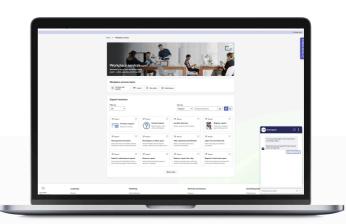
Time Savings for Government Employees Quick Start Guide

Create one portal and streamline service delivery both intra and inter agency

This Government Transformation Suite (GTS) offering will help your organization spend less time on internal service delivery with a centralized self-service solution. Establish a high-level of organizational readiness in just 6 weeks.

Outcomes

- Enhanced Employee Experience: Streamline communication and service delivery with a personalized, intuitive interface that centralizes all employee interactions and services in one easy-to-navigate portal.
- Increased Productivity: Empower employees to quickly resolve issues and access resources with selfservice capabilities, reducing the time spent on manual tasks and enabling faster problem resolution.
- Seamless Integration: Integrate effortlessly with existing HR, IT, and other business systems, providing a unified platform that enhances collaboration and simplifies workflows across the organization.



How it Works

Customer engagement begins with an organizational tool and capability assessment to:

Understand Business Objectives and User Needs: Assess the organization's goals, pain points, and the expectations of employees using the portal to ensure the solution aligns with business outcomes and user experience.

Evaluate Current Systems and Processes: Review the existing employee service management systems, workflows, and integrations to identify gaps, inefficiencies, and areas where ServiceNow can provide efficiencies.

Identify Stakeholders and Key Users: Conduct interviews with HR, IT, and other relevant departments to understand their requirements, as well as to identify the main users and their expectations for the Employee Center.

Points Allocation

Customer has a set number of points allocated for use with a standard catalog of services developed to quickly provide solutions. The points can be used to respond/adjust to executive mandates on process efficiencies.

Getting Started

Intact's Transformation Team Approach

Access these servicenow. products for 6 weeks

- Employee Center Pro
- Automation Engine
- Performance Analytics
- Integration Hub
- Public Sector Digital Services



Strategy Planning

Align key stakeholders' expectations to desired outcomes from the very beginning

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Adoption Planning

Create a robust communications and marketing plan to drive adoption, buy-in, and excitement to achieve optimal value



Exception-Based Design

Educate and empower your team to make informed decisions that ensure you achieve your outcomes while optimizing the use of your software platform



Agile Build

Continuously engage stakeholders to drive awareness and ensure alignment



Launch

Generate excitement to align people to the vision of the project, articulate the vital role each person plays in achieving this vision, and instill confidence in their ability to use the software



Sustain

Perform proactive maintenance, management, and administration to ensure software health and user satisfaction



Continuous Value Delivery

Build momentum with agile, practical, and rapid enhancements that drive additional value to the organization and meet evolving business needs

Schedule

This time-boxed approach spans 6 weeks, or 30 business days, to completely assess and implement the tools required to establish organizational readiness and compliance.

Deploy ServiceNow Technologies

 Deploy Employee Center Pro in a subprod environment.

Comms & Enablement Cycle



Implement
communications strategy
for end-to-end project
success



Establishing project milestone awareness clearly through timely and intentional methods



Message consistency as an ally and enabler



Develop and deliver

appropriate user / administrator training throughout project lifecycle



Use metrics, feedback loops, and periodic message testing to refine and improve approach.



Create adoption champions within your organization by delivering effective communications and gain total alignment

6-Week Technology Deployment Cycle

 Enablement Team leading the way in responding to executive inquiries on resource productivity.

