)**
- **Knowledge base information**
- **Systems monitoring data**
- **IT customer interactions from web and mobile support portals**

Daunted? Don’t be. Shooting the moon in IT service transformation doesn’t have to be painful. We have a proven model for going boundless that thousands of companies have already successfully implemented, so you can get rid of your broken IT tools quickly, easily, and nearly pain free.

### MISSION ACCOMPLISHED AT CHEVRON



## Global ITSM digital transformation in 7 months

In a single deployment, Chevron moved its global ITSM operations to ServiceNow’s single platform – sunsetting legacy tools, modernizing user experience, increasing speed to market for IT services, improving IT services cost competitiveness, and maximizing accessibility.

In a single deployment

Went live with 6 ITSM processes across 45 countries & 6 business units

Impacted 86k employees with 5k fulfillers

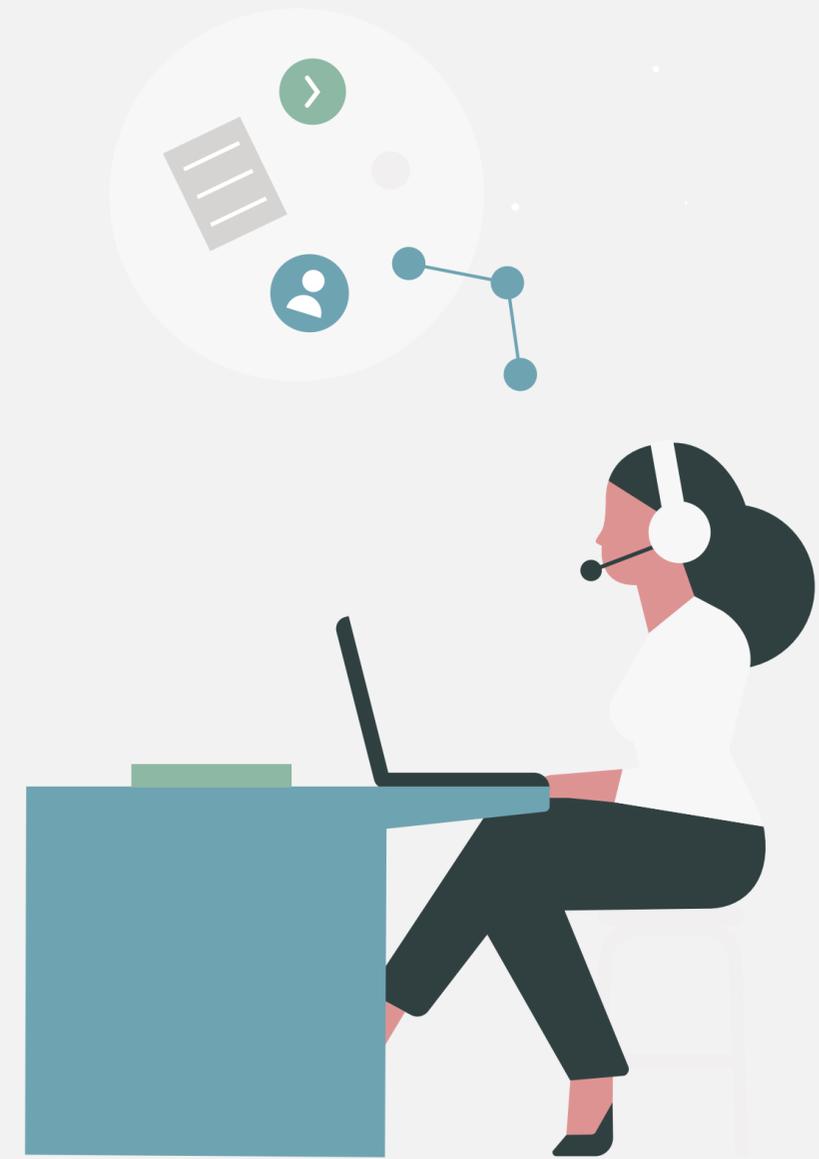
Reduced service requests from 1,200 to 320

## Stage 2 | Establish mission control

Assemble the right team to create change and foster innovation

Whether you're breaking the sound barrier or breaking down silos, bold leaders like you need to bring together the right people on the right teams to execute and share in your vision. You need to gather your vanguards.

Organizational change management is at the heart of successful IT solution implementation, and is mission critical for going from broken legacy on-premises systems to the boundless cloud. This not only includes selling the "what's in it for me?" to key stakeholders, but also communicating to the right people to make your big dreams a reality.



## Stage 2 | Establish mission control

MISSION ACCOMPLISHED AT 7-ELEVEN



### Merging 16 service desks and 32 integrations in 11 months

7-Eleven had 14 internal “service/help” desk areas, multiple tools to track incidents, and too many other points of contact such as email, spreadsheets, and phone calls. This resulted in increased costs for franchisees. By consolidating to the Now Platform, the company created the 7Help Store Support Portal, a “one stop shop” for all support needs that is accessible any time, from anywhere, from any device.

#### Results

\$2.5m saved by retiring 8 applications

+600k cases created since 2020

Portal supporting 10k stores worldwide

### Here’s who you’ll need:



**Visionaries** – these are the executives and senior business leaders who evangelize and support the process from beginning to end, providing the credibility and authority needed for successful change across various organizational areas.



**Champions** – these roles are responsible for implementing change in their areas, from acting as a communication conduit by facilitating requirements/design workshops to coaching colleagues.



**Explorers** – anyone impacted by replacing the legacy tool across various divisions within a large enterprise and those who will use the new IT solution outside of IT.



**Alchemists** – Even world-class teams need some expert guidance to make big things happen. Our implementation experts can help you understand, your organization’s ability to absorb change and then facilitate change—this can relate to multiple dimensions, such as having the right capabilities or having sufficient capacity to change.

## Stage 3 | Defy gravity

Rally support from internal champions by identifying common pain points

One of the greatest tools you have to inspire your internal collaborators to join you in change management is empathy. By knowing, and addressing, the pain points that they're experiencing today (and what they fear about marching into tomorrow), you can help them understand their "why" for marching with you into the unknown.

**While every person is unique, there are shared frustrations when it comes to legacy IT tool dissatisfaction. These are the top three<sup>A</sup>:**

**1. It's old (and no longer reliable):** This pain is easiest to see, feel, and address.

**Pain indicator:** The tool is end-of-life or simply outdated, or a homegrown ITSM tool is no longer workable.

**2. It impedes progress:** Sure, it works for its basic purpose, but it makes everything else harder.

**Pain indicator:** User dissatisfaction related to IT best practice alignment, usability, manual activity, flexibility, or customization.

**3. It's a lemon:** There's no worse feeling than being sold a tool that was going to be the best thing since ice cream, only to find out it's just a mess.

**Pain indicator:** It simply fails to deliver the expected benefits.

All of the above are valid reasons for changing your legacy IT tool. However, implementing a new solution is as much about changing people as it is about changing technology.

Citations:

A. ITSM.tools, <https://itsm.tools/do-you-know-the-main-reasons-organizationschange-itsm-tool/>, 2019

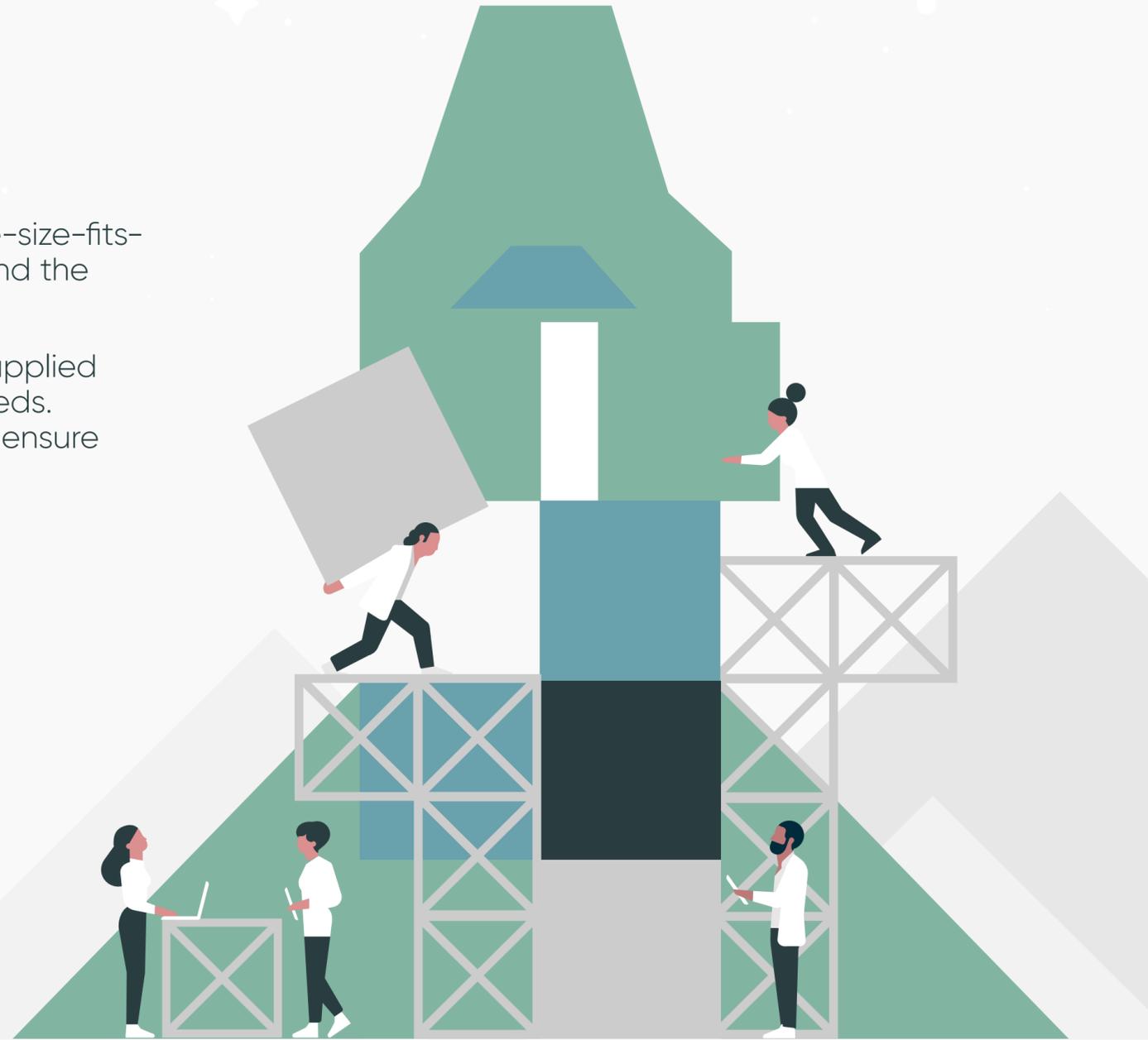


## Stage 4 | Define your mission

Reduce complexity with a step-by-step planning framework

When it comes to leading change and implementing a new technology, there's no one-size-fits-all. Your organization's needs are just as unique as your employees who work for you and the customers that trust you with each IT experience.

However, the same framework and principles for a successful implementation can be applied organization by organization, adjusting to a company's specific circumstances and needs. To help you shoot the moon, ServiceNow has your back with a fail-safe launch plan to ensure you (and your champions) smoothly reach the boundless cloud.



### MISSION ACCOMPLISHED

**A consultancy company has harnessed Machine Learning and AI to cut ticketing misroutes from 50% to 8%, with ServiceNow you can automatically route up to 92% of tickets in the first two months.**

### Start with our proven, outcome-focused plan built upon these eight steps to success:

1. Clearly define your business goals and measurement/key performance indicators (KPIs) upfront
2. Recruit executive sponsors who will stay involved until the implementation is complete
3. Take a phased implementation approach to incrementally drive adoption and value
4. Put governance in place such as a RACI matrix<sup>4</sup> for business and technical decisions
5. Commit to using out-of-the-box functionality first
6. Engage experienced, certified, and verified resources with deep domain expertise
7. Document training requirements and ensure budget to invest in training
8. Create change management plans and hold workshops for affected teams

By defining your mission with this tried-and-true process, you'll be on your way from broken to boundless in no time. Now you're ready to go from plan into action by pairing your mission plan with the ServiceNow Implementation Methodology (SIM).

Citations:

4. RACI chart is a responsibility chart that defines roles of participation for tasks in terms of Responsible, Accountable, Consulted and Informed.

## Stage 5 | Chart your course

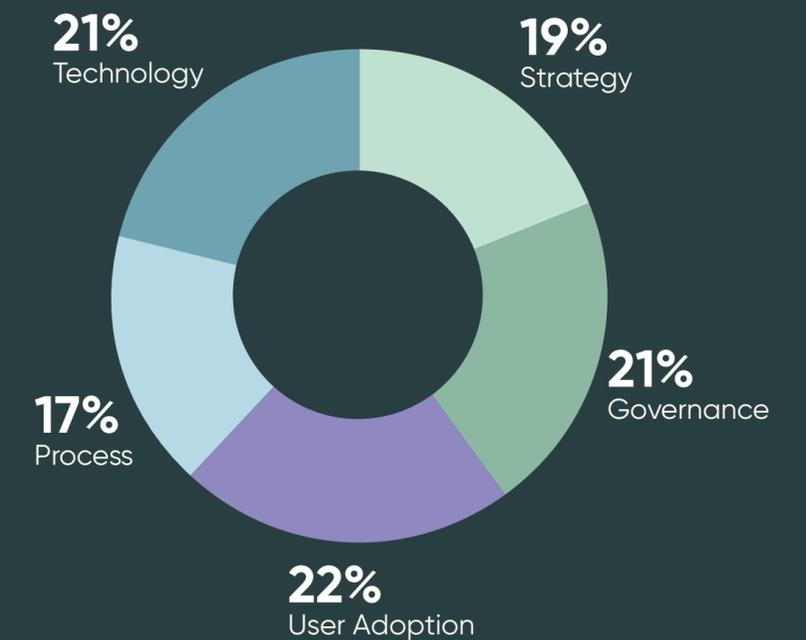
Launch with confidence with this proven implementation methodology

When you're embracing the unknown, you don't have time to reinvent the wheel. SIM is our best practice and standardized delivery approach that's used for all customer engagements. It's based on the firsthand learnings of ServiceNow experts over the course of nearly 7,000 successful customer implementations.

### The methodology contains five stages:

1. **Initiate** – understanding the customer, beginning the preparation work, staffing the delivery team, and kicking off the formal engagement.
2. **Prepare** – hosting workshops to understand process and platform needs, finalizing the engagement timeline, and refining configuration requirements ("stories").
3. **Create** – running Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting.
4. **Transition** – facilitating user acceptance testing (UAT), training delivery, ensuring customer support readiness, go-live, and post go-live support.
5. **Close** – conducting a formal engagement closure, gathering feedback on lessons learned, and an engagement assessment.

### Gartner's critical success factors for implementing software



The most critical success factors for implementing software are managing expectations, knowing the scope, choosing the right approach, focusing on high end users, understanding your sponsors, and balancing customizations to the software. With this methodology, you can ensure you're covering all key bases to launch with confidence.

## Stage 6 | Make sure all systems are go

Tap our powerful network for expert advice, insights, and troubleshooting

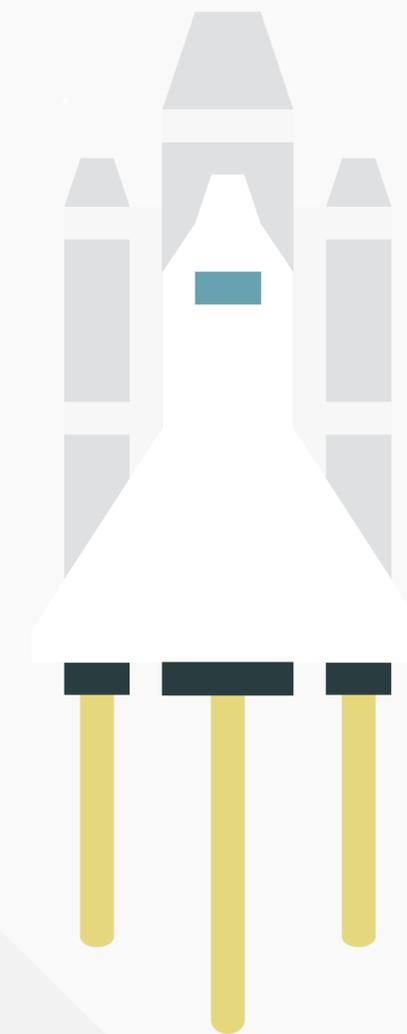
Blasting off into the unknown takes more than a first-class internal crew. You need to have a base of experts to tap when you need strategic insights, help getting off the ground, and support to help you continue to reach your next milestones.

### Here's the expert help you need to fuel your journey from broken to boundless IT services:

**Advisors** – Subject matter experts, champions, strategists and partners to collaborate in key planning areas, such as program, architecture, and product recommendations to future-proof your platform, avoid technical debt, and bolster adoption.

**Navigators** – Enablement experts, success agents, project managers, and system architects to effectively deploy the solution and realize value faster.

**Boosters** – Business managers, innovation champions, and process-minded collaborators focusing on improving application performance and user experience, and enabling your organization to fully realize value from its investment.



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One large financial company—a 135K-seat global organization—performed their first platform upgrade over a three-week period, reducing it to two weeks for the next upgrade, and hoping to get it down to one week going forward.



**Need Help? Look to the stars.**

Our highly experienced ServiceNow partner ecosystem helps customers in more than 80 countries—from region-based implementation partners through to global system integrators, service providers, and resellers.

These partners and customers are supported by the ServiceNow Professional Services team, including a global network of more than 400 certified implementation specialists whose deep expertise has helped deliver over 6,000 successful projects in over 50 countries. It's one of the reasons why ServiceNow scores so highly for "ability to execute" in the Gartner Magic Quadrant for IT Service Management Tools.<sup>5</sup>

**Services we offer:**

- **Expert Services:** Implement, optimize and upgrade with the experts for more value—faster.
- **Success and Support Services:** Take an orchestrated approach through your entire journey with trusted advisors.
- **Training and Certification:** Boost expertise and ROI with self-paced, virtual, or in-person training.
- **Technical Support:** Get assistance and resolve issues fast with 24/7 access to info and pros.
- **Customer Success Center:** Accelerate your outcomes with self-service tools, content, and resources.

Citations:

5. <https://www.servicenow.com/lpayr/gartner-mq-itsm.html>

## Stage 7 | Stick to the right trajectory

Adopt a phased approach for quick wins and continuous enhancements

The famous vanguards of space didn't reinvent how to blast off into space or redesign the rocket ship for their first mission. They relied on the structures, processes, and paths of their predecessors to guide their way.

Architecting your flight plan into the boundless doesn't have to be daunting, either. Just like Buzz Aldrin, you can soar into the limitless with the support of frameworks, processes, and flight plans from those that came before you. The Now Platform® is at the heart of every ServiceNow implementation (think of it as your rocket ship, ground crew, and mission control all in one). With it, you'll get a consolidated cloud service platform, complete with integrated applications and all platform innovations—such as embedded artificial intelligence (AI)—available for all processes.

### Getting started

Start with rolling out required best practice processes as close to out-of-the-box as possible for simplification and rapid results. They're standardized and simplified, delivering a better user experience, the ability to innovate, and smooth upgrades. Importantly, there's consolidated reporting from the service platform and its single record of truth. This leads to a better solution for your organization, as well as quicker deployment and time to value.

Every mission into the boundless has its own, unique goals and destination. While your basic flight plan aligns with the best practices that came before you, where you go and your specific mission is all about you. Your specific implementation will depend on your organization's goals, wants, and needs.

MISSION ACCOMPLISHED

**A large pharma company with a committed project team, rapid development from US and UK dev teams, and four ServiceNow partners launched cloud-based IT service management and operations globally, in over 10 languages, in just 17 weeks.**



## Stage 7 | Stick to the right trajectory

### Here's what that might look like, based on a flight plan of the past:

#### Example phase 1:

Here's where we lay the groundwork for embracing the unknown.

- Core (Foundation) data, Active Directory (LDAP) integration, single sign-on, and email gateway
- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management and configuration management database (CMDB) enriched with automated discovery
- Request and Service Catalog 1/2 basic virtual agent conversations for internal service providers
- Service Portal
- Relevant integrations
- Operations Management

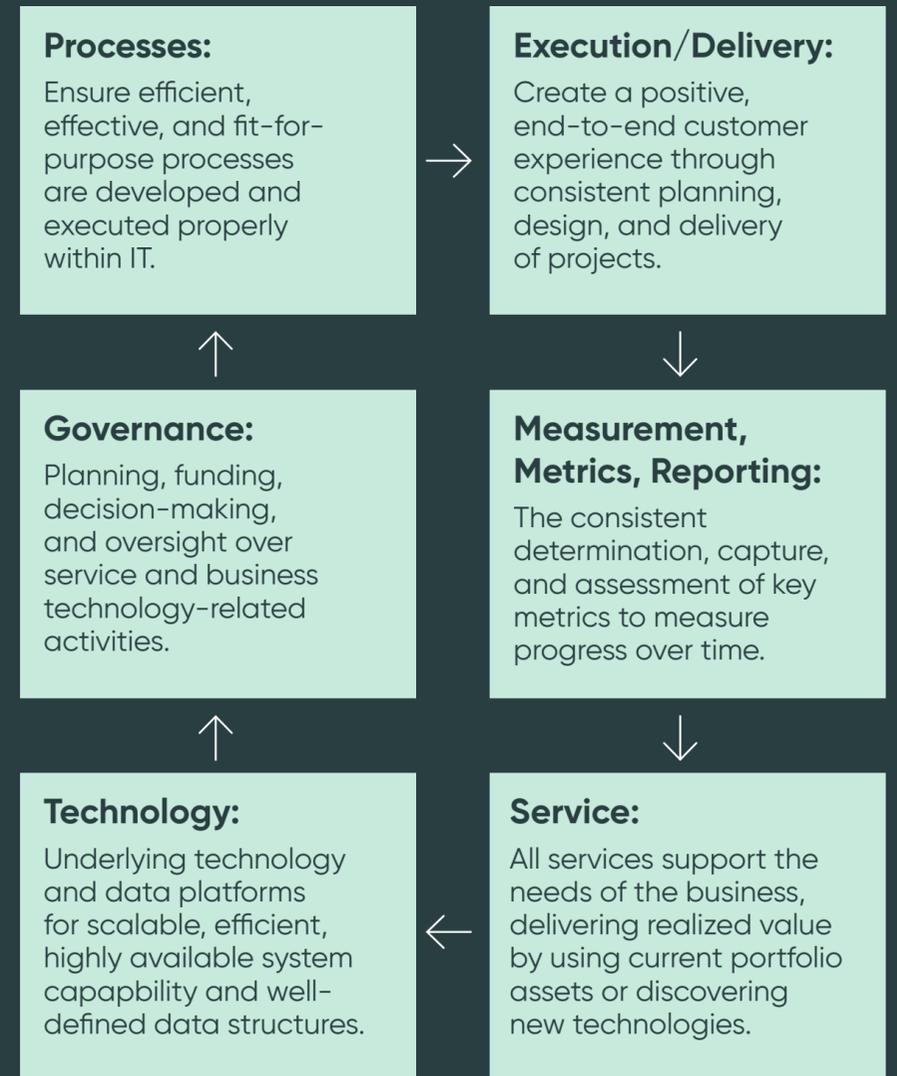
#### Example phase 2:

Now it's time for blast off. ServiceNow will help you get off the ground with:

- Mobile access to application capabilities for process users and the employees they serve
- Platform – delivered machine learning across applications
- Knowledge Management
- Hardware and Software Asset Management
- Service Catalog including end user portal
- Reporting, analytics and predictive-intelligence enhanced dashboards
- Any additional integrations per scope

This phase results in going live in the boundless cloud with assurance that your data, people, processes, and technology are all aligned and accounted for to ensure a smooth ascent.

## The ServiceNow operating model



## You've reached orbital speed. What next?

Achieving your transformation to the boundless IT cloud is just the beginning.

While completing the mission into the unknown is a feat in and of itself, the breakthroughs you will achieve as a result of that effort are the true game-changers for your organization. By making the leap from legacy on-premises IT to the boundless cloud, you're fueling your business for the missions to come by driving better decision making, creating better experiences for your customers, empowering your agents with connected information, case management best practices and automated fixes for common issues, powerful visibility into the entire IT service ecosystem and – most importantly – the flexibility to adapt so you're ready for the next mission into the limitless.

We didn't stop going to space after the first moon walk—or the second.

Ready to get boundless?

[Learn More](#)



Learn more about going from broken IT legacy systems to the boundless cloud with ServiceNow:

- Read how to blast past “if only IT could do X...” and [start delivering AI-Powered Service Operations that delight](#)
- [See how Deloitte uses global standardization](#) to boost efficiency while providing agile, user-friendly IT services
- Stop limiting your organization and [embrace the best of both worlds with hybrid IT management](#)

Ready to workflow it? Go beyond reading and start doing:

[Build the future of IT with digital workflows](#)

### About ServiceNow

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above \$1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for more than 6,200 enterprise customers worldwide, including approximately 80% of the Fortune 500. For more information, visit [ServiceNow.com](https://www.servicenow.com).