

U.S. Navy and ServiceNow: Meeting the Demands of Tomorrow's Navy Today

Mission: The Department of the Navy will recruit, train, equip, and organize to deliver combat-ready naval forces to win conflicts and wars while maintaining security and deterrence through sustained forward naval presence.

Stem to Stern Review. Department of Navy Strategic Guidance. Department of Navy CIO Mission Initiatives. There is no shortage of guidance and mandates to move the Navy forward in its mission. All of these initiatives were designed to address key challenges facing the Navy including:

- Personnel brain drain with retiring workforce and need to attract and train new talent
- Modernizing siloed systems to enable them to connect for a more complete view of data, driving decision making
- Justifying budget requests with transparency into program performance and better POM process
- Finding cost savings to grow the fleet with a flat budget

ServiceNow is proud to provide a platform that can help the Navy meet these audacious and very necessary goals. With ServiceNow, the Navy can adapt manual processes to automated workflows across multiple organizations to create increased transparency, visibility, and efficiencies for the warfighter. Our platform supports:

- Automation of workflows
- Program and portfolio management
- Process visibility
- Asset management
- Risk Management Framework (RMF) automation
- Connection of legacy applications
- Audit and compliance reporting
- Sailor experience
- Help desk



Program and Portfolio Management

In an environment where you are asked to do more with the same amount of money, it is important to be able to see what impact moving funds and resources will have across portfolios. With ServiceNow's Business Management Module, organizations can run simulations that show how movement in one project's deliverables impacts how other programs operate. For example, one organization automated a manual form used to request access to facilities and systems. The workflow for moving personnel from one job to another was built into ServiceNow including approvals and electronic signatures. The end result is that the individuals are able to begin working day 1 at a new facility or in a new role because all of the access was granted in advance of that via the automated, online system with full visibility to all stakeholders.

Asset Management

Knowing where all assets are -- be they inventory, IT devices, or kit equipment -- is critical to ensuring readiness of our Naval forces. ServiceNow has enabled one Naval organization to track IT requests as well as physical assets via a single platform. Personnel were spending too much time navigating disparate IT systems to move equipment around and IT was tasked with maintaining and tracking multiple systems to record the movement of equipment and the requests of personnel.



The ServiceNow platform enabled the migration of IT data and processes to one centralized system of record and system of action. The organization is able to more effectively plan for their upcoming engagements and ensure that the proper personnel and equipment would be on-site. They were able to have real time visibility into the availability and location of their inventory and IT assets without having to contact IT. The common data model of the platform allowed them to perform planning and operations workflows for requesting services or equipment from the same system. This led to more efficient time management for both the performers and IT personnel alike.

RMF Automation

Complying with the Risk Management Framework (RMF) is important and necessary, but manual processes make this incredibly challenging. Automating the process and reporting is critical to achieving the overarching goals of RMF. The ServiceNow platform enables this automation as a platform of platforms, joining disparate systems together to pull the needed data for reporting into an easy to digest dashboard. This automation reduces sustainment costs, allowing organizations to meet RMF requirements more cost effectively freeing up money and resources to work on additional projects.

Enterprise Case Management

Enterprise Case Management technology and strategy is not reserved for industry only. The term "case" can be applied to many different scenarios. Whether providing services and support to external mission partners, managing a body of work across multiple departments, or improving mission readiness in the field with fleet and facility service delivery, ServiceNow Enterprise Case Management plays a critical role in supporting the enterprise.

The ServiceNow Platform is being used in the Navy to replace manual, spreadsheet driven processes that track communication and actions among the different mission partners. ServiceNow provides a consolidated and consistent platform that is integrated with Exchange accounts to automate email handling and includes integrated collaboration tools to manage events through a streamlined scheduling and notification system. This provides accountability and understanding of what work is being done by who.

It also introduces the use of chat bots that can triage requests from stakeholders without IT personnel having to step in. Critical to mission partner experience is the fact that SLAs are built out and managed from the same platform providing visibility at a more granular level. For one organization this resulted in 20% fewer emails coming in while increasing overall interactions by 30x.

Sailor Experience

During a sailor/civilian's journey through their roles at work, they encounter both material moments that matter, like onboarding or a Permanent Change of Station, and everyday moments like, asking a question about their pay or checking the status of their promotion. These moments involve many emails and calls leading to frustration over visibility into the status of their request. The sailor's first and most lasting memory of their journey begins with onboarding and ends with off-boarding. Creating a connected, consumer-like experience for sailors throughout their journey, for everyday moments and the big moments, will enable the Navy to be fully manned and prepared to execute on the mission.

ServiceNow creates a digital platform for streamlined service to the sailor. The Employee Service Portal is a purpose-built, brandable, configurable employee portal that supports personalized user content giving sailors a single place to quickly and easily get all the HR and other services they need. From this custom branded site, sailors can use a Google-style search field to find information, such as policies and procedures. They can open a case, kick-off a process, respond to a survey, or chat live with subject matter experts if they need more help. HR can even push out targeted communications and task employees to take required actions. This further enhances the efficiency of HR service delivery teams, in part by making the sailor/civilian themselves more self-reliant, and further a consumer-like experience.

All of the portal functionality can be accessed via mobile devices, disconnected on a ship, or at an office desk allowing HR to work with and for sailors no matter where they are located.



Together ServiceNow and the Navy can:

- Modernize infrastructure to enable more automated processes
- Deploy new capabilities with digital solutions and new training methodologies
- Defend our information with continuous monitoring

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