servicenow.

Digital transformation belongs to everyone.

The ServiceNow guide to empowering your teams to make work flow more efficiently and securely.

After a phase of big-ticket, consultant-led 'Digital Transformation' projects at the Federal, State and Local levels of government, the need for agility and responsiveness to Australian needs remains undiminished. The environment in which we must pursue these improvements has, however, changed considerably.

The new climate of budgetary pressures and tightening expenditure will necessitate a shift away from 'outsourced innovation' and expensive external consultants. While some leaders will interpret this as a 'red light' for large transformation projects, others will see this as a blessing in disguise – especially leaders who know that effective innovation in an organisation really happens at the grass roots.

For those looking to place the power of innovation into the hands of those who need it most, the ServiceNow® Protected Platform opens up new possibilities. It provides the powerful yet flexible abilities of the Now platform, hosted on a secure, private environment that meets Federal and State security and governance requirements.

This guide is an invaluable resource to help leaders in government agencies get granular, get cumulative and get transformation happening – right across the organisation, every day, with ServiceNow.

For Federal Government agencies, ServiceNow Protected Platform extends what is possible in a secure, protected architecture, providing a compliant platform for organisation-wide transformation. In the case of State and Local governments, it extends the transformative power of ServiceNow, making it suitable for protected workloads and high-compliance projects.

Regardless of the level of government, when unleashed across the organisation, the power of 'employee innovation' drives its own momentum, delivering quick yet sustainable wins, again and again and again.

In this eBook

The transformation paradox for government: lofty ambitions, limited resources.

The future of transformative projects in the realm of government couldn't be clearer. Soon after the Federal election in 2022, the Minister for Finance announced a commitment to 'reducing reliance on consultants by developing and piloting an in-house consulting model to strengthen core capabilities and functions in the APS.'[1]

While this approach to valuing and developing in-house skills is to be applauded, it raises the issue of where these skills will come from in the short to near term.[2]

The private sector is already experiencing a technical skills shortage, which will further exacerbate the challenge faced by all levels of government as they attempt to attract this talent.

The government's own investigation admits the sector faces stiff competition in attracting these skills away from the 'lucrative private sector', due to 'stagnant APS pay' and 'lack of career progression'.[3]

With recruitment unlikely to fill the gaps left by the withdrawal of private-sector consultants, the path forward is by upskilling and empowering those already within the ranks of government.

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The task of the public service is not only to keep up with the pace of change but... get ahead of it. We can do this by innovating from within and harnessing the already formidable talent that exists within the ranks of the public service."

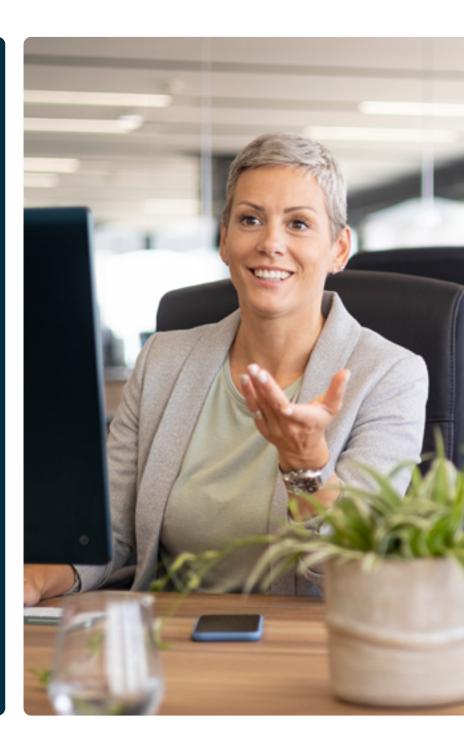**Katy Gallagher**
Minister for Finance

[1] The Mandarin, Gallagher to unveil 'in-house' consulting model for APS, 2022; [2] Computer Weekly, Australian public sector facing transformation challenges, 2022; [3] APS Report, Undermining Public Sector Capability and Performance, 2021

96%

96% of the public sector decision-makers have a digital transformation strategy but only 18% consider it fully implemented.[2]

100k

100,000 extra technology-skilled workers required in Australia by 2023 vs fewer than 5,000 local graduates from relevant fields each year.[3]

[2] Computer Weekly, Australian public sector facing transformation challenges 2022
[3] ©Commonwealth of Australia Department of the Prime Minister and Cabinet Our Public Service, Our Future. Independent Review of the Australian Public Service, 2019

How to make government careers desirable and fulfilling.

When a team – or even an entire workforce – face a new set of challenges, set against the backdrop of seemingly overwhelming pressures, they instinctively turn to those in leadership positions to provide guidance.

Effective leaders, however, step in to provide their teams with more than just guidance and motivation – they also provide new tools, training and opportunities.

Grassroots innovation is about empowering staff to identify challenges or areas for improvement, building consensus and support through collaboration, and finding the tools to develop their own solutions. For leaders looking for practical technology to drive this style of organisation-wide, on-the-ground change, ServiceNow is the most empowering and effective tool you can offer your people.

ServiceNow Protected Platform may be primarily a workflow solution hosted within a secure cloud environment, but its implementation answers a key challenge for leaders of high-performance talent. By enabling staff to achieve their own transformation goals, leaders not only make the work more rewarding, they are also creating an environment where Local, State and Federal government become more desirable employers.

But what about in-house innovation running amok? How do you ensure the safety and integrity of infrastructure and data, particularly for mission-critical government services? ServiceNow Protected Platform has been designed expressly to meet all government security requirements, providing a protected environment for your teams to develop new solutions and removing compliance barriers to adoption of an innovation mindset. The net result: ServiceNow Protected Platform broadens the number of projects and challenges that can be met by employee-driven innovation.

Faced with the call to continue transformation without either engaging consultants or swiftly recruiting new skills at scale, ServiceNow Protected Platform allows you to meet these challenges by offering real support and empowerment to everyone in your organisation. Demonstrate modern leadership, support your team, and watch them meet challenges in real time with ServiceNow.

Making work more meaningful.

How ServiceNow Protected Platform provides a superior employee experience.

In any industry, the preferred employers are the ones who provide significant projects with meaningful outcomes and a sense of autonomy for those undertaking the work.

This new era of in-house transformation within government fulfils all these criteria, provided you can make the tools available for staff to develop ideas and implement their solutions.

To solve workflow and efficiency challenges, the aim is to create a new class of 'Employee Developers' – staff who have the skills and confidence to develop solutions on technologies that are supported within the business. ServiceNow Protected Platform is our fully featured Now platform – a no or low code environment that encourages micro-innovation – hosted on a dedicated, protected environment, operating within a strict and transparent governance framework. The low-code approach reduces the need for lengthy and expensive technical training while the governance framework reduces several levels of risk: technical, security and privacy.

In effect, ServiceNow Protected Platform allows employees to prototype and test new solutions without learning arcane codebase, and without the risk of (as our IT specialist friends would say) 'breaking something'.

Ensure your staff's workplace expectations can be met – pair their task list with a powerful yet useable toolset that banishes the frustration they feel when asked to solve issues without the appropriate resources.

Of course, the wider team also benefit from these micro-innovations, as new workflows multiply, automating repetitive requests and reducing manual tasks to make their work more engaging and meaningful.

Over the longer term, the effects of embracing a technology like ServiceNow Protected Platform also allow you to systematically move away from clunky, legacy technologies.

These complex proprietary systems generally require either expensive outside consultants or specialised (and often underutilised) in-house headcount to make even small changes.

CASE STUDY

Improving corporate services for 4,000 employees with ServiceNow.

A ServiceNow Case Study with Australia's Department of Industry, Science and Resources (DISR).

With a goal to streamline and automate enterprise service management for more than 4,000 employees, DISR was the first Australian Government department to use the ServiceNow Protected Platform.

Built to meet Australian data security and sovereignty requirements for government and regulated industries, ServiceNow Protected Platform retains ServiceNow's ease of integration and deployment, allowing this major federal Australian department to procure and implement the platform in less than 6 months.

ServiceNow Protected Platform supports a significant part of the department's service management transformation, which started with IT before expanding to service delivery for a variety of teams and corporate functions including procurement, finance, payroll requests, legal services, and communications support.

Read the full DISR Case Study >

Australian Government
Department of Industry, Science and Resources

> ❝
> **By using one platform to manage complex tasks and requests, we have improved our automation and streamlined a range of administrative tasks, enabling us to assign team members to more important work,"**
>
> **Steve Stirling**
> **General Manager of ICT Operations at DISR**

Making real change happen:
how ServiceNow Protected Platform drives innovation for citizen services.

When you put innovation in the hands of your people, you can move faster and have a better chance of getting priorities right. By bringing problem-solving skills in-house and supporting them with safe, effective technology, you can dramatically reduce time to market.

The real beauty of ServiceNow Protected Platform is the ability for teams to build working prototypes and 'Minimum Viable Products' in a governed live environment, reducing the feedback loop and helping them iterate their ideas faster. Expect to be able to

push updates and incremental improvements instantly. Then watch your team respond to feedback, as they test, learn and optimise in near real time, driving your solutions to far better customer and user experiences.

For anyone who has struggled with the mismatch between top-down solutions imposed by outside consultants and the day-to-day reality of end users, you're in for a refreshing change. When the users are also the solution builders, useability becomes a key decision driver and adoption rates climb dramatically.

As a natively cloud-based solution, ServiceNow Protected Platform improves speed by offering agility and accessibility coupled with simplified management and support. It removes the burden of managing the technology, so you can focus on value creation.

CASE STUDY

Empowering an entire government department to pivot to remote work.
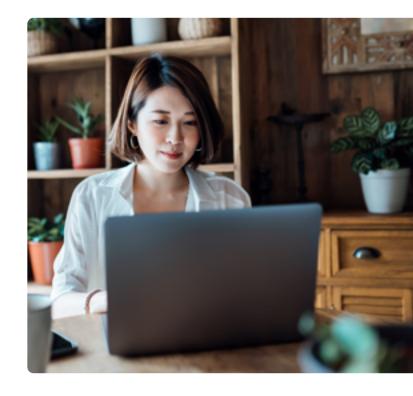
A ServiceNow Case Study with the UK's Department of Work and Pensions (DWP)

Faced with the need to effect a dramatic pivot to remote working while delivering hundreds of essential services to some of the nation's most vulnerable citizens, the Department of Work and Pensions enlisted the help of ServiceNow.

We enabled the management of the redistribution of staff, policy changes for benefits and payments, record numbers of claimants and all the necessary digital changes needed to support remote working – at speed – for the vast majority of the department.

Their 'Digi' chatbot and DWP Place IT Support solution, delivered by ServiceNow, scaled up an easy-to-access self-service solution and helped everyone work more effectively.

Lead your team: how ServiceNow on ServiceNow Protected Platform provides support for skill development and progression.

The key to retaining quality staff? All other factors (such as pay, flexibility and location) being equal, one of the most effective drivers of staff retention is to offer genuine skills development leading to career progression.

The on-ramp for acquiring skills on ServiceNow in the ServiceNow Protected Platform environment is very approachable. The platform does not require prior coding experience or technical certification, allowing people from a wide range of backgrounds and qualifications to enter the world of app development, creating a broader cohort of solutions-builders to emerge in your department. We provide on-shore support so your team can access assistance and solutions locally.

As a globally recognised technology services provider to governments and private corporations, ServiceNow have developed comprehensive and accessible training and education resources. Our industry-recognised certification ensures your team can continue building skills while meeting challenges in the workplace and developing a career in technology services.

Making work, work better for the next generation

At ServiceNow, our mission is to make the world of work, work better for people. The NextGen Professionals Program is dedicated to growing the talent pool of ServiceNow-trained professionals. Our program delivers a focused learning experience that builds critical, entry-level skillsets for our candidates, many of whom have traditionally been marginalised by the technology industry. Together, in partnership with many leading companies, we are granting access and employment opportunity to the digital workforce of today and tomorrow.

Learn more about the ServiceNow NextGen program>

CASE STUDY

Safeguarding the food we eat and the air we breathe with ServiceNow.

A ServiceNow Case Study with the UK's Department for Environment, Food & Rural Affairs (DEFRA)

As the UK Government department responsible for safeguarding the country's natural environment, supporting the food and farming industries and sustaining a thriving rural economy, DEFRA needed to take control of six critical, citizen-facing applications before the UK's planned exit from the European Union.

The agency implemented ServiceNow Customer Service Management (CSM) to connect different departments and processes, helping to ensure that issues are handled efficiently and proactively.

In addition, CSM enables DEFRA to function effectively through COVID-19 restrictions. DEFRA has increased its team of agent analysts by 40%, onboarding all employees to the CSM platform even as they worked from home.

Read the full
DEFRA Case Study >

Department
for Environment
Food & Rural Affairs

> **The CSM platform is virtually self-explanatory. We had new agents up and running within the hour."**
>
> **Ben Davies**
> **APHA Service Desk Manager**
> **DEFRA**

CASE STUDY

Realising the National Defense Strategy with ServiceNow.

A ServiceNow Case Study with the U.S. Department of Defence (DoD)

The U.S. military relies on its men and women in uniform, and the family members who support them every day, to accomplish the warfighting mission. ServiceNow is changing the way people work by placing a service-oriented focus on the activities, tasks and processes that make up the service experience.

This empowers the DoD to better manage and streamline the relationships and interactions that happen among case workers, service members and their families.

Data is the critical component in realising the goals of the National Defence Strategy. ServiceNow is proud to deliver the platform for DoD to innovate in the way it supports service members and their families, ensuring effective stewardship of taxpayer resources and empowering warfighters in the field.

U.S. Department of Defense

Read the full DoD Case Study >

How do you start to build the future of government in the cloud?
We've got the answers.

Answering the call of innovation and transformation while reducing the reliance on outside specialist consultants?

It's a challenge our government leaders believe can be met through on-the-ground innovation, appropriate technology and investments in the skills of the public sector workforce.

ServiceNow Protected Platform helps more government agencies – both here in Australia and in other jurisdictions – using the power of optimisation and automation to make work flow more efficiently and securely.

We invite you to get in touch and learn how ServiceNow allows everyone in your organisation to improve efficiency and enhance delivery.

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