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Deloitte.



Digital Transformation Immersion Session

September 2020

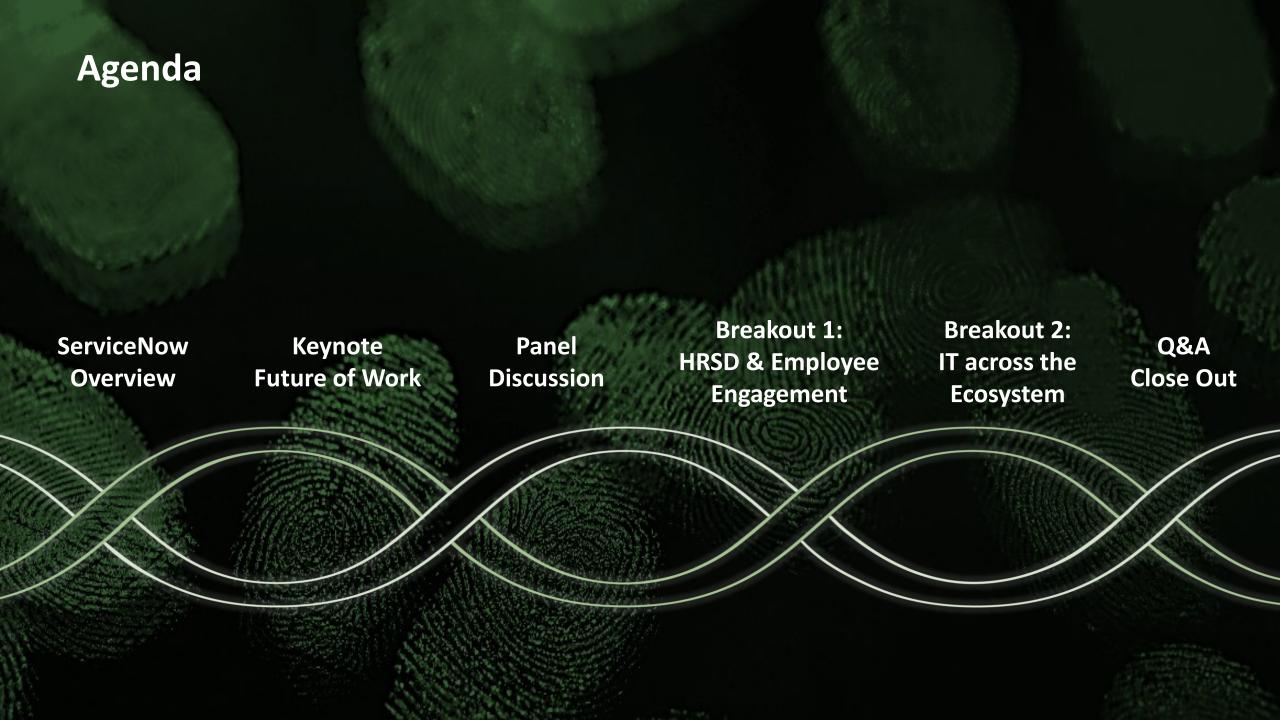
Welcome & Introduction

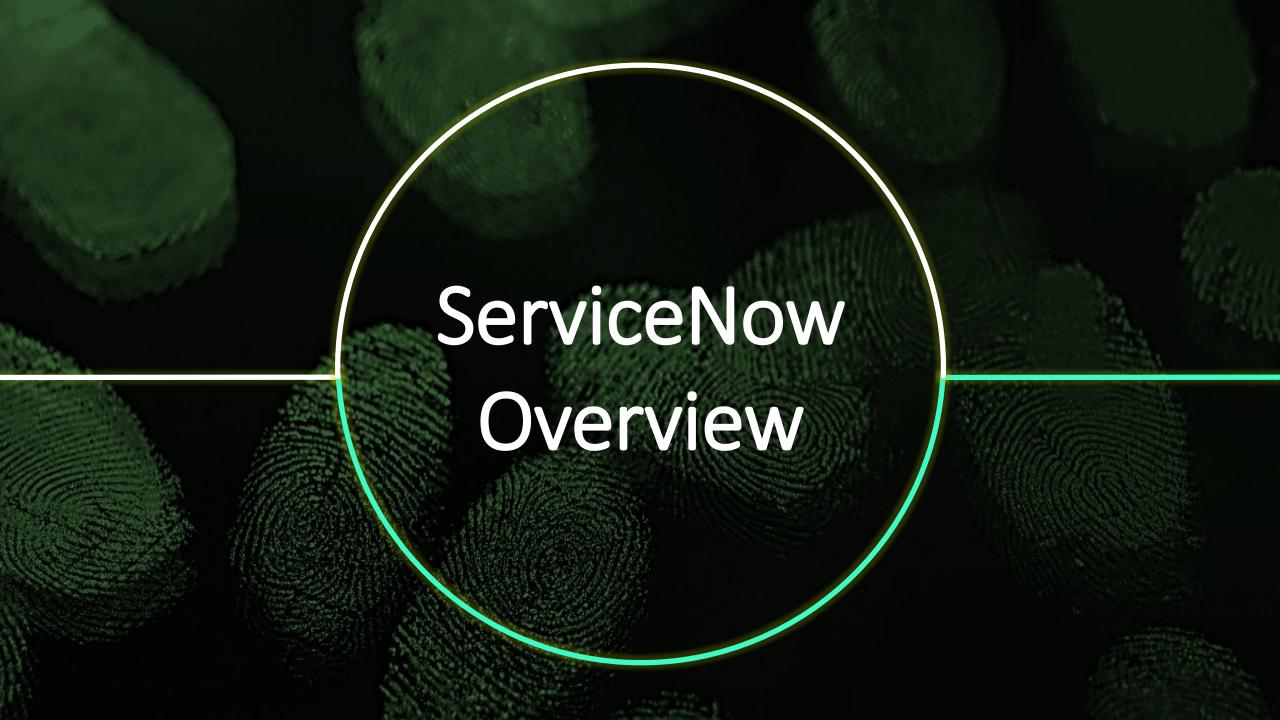


Rieta de Villiers

Deloitte Technology Strategy and
Transformation Lead

Rieta leads the **Technology Strategy and Transformation** capability including ServiceNow. Rieta works closely with technology leaders to practically define their technology strategy, operating model and architectures. She is passionate about providing clients with technology enablement solutions that simplifies, drives efficiency and brings value to their employees and customers.





Leader's digital transformation focus



Smart Experiences

Modernise and automate



Cost savings

Reduce software, hardware, & cloud spend



Operational resilience

Deliver resilient operations

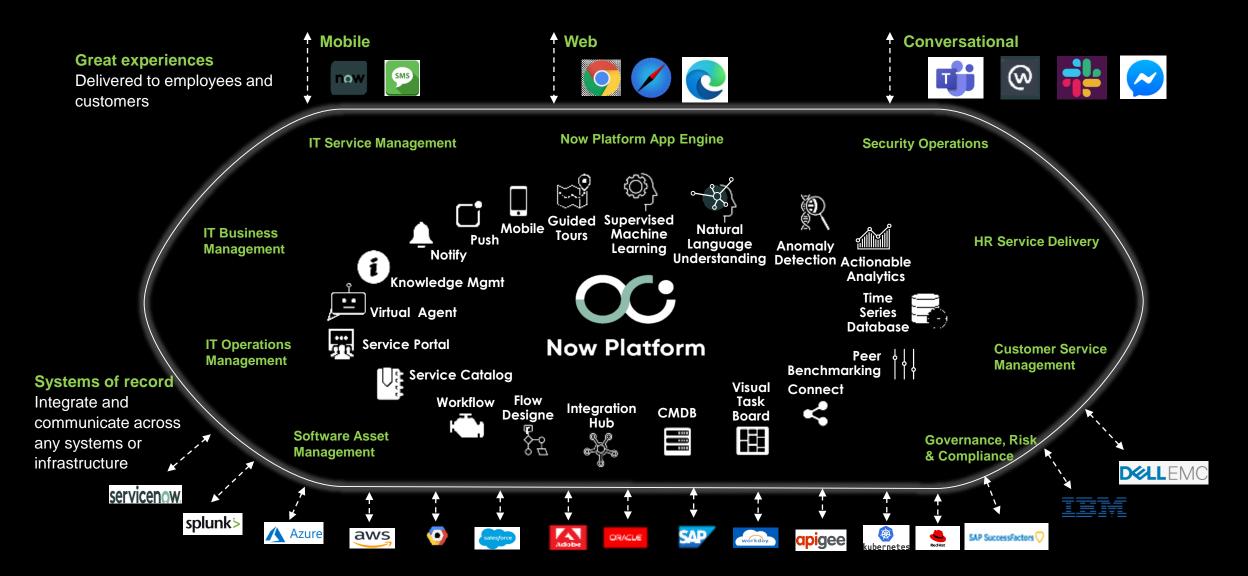


Innovate faster
Innovate at digital speed

Behind every great human experience is a great workflow

Behind every great experience is a great workflow

The Now Platform delivers workflows across organisations, silos and systems, creating a seamless enterprise system of action that enables great employee and customer experience and unlocks productivity



Your digital transformation agenda in the new normal

Deliver your employees the right experience anywhere

- Deliver business continuity
- Drive the productivity of your workforce
- Transform your organisation to provide critical services

Drive fierce customer loyalty with connected digital workflows

- Organise resilient operations for unforeseen circumstances
- Manage location-based work efficiently and safely
- Expand capacity via automated self-service

Optimise IT productivity, cost, and resilience

- Deliver resilient operations
- Modernise and automate IT with AIOps
- Reduce software, hardware, and cloud spend

Create new workflow apps fast when you need them most

- Quickly respond to business change with new workflow apps
- Boost productivity with embedded analytics and Al in every app
- Digitise and automate work across the enterprise

Keynote Future of Work



Talitha Muller
Future of Work Programme Manager
of Africa

As the Future of Work Programme Manager for Deloitte Africa and member of the Global Future of Work Regional Leadership forum, she plays an integral part in leading the Future of Work movement within South Africa by providing strategic guidance to business leaders on navigating the complexity of digital disruptions pertaining to changes in work, workforce and workplace, and how to create exponential professionals.

Importance of Alliances & Panel Introduction



Kavitha Prag
Deloitte Supply Chain and Network Operations
Director

Kavitha Prag is a Director in Deloitte Consulting, focussing on Supply Chain **Management** Internet of Things (IOT), Capital **Projects and Smart Real** Estate. She enjoys a proven track record for supply chain optimisation, delivering practical, strategy-driven value through advisory services that optimise, reinvent, and improve the supply chain from end to end design, plan, source, make, and deliver.

Panelists



Lungile Mginqi

Sasol Group CIO

Lungile in his role as Sasol Group CIO plans to transition the IT organisation ways of working into Product Portfolios Strategy that delivers clear business outcomes by linking what the IT organisation does to business hypothesis or outcomes. This role also included introducing the new ways of working, adoption of the new emerging technology and embedment of the improved service experience in IT.



Seb Fitzjohn

ServiceNow EMEA VP

Currently serves as the Vice President, Alliances & Channel Ecosystem, EMEA Prior to this, Seb was Senior Director at VMware leading the Global SI/SO route to market in EMEA from November 2015 to June 2019.



Chris Garibaldi

Deloitte Global ServiceNow Alliance Leader

Chris founded Deloitte's Technology Business
Management (TBM) practice over 17 years ago. With 27 years of experience in business strategy and management, Chris possesses a unique perspective on the business of IT. The client centric solutions he designs deliver on the promise of technology.



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Deloitte & ServiceNow Digital Transformation



You will now be allocated to the Breakout room that you selected earlier

Let us know in the chat if you wish to switch to an alternative Breakout Session

Immersion Session 1

ServiceNow across the HR Ecosystem

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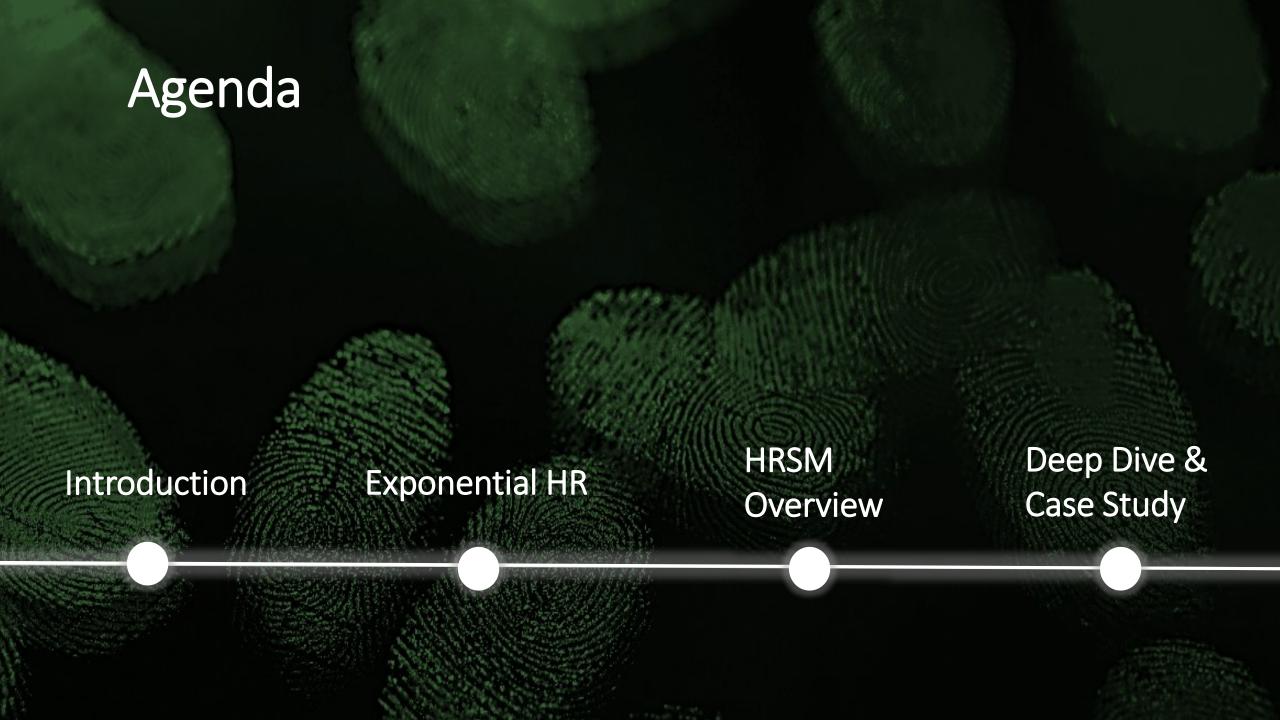
ServiceNow Across the HR Ecosystem

September 2020



Driving employee experience

Delivering unparalleled employee experiences



Introduction & Overview



Jo Doyle
Senior Manager
Deloitte Consulting SA

Joanne is a Senior Manager in the **Human Capital Technology** practice were she leads the Employee **Engagement and** Experience portfolio. The team designs employee engagement and experience platforms to drive performance, culture and accountability.

Your Presenters for the HR Breakout

Jo Doyle

Deloitte Senior Manager

Jo is a Senior Manager in the Human Capital Technology practice were she leads the Employee Engagement and Experience portfolio. The team designs employee engagement and experience platforms to drive performance, culture and accountability.



Declan Watson

Deloitte Partner

Declan has more than 28 years of HR Transformation experience in guiding global organisations with developing their HR strategy, HR service delivery model (i.e. operating model), including HR Shared Services and the development and deployment of enabling HR technologies.



Hannah Rutledge

Deloitte Senior Manager

Hannah is a Senior Manager within Deloitte's Human Capital – HR & Technology Advisory consulting practice. Hannah has experience working on multiple Global HR Transformation programmes across a number of industries in the Private Sector (Financial Services, TMT, Retail, Consumer Goods).

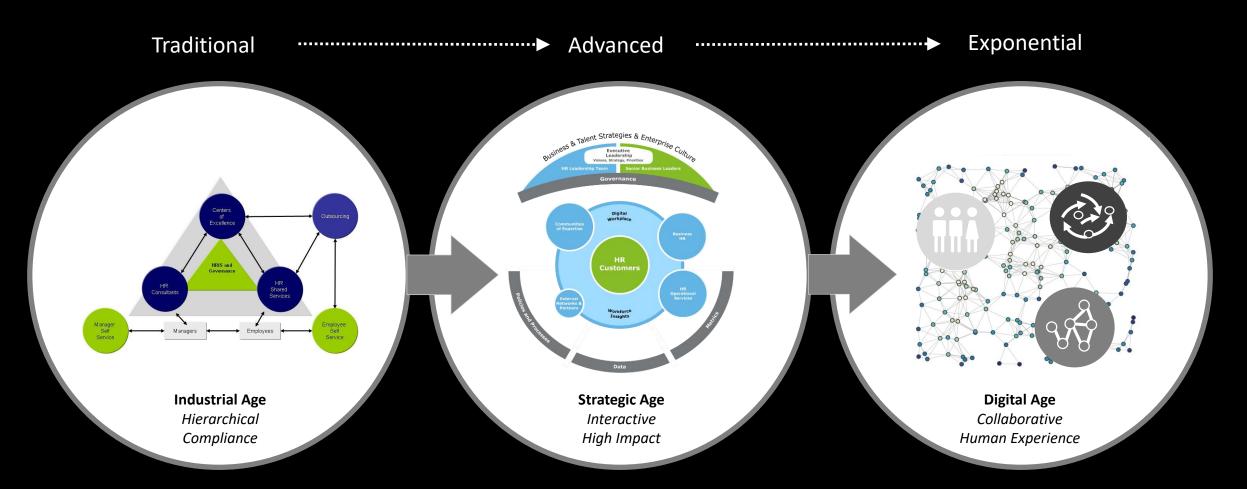


Break away from traditional operating models to achieve work outcomes

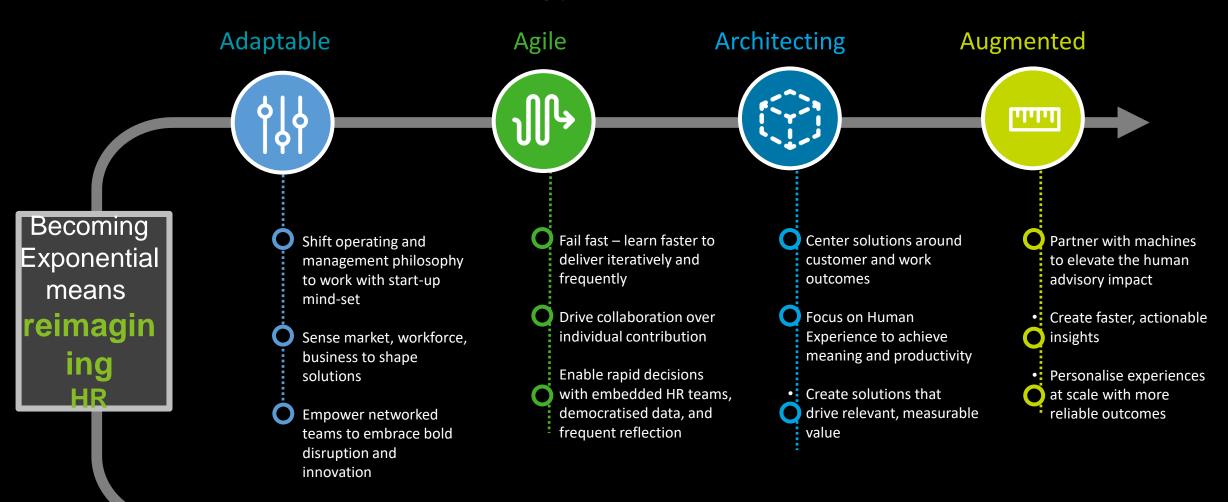
Exponential HR

It's time for **Exponential HR**

Traditional, static HR operating models are for the history books



Exponential HR requires **more than tweaking** HR's existing operating model, structures, or technology



Exponential HR..... is Adaptable

Five Layers of Being Adaptable

Organisation Leader Individual **Ecosystem Team** How the work environment OPERATES How work is ORGANISED How work is DELIVERED How work is MANAGED and LED How work is EXECUTED ...they use a Flexible organisational ... High Performing Teams harness HR leaders are versatile, connect and ...and unlock resilient individuals Adaptable HR Ecosystems are Purpose Driven and sustain Network, of people, processes, and the expertise of traditional and empower teams, embrace through adaptive talent programs competitive advantage by systems that interact with each future workforce models and use vulnerability, and create an to enable how people learn, grow, constantly sensing shifts in the other to deliver that broader new ways of working to create the environment of creativity and and develop needs and demands of the purpose - often centered around right environment for change inclusion workforce, customer, business, and customers market

5.3 X more likely to tap into external sources of information

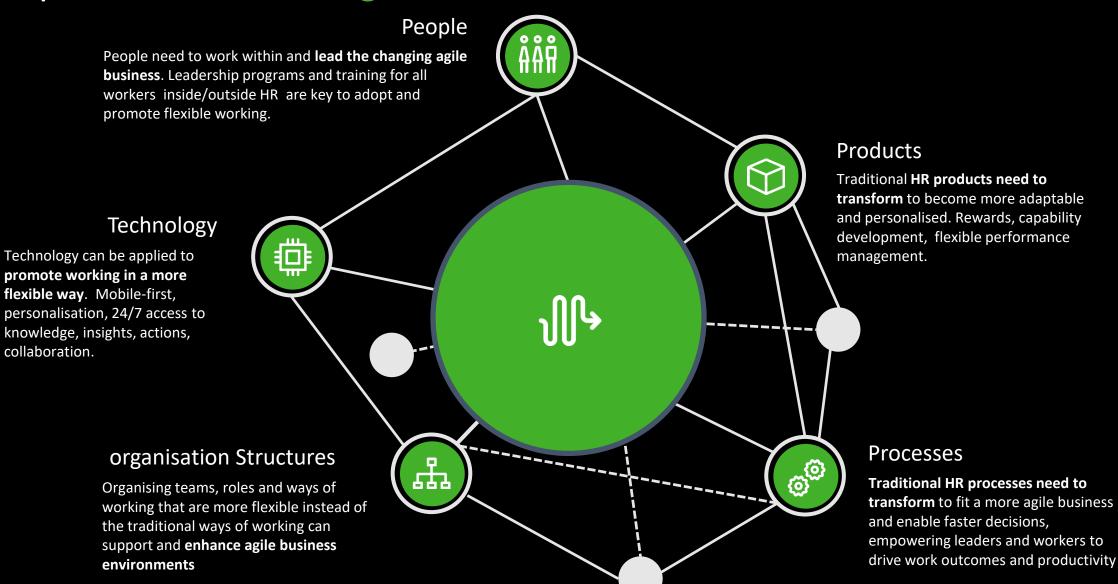
4.6 X as likely to have strong capabilities in organisational

4.6 X more likely to practice collaboration and teamwork in accomplishing goals

have effective culture and in the workplace

6.0 X as likely to manage change and uncertainty

Exponential HR..... is Agile



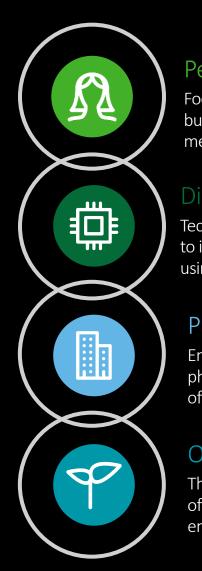
Exponential HR..... is Architecting

Create a
Human- Centric
Workforce
Experience

Workforce Experience is an enterprise priority—well beyond HR, yet HR can orchestrate that experience through <u>four experiential levers</u>:

personal, digital, physical, organisational.

Measuring Workforce Experience enables clear linkage to Customer Experience and business performance.



Personal

Focus on opportunities to create personal connections and building mechanisms to create a high level of purpose and meaning between workers and the organisation.

Digital

Technology that enables individuals to work and learn with aim to increase productivity, foster collaboration and creativity by using experimentation, design thinking and rapid innovation

Physical

Environment that enables individuals to collaborate with others physically and virtually, thereby increasing the individual's sense of belonging to the organisation and ownership of its success

Organisational

The purpose-based foundation reflected in everyday behavior of leaders, workers and partners, resulting in a positive, engaging work environment in which individuals can thrive.

Exponential HR..... is Augmented

Insights

Amplify organisational intelligence by delivering actionable and real-time insights through pattern detection and analysis from multiple data sources

Example: Predictive Analytics



Enable advisory services based on actionable insights

Provide technology and insight for strategic decisions



Automation

Enable a machine to replicate rules-based human actions for the purposes of automating transactions processing

Example: Robotic Process Automation (RPA)



Automate high volume work and upgrade productivity

Engagement

Use intelligent agents & avatars to deliver mass consumer personalisation at scale and smarter, relevant insights to amplify end user experience

Example: Chatbot with Artificial Intelligence



Provide personalised inquiry and problem resolution

Craft exceptional experiences and deliver moments that matter

Core HCM applications are table stakes.

The human role is elevated by reimagining augmentation with digital co-workers.

In closing.....What HR capabilities will be required in the future?



Exploring four case studies

Agile



"Unlocking one million hours of productivity by delivering a next-gen employee experience for Coca-Cola European Partners"

Architecting



"Delivering a fully digital onboarding experience, accessible via mobile phone, tablet or desktop for **Deloitte UK Graduates**"

Adaptable



"Enabling the Flow
of Work across the
HR Operating
Model and
integrated HR
system landscape
at a Global Media
client"

Augmented



"Maximising case deflection and delivering a consumer grade Portal experience at Chevron"

Exponential HR..... is Agile

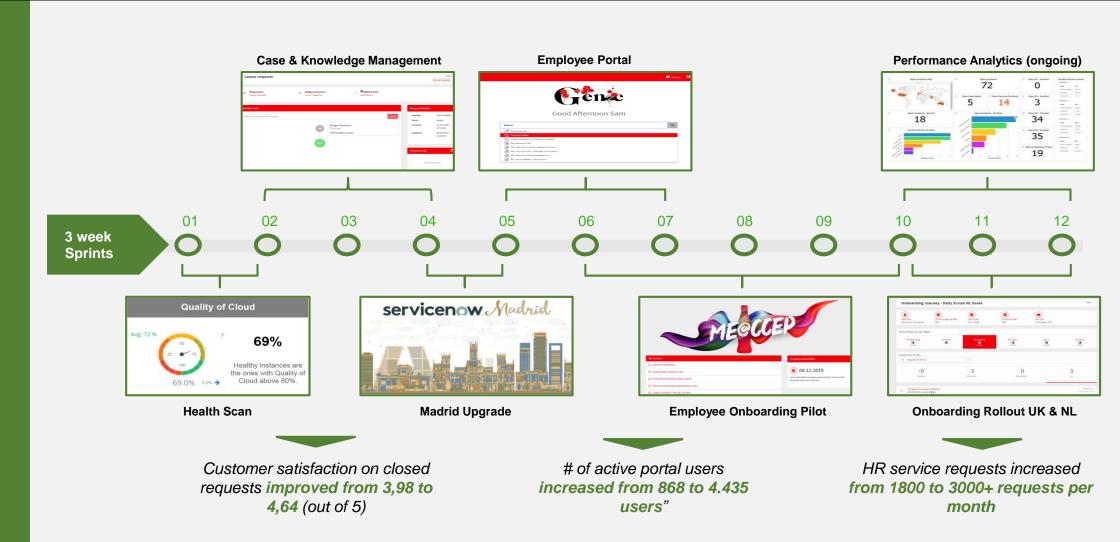


"Unlocking **one million hours** of **productivity** by delivering a next-gen employee experience for **Coca-Cola European Partners"**

During an 8 month period...

tangible outcomes were delivered...

...every 3 weeks



Exponential HR..... is Architecting

"Delivering a fully digital onboarding experience, accessible via mobile phone, tablet or desktop for Deloitte UK Graduates."



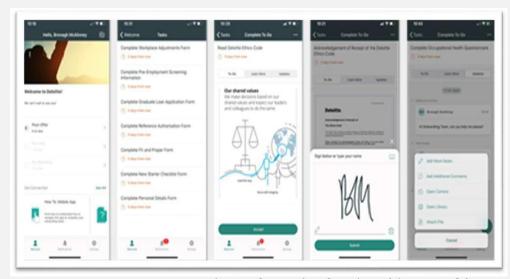
1,400+ Graduates are now enjoying a fully digital onboarding experience...

accessible via mobile phone, tablet or desktop...

whilst providing HR with access to a modern, integrated workflow tool to manage a high volume of cases

Key benefits

- Automated workflows to complete onboarding tasks and for HR colleagues to provide support
- Chat functionality to facilitate interactions between Graduates and HR, providing convenient, secure dialogue
- Electronic signatures for all documentation required as part of the Onboarding process
- Personalised knowledge articles aligned to Role and Service line
- The ability for Graduates to track and monitor their progress
- The ability for HR to manage their work, with easy to use dashboards
- Time saving of approximately 2-4 hours for each new hire
- Time saving for Graduates during COVID-19 / lockdown environment for those that do not have access to a printer



A selection of screenshots from the mobile version of the app

"I've been really liking the app...being able to read the pdfs as soon as I click on the task on the same page is great...and doing the signature on the phone was very easy too" Graduate joiner

Exponential HR..... is Adaptable



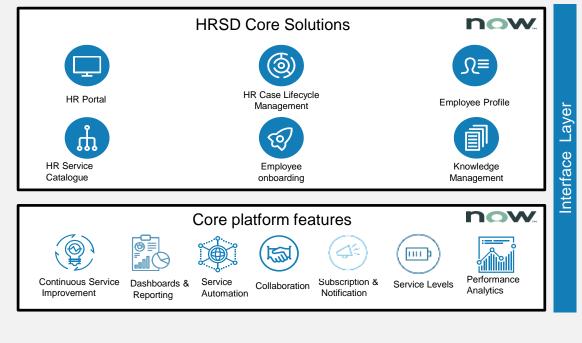


ServiceNow serving as the Employee Engagement Layer / One stop shop for all HR Content and Services...

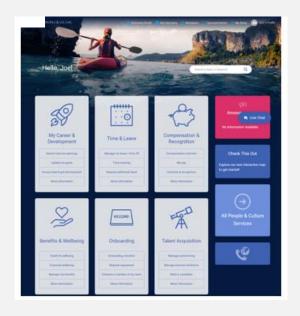
Integrations with SuccessFactors and other HR systems to deliver a seamless employee experience...

Delivery of an Amazon like HR experience through development of 40+ HR Services in the HR Service Catalogue

Making work simpler...



Delivering an Amazon like experience...



...through an integrated HR system landscape

...with 40+ requestable HR Services

Exponential HR..... is Augmented

"Maximising case deflection and delivering a consumer grade Portal experience at Chevron"



Transforming the HR Service Delivery model across 55 countries...

... harnessing the power of ServiceNow to maximise case deflection and enable intelligent routing of cases...

... through virtual agent technology, optimised knowledge management and an extensive HR Service catalogue

Key benefits

- A unified, consumer grade, employee engagement portal to connect with employees and facilitate self-service knowledge, case creation and portal content for HR
- 50+ new HR Services built on the ServiceNow platform and empower HR Shared Services to deliver services to their customers
- Virtual agent chat functionality that enables employees to searching knowledge, logging general inquiry cases and chatting with HR Shared Services live to get the help they need around the clock
- Integrations with third-party applications to enable document management, telephone, and the flow of work between systems
- 600+ new knowledge articles and web pages to assist employees and HR Shared Services agents in understanding new HR technologies and processes, as well as enabling a seamless transition after the launch of new tools



Key takeaways

Agile



 Organisations are designing and delivering workflows on the NOW platform in a matter of weeks, resulting in a rapid ROI from the product

Architecting



 The flexibility of the platform encourages the design of Human centred workflows... making work simpler for the workforce, whilst delivering awesome, frictionless experiences

Adaptable



 ServiceNow is a critical enabler for an efficient HR Service Delivery Model, enabling the Flow of Work across your HR Operating Model

Augmented



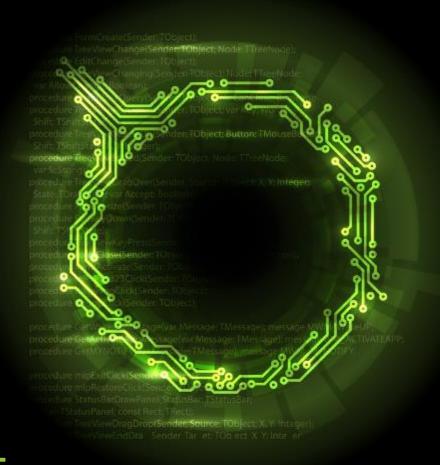
Organisations are leveraging
ServiceNow's
Virutal Agent capabilities to maximize case deflection and to deliver a 24/7
Service to their workforce

Immersion Session 2

ServiceNow across the IT Ecosystem

Deloitte.

servicenow.



ServiceNow Across the IT Ecosystem

September 2020

Presenters

Deshan Pillay

Deloitte
ServiceNow Practice Lead

Deshan is a leader in the Technology, Strategy and Transformation team were he leads the ServiceNow practice. His experience in Service Management, Business and technology consulting span more than 10 years. He has worked with various clients to streamline and automate user experiences across the enterprise.



Chris Garibaldi

Deloitte
Global ServiceNow Alliance Leader

Chris founded Deloitte's Technology Business Management (TBM) practice over 17 years ago. With 27 years of experience in business strategy and management, Chris possesses a unique perspective on the business of IT. The client centric solutions he designs deliver on the promise of technology.

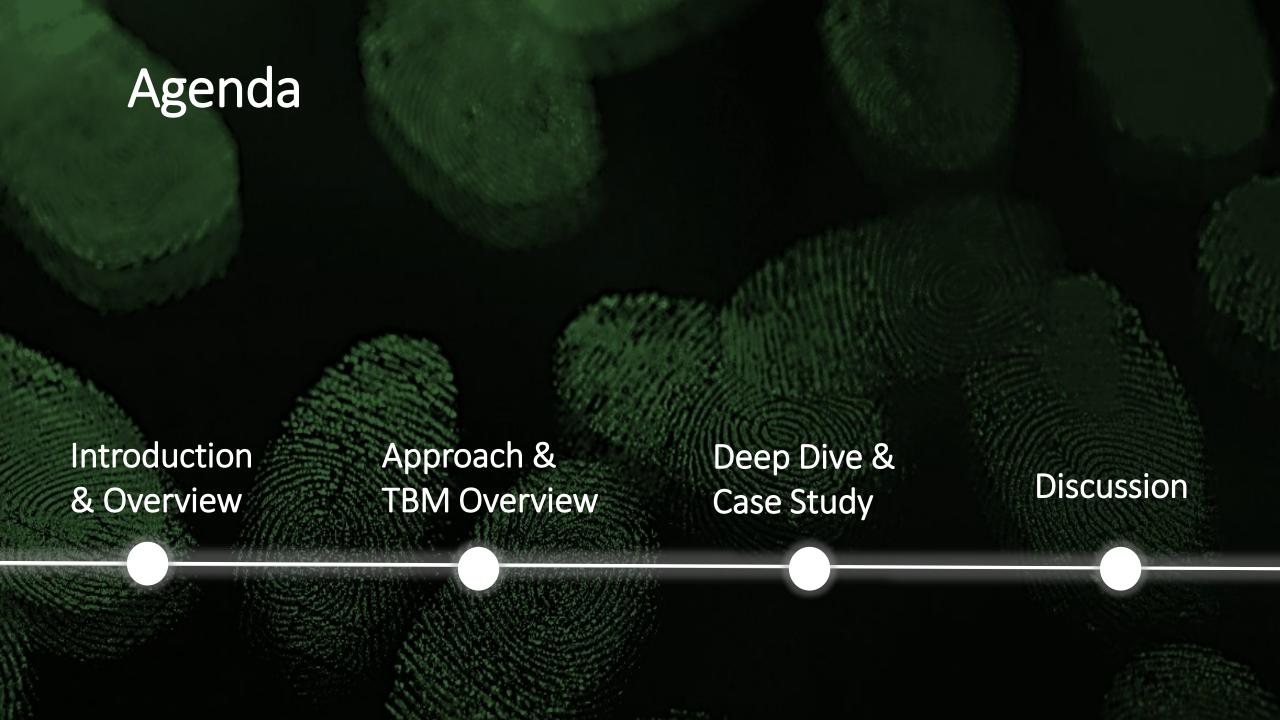


Luke Losinski

Deloitte
Technology Strategy and
Transformation Lead

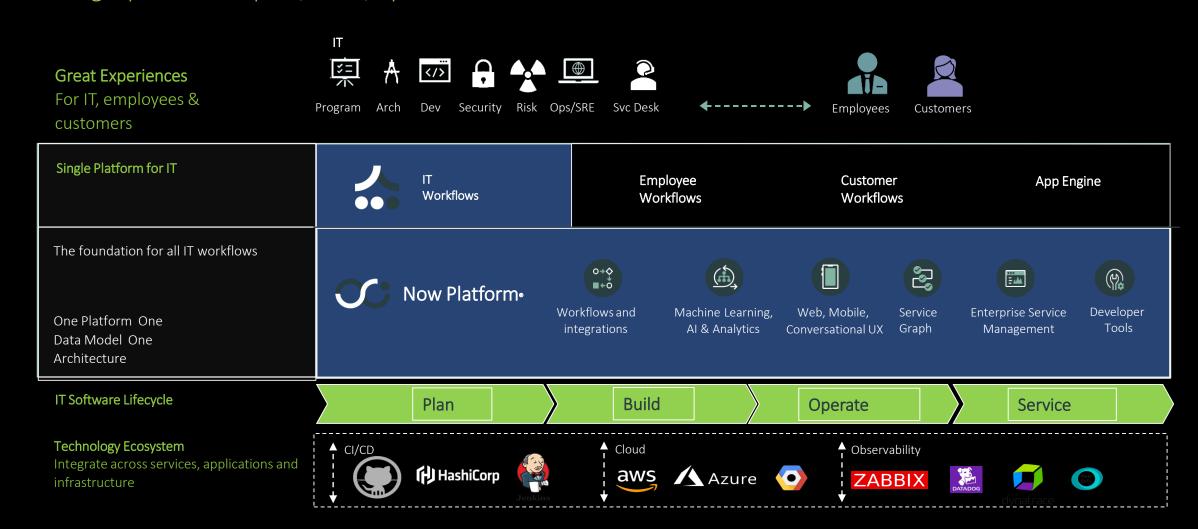
Luke is a leader in Deloitte Consulting's Technology Business Management practice with nearly 15 years of experience helping organisations run the business of technology. He is on the forefront of how modern technology organisations can evolve to produce outcomes for their stakeholders in the digital era.





Deliver Digital Change with the Platform for IT

A single platform to plan, build, operate and service across all IT functions



Quick time to value in the new normal

Optimise enterprise software spend and audit risk In a few months







Consolidate and sunset apps













Content Library



Millions of products

Reduce SaaS spend in a few days













salesforce sales cloud







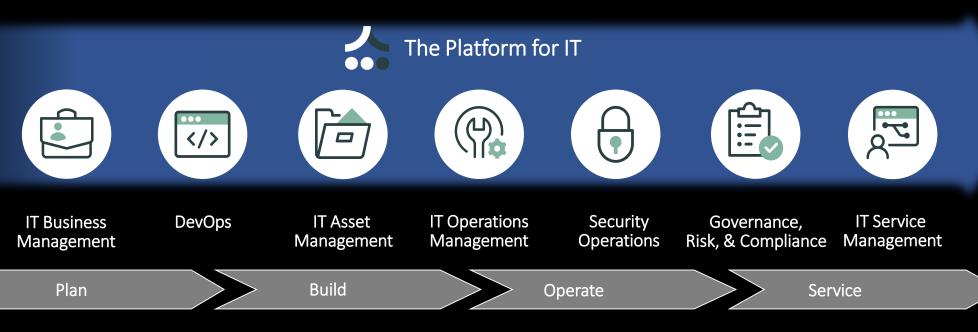




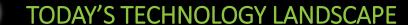


Connect your technology process and people through the Platform for IT





IT Leadership Agenda



Describe the current market forces that are impacting the way organisations manage the business of technology.

MANAGING THE BUSINESS OF TECHNOLOGY

Define the six competency areas within Deloitte's Technology Business Management framework and how it is used to manage the flow of data through a technology function

OPTIMISING THE TECHNOLOGY INVESTMENT LIFECYCLE

Explain how to manage the lifecycle of a technology investment from ideation through delivery

The Shifting Expectations of Technology Leaders

Massive shifts are reshaping the role of technology leaders from keeping the lights on to driving growth and organisational performance



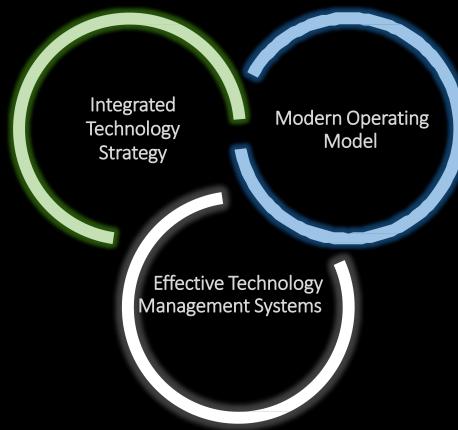
Recent unprecedented volatility is accelerating changes and the need for technology leaders to act

Transforming the Technology Function Must Consider Three Dependent Focus Areas

Making changes in a silo minimises effectiveness and often results in the inability to deliver the expected benefits of a

transformation

Develop a holistic strategy that considers enterprise needs, customer desires, and technology capabilities

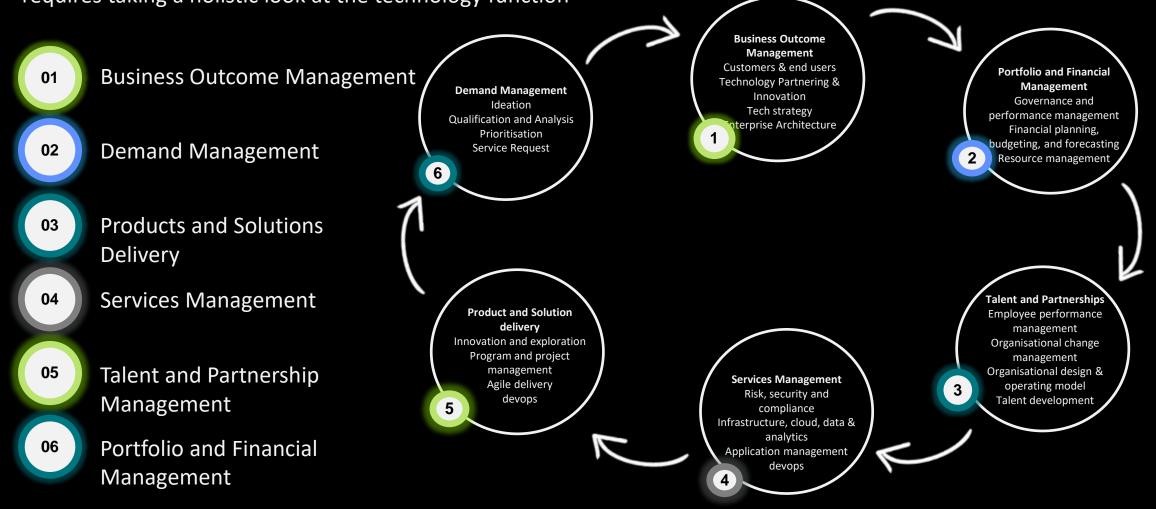


Align pillars of an effective operating model with the way technology executes and the required services to meet the expectations of technology

Evolve management processes and systems to keep pace with changing delivery methodologies and demands on the technology function

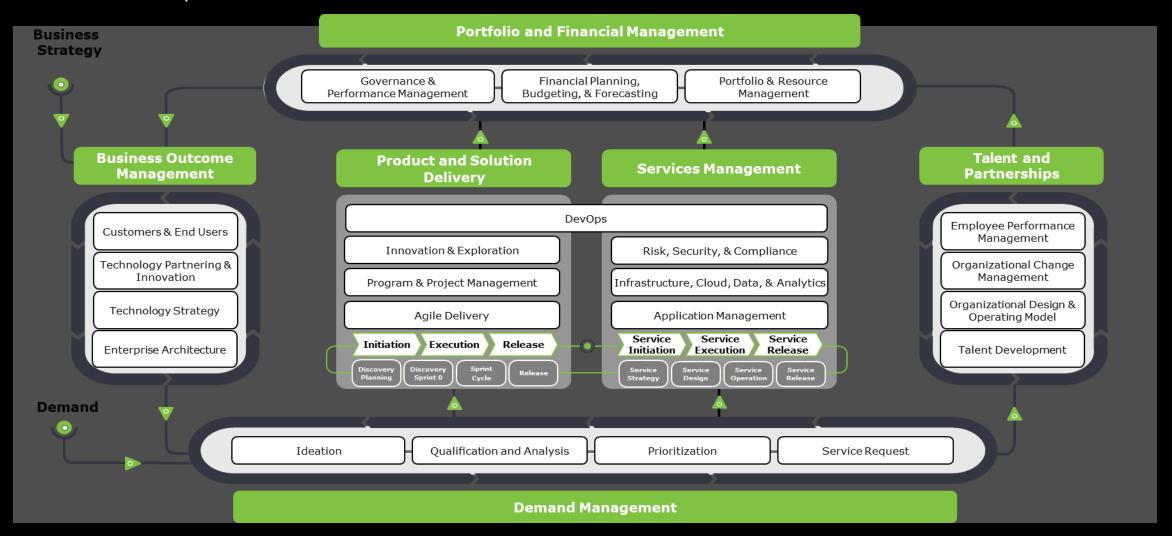
Enabling Effective Management Systems with Technology Business Management

Having control over your technology portfolio with the ability to make decisions at the speed required from enterprises today requires taking a holistic look at the technology function



Operationalising Technology Business Management

When properly integrated, the competencies within Technology Business Management create a whole that is greater than the sum of the parts



Key Considerations

Begin with the end in mind

Every aspect of work within technology should be viewed through the lens of the outcomes it is supporting; whether that be enabling business processes or delivering a competitive advantage. This requires managing services in an end-to-end fashion that optimises technology assets to deliver business outcomes

Provide true visibility into the value of technology

Strong control over the portfolio of technology services is required to respond to changing needs and communicate the value of technology. Connected operational processes should be in place that produces information that is understandable, actionable, and justifiable for the technology's customers.

Meet expectations through nimble execution

With increasing expectations regarding new capabilities being delivered faster, the disciplines need to be in place to "right-speed" technology delivery. This requires moving from a project execution to a product solution delivery mindset allowing for different methods of work from "fail fast" innovation to agile solution delivery.

Embrace the change

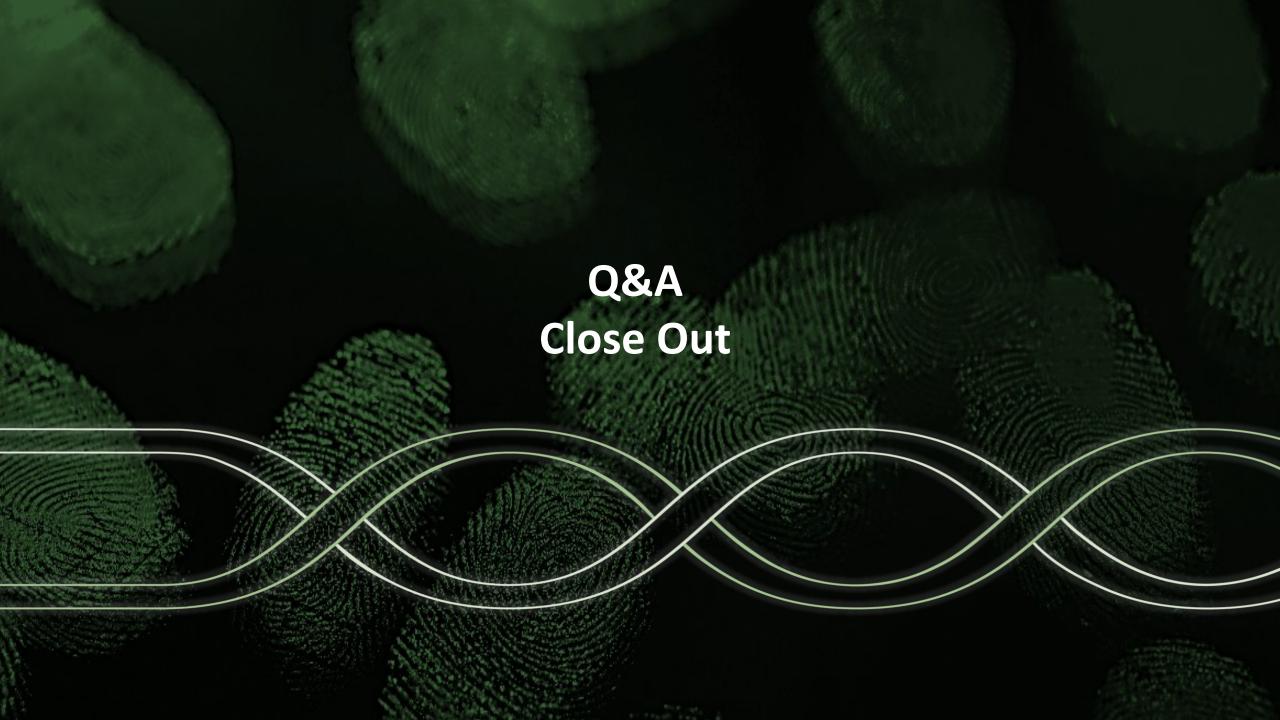
Be prepared to let go of the old ways of operating and adapt to the changing needs of the organisation, it's customers, and shareholders. Strategically design and integrate ecosystems of services, data, and partners to drive value, credibility, and influence of the technology across the business.

Use Case Discussion Energy Company

TBM and ServiceNow Summary

TBM + Now Use Cases

Project Portfolio Management	Application Portfolio Management	IT Financial Management	Business Outcome Architecture	Agile and Product Management	Enterprise Resource Management
DEMAND MANAGEMENT	APPLICATION ANALYSIS	ANALYTICS ANALYTICS	METRICS REPORTING	A GILE DEVELOPMENT	RESOURCE AVAILABILITY
PROJECT MANAGEMENT	PLANNING AND EXECUTION	ALLOCATION MANAGEMENT	BENEFITS TRACKING	A GILE PERFORMANCE ANALYTICS	RESOURCE ALLOCATION
BUSINESS OUTCOME MANAGEMENT		TCO MANAGEMENT	CAPABILITY MAPPING	AGILE BOARD AND BACKLOG	SKILLS ALIGNMENT
PORTFOLIO MANAGEMENT		OPERATIONAL DATA MGMT.	VALUE DRIVERS	S C R U M P L A N N I N G	



Thank you



Rieta De Villiers

Technology Strategy and Transformation Lead Deloitte Consulting

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