

servicenow



ITSM IMPLEMENTATION for MULTI-SPECIALTY MEDICAL GROUP



■ Introduction

The client is a cloud-based company that provides software as a service (SaaS) for technical management support. The company specializes in IT services management (ITSM), IT operations management (ITOM), and IT business management (ITBM), allowing users to manage projects, teams, and customer interactions via a variety of apps and plugins.

ServiceNow can integrate with other tools easily. For example, users can perform VMware AirWatch tasks from within the interface. ServiceNow also provides an app store of tool offerings from third parties.

Customer Background

Mednax/ Pediatrix

Pediatrix's physician-led medical group partners with hospitals, health systems, and health care facilities to offer women's and children's care across more than 24 specialties. Through its medical groups and practices, Mednax provides services through a network of more than 2,000 physicians and 1,200 advanced practice providers. Over the last 40 years, they have reshaped care delivery within women's and children's specialties and subspecialties. Their clinical teams care for the unique population of high-risk pregnancies and critically ill infants and children in both hospital and ambulatory clinical settings. Their nationwide team of almost 8,000 employees, including physicians, advanced practitioners, clinical leaders, and business and operational experts, work together every day to fulfill our mission to take great care of the patient.

This is Pediatrix - the experienced clinical specialists trusted by patients, hospitals, and referring physicians to take great care of the patient, every day and in every way.

Requirement

The project was to implement ServiceNow for ITSM processes (Incident, Problem, Change & Service requests), Knowledge Management, and SRM (Service Catalog).

- ✓ Developing Functional and Technical Specifications and providing User Training to Clients.
- ✓ Created multiple stories for different sprints based on the requirements based on the order and provided story points.
- ✓ Creation of multiple scrum tasks in the Agile board.
- ✓ Prepared design document and represented to the client to get the design sign-off.
- ✓ Creation of SLAs.
- ✓ Creation of UI policies, UI actions, UI Pages, client scripts, and business rules.
- ✓ Worked on Access Control Lists, to restrict access.
- ✓ Reporting and Dashboards.

Scope

- ✓ The Scope of the work involved gathering, designing, and implementing requirements for the ServiceNow Platform for Pediatrics
- ✓ The Roles of BPC, Developers, and QA personalities were deployed by Aress Software to Insource, for Pediatrix for Consulting, Requirement Gathering, Implementation, and Testing of these Requirements on DEV, QA & PROD Instances
- ✓ Requirements were gathered throughout 9 Sprints and 70+ stories to streamline the ServiceNow platform for pediatrics
- ✓ Implementation of Incident Management, Problem Management, Change Management & Service Request had to be done in addition to complete customization of the Service Portal and a vast array of custom catalogs on the Pediatrix ServiceNow instance.
- ✓ Direct one-on-one client interaction and consultation, presenting solutions and troubleshooting high-priority issues in production for customer-facing issues

Solution

Aress carried out the customization and implementation of the ServiceNow platform for Pediatrix. The modules implemented were Incident Management, Problem Management, Change Management, Knowledge Management, Governance, Risk and Compliance, Service Catalog, Reporting, and Service Level Management. The extensive customization and resulting workflow optimization streamlined the client's ability to develop, test, and release new applications. The improved workflows better support accelerated application development and streamline IT operations to give the client greater flexibility and speed in introducing business and customer-facing features and services.

Business benefits

- ✓ Aress Software's extensive support and ServiceNow optimization empowered the company to improve service desk efficiency through a single unified service management platform and accelerate new application development while streamlining IT operations for launching other services in their healthcare portfolio.
- ✓ The end Customer received a customized ITSM solution supporting the following processes: Incident Management, Request Fulfillment, Change Management, Knowledge Management, and Configuration Management. The project implementation helped the company to unify and standardize IT service management for all departments internally.
- ✓ With Aress Software's extensive production support, any production hiccups were expeditiously resolved for customer-facing issues.

Screenshots

Customised incident Form

The screenshot displays the 'Incident' form in ServiceNow, showing a 'New record' state. The form is organized into two main columns of fields. The left column includes fields for 'Number', 'Requester' (Anurag Barua), 'Requester's Best Contact Number', 'Requester's Primary Location', 'Affected User' (Anurag Barua), 'Affected User's Best Contact Number', 'Affected User's Primary Location', 'Practice Name', 'Division' (Shared Services), 'Phone Number', 'Extension', 'Category' (None), 'Subcategory' (None), 'Item', and 'Impact' (2 - Medium). The right column includes fields for 'Major incident state' (None), 'Opened' (06/10/2022 06:08:37 AM), 'Opened by' (Anurag Barua), 'Updated' (empty), 'Due date', 'Contact type' (None), 'State' (New), 'Assignment group', 'Assigned to', 'First Call Resolution' (checkbox), 'Mis-assigned Ticket' (checkbox), 'Reassignment count' (0), 'Reopen count' (0), 'Alert', and 'Knowledge' (checkbox). At the bottom, there is a 'Templates' section with several predefined templates like 'RCM Electronic Services GPMS Claim Issue' and 'RCM Electronic Svcs Incident Assignment'. The form is set against a dark header bar with the title 'Customised incident Form'.

Pediatric Landing page

pediatricx Service Management

Default [Glo] Global AB

99%

Filter navigator

My Homepage 2

+

Make your life easier, create a dashboard!

Did you know you can create a dashboard version of this homepage? Dashboards are like homepages, but easier to use. Dashboards have a drag-and-drop canvas that lets you easily add, move, and resize widgets. You can also add multiple tabs. Flexible sharing lets any user view and collaborate on dashboards with you!

[Don't ask me again](#) [Remind me later](#) [Create dashboard version](#)

Add content

My Homepage 2

Change Layout

New Page

No items

Self Service

Homepage

Business Applications

Dashboards

▼ Demands

Create New

My Demands

My Document Tasks

Service Catalog

Employee Service Center

Knowledge

Help the Help Desk

Visual Task Boards

Connect Chat

Watched Incidents

My Requests

Complex SLAs

< SLA Definition Incident Priority 1 Resolution(24 hours)

medmaxdev

Update Delete

An SLA starting now will breach on 06/11/2022 06:17:08 AM (Actual elapsed time: 1 Day)

Name

Incident Priority 1 Resolution(24 hours)

Type

SLA

Target

Resolution

Table

Incident [incident]

Flow

Generic Resolution SLA Notification and Escala

Workflow

Enable logging

☐

Active

☒

Application

Global

Duration type

User specified duration

* Duration

Days 1 Hours 00 00 00

Schedule source

No schedule

Condition type

-- None --

SLA will run 24x7 as no schedule is selected

Start condition

Pause condition

Stop condition

Reset condition

The conditions under which the new SLA will be attached and canceled

Start condition

Add Filter Condition

Add "OR" Clause

All of these conditions must be met

Priority

is

1 - Critical

AND OR X

Assignment group

is not

Desktop Services

AND OR X

Assignment group

is not

Field Services

AND OR X

Assignment group

is not

Oracle AST Managed Servic

AND OR X

Contact Us

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