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**The Federal
Government
works with
ServiceNow.**





Modernizing Maintenance for Government-Owned Facilities:

Using proactive technologies to improve work that is critical to Airmen & Guardians quality of life

August, 2022

Agenda

- CX Experience
 - PMA Core Priorities
 - President's Executive Order
 - Legislation Appropriations
- Army Housing Application: Fence-to-Fence Expansion
- AF adoption to modernizing gov facilities
- Proactive & Preventative Measures
- Closing Next Steps; Deep Dive Workshops



In the news....



Applications for federal government

MANAGEMENT

OMB memo directs agencies to fix federal customer experience



Jory Heckman | @jheckmanWFED
April 13, 2022 3:46 pm 4 min read

The Biden administration is calling on agencies to reduce the burden individuals go through when applying for federal government services.

A [memo issued Wednesday](#) by the Office of Management and Budget as well as its Office of Information and Regulatory Affairs directs agencies to identify and reduce burdens associated with applying for and maintaining eligibility for public benefits programs and reducing those barriers for underserved communities.

The memo outlines specific steps agencies should take to streamline information collection requests to the public, as well as analyses they already conduct under the 1995 Paperwork Reduction Act.

Government

Focusing Government Service Delivery on a New North Star

By investing in a talent pipeline of diverse public interest technologists, government and philanthropy can advance equity, expand opportunity, and make democracy work for the people.

SHARE COMMENT PRINT ORDER

By Jennifer Anastasoff | Apr. 18, 2022



(Illustration by Vreni Stollberger)

If you have ever had a painful experience waiting hours at a DMV during a workday, or filling out a form that you never experienced what some call a “time tax,”

THE WALL STREET JOURNAL.

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CMO TODAY

White House Presents Plan to Fix Federal Customer Experience

The Office of Management and Budget’s “life experience” initiatives aim to redesign how people navigate the bureaucracies of multiple agencies



Win Customers With Authentically Inclusive Marketing Initiatives

Marketers can help their organizations become authentically inclusive by forming representative teams, including diverse voices in messaging, and measuring progress toward DEI goals.

Streaming Video Providers Seek New Ways to Deliver Value

AI Strategies to Supercharge Customer Service

CONTENT FROM OUR SPONSOR: DELOITTE

The Wall Street Journal news department was not involved in the



In the new



Government
Executive



NEWS MANAGEMENT



KARL TAPALE

GovExec Daily: M Customer Servi

Deloitte's RJ Krawiec joins the
customer

MAY

CUSTOMER SERVI

servicenow

Federal CIO: The tech is 'the easy part' of improving CX



From left to right: Code for America CEO Amanda Renteria, CfA founder and former Deputy Federal CTO Jen Pahlka, U.S. Digital Service Administrator Mina Hsiang, General Services Administration head Robin Carnahan and Federal CIO Clare Martorana.

PHOTO COURTESY: CODE FOR AMERICA

MAY 18, 2022



Blockers to implementing service improvements frequently center around policy and process requirements, top tech officials said at the Code for America Summit on Tuesday.



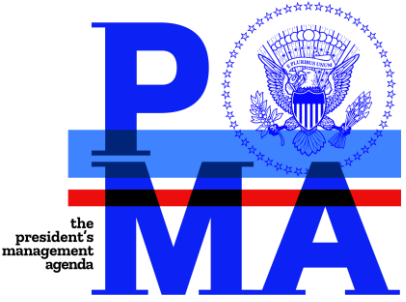
JASTASIC/GETTY IMAGES

Tech

On the Web, Government satisfaction is Dropping

ins the podcast to discuss her
port about government customer
service.

MAY 10, 2022



Core Priorities

1

Federal Workforce

First, we commit to ensuring that the Federal workforce is **strong**, **empowered**, and **well equipped** to effectively deliver for the public.

2

Customer Experience

Second, we will improve the **experience** of those Government serves—all of the **people, families, businesses, organizations**, and **communities** across America, especially those communities that have been **historically underserved** by Government—when they use Government services.

3

Government Business

Third, we will use how we manage the business of Government—as a **Federal enterprise**—to catalyze outcomes that support **building back better**.

President's Executive Order: Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government



On December 13, President Biden signed a new [Executive Order \(EO\)](#) to improve the Government's service delivery.

This Executive Order is a continuation of the launch of the [President's Management Agenda \(PMA\) Vision](#), which prioritizes delivering excellent, equitable, and secure Federal services and customer experience.

These actions include modernizing programs, reducing administrative burdens, and piloting new online tools and technologies that can provide a simple, seamless, and secure experience.

FY23 House Military Construction Appropriations Report

117TH CONGRESS } HOUSE OF REPRESENTATIVES { REPORT
2d Session } 117-391

1

incentive fee fraud. Therefore, the Committee provides an additional \$30,000,000 for increased oversight of DOD's housing portfolio, including government-owned and controlled family housing, and privatized family and unaccompanied housing. Additionally,

\$1,423,554,000
1,956,330,000

Budget request, fiscal year 2023

2

incentive fee fraud. Furthermore, the Committee directs the Services to brief the Committee and provide a spend plan on how it will use the additional funding no later than 45 days after enactment of this Act.

3

JUNE 27,

Military Housing Privatization Initiative (MHPI).

the Committee directs each Service to submit a report no later than 120 days after enactment of this Act detailing: (1) the current condition of all MHPI housing, including the current backlog of maintenance requests; (2) a summary of all MHPI tenant complaints; (3) a performance review of each MHPI management company; and (4) an update on all known and alleged incidences of incentive fee fraud. Furthermore, the Committee directs the Services

FY23 Senate Military Construction Appropriations Explanatory Statement

EXPLANATORY STATEMENT FOR MILITARY CONSTRUCTION, VETERANS AFFAIRS, AND RELATED AGENCIES APPROPRIATIONS BILL, 2023

26

1

3

EXPLANATORY STATEMENT FOR MILITARY CONSTRUCTION, VETERANS AFFAIRS, AND RELATED AGENCIES APPROPRIATIONS BILL, 2023

COMMITTEE RECOMMENDATION

The Committee recommends \$1,956,330,000 for Family Housing Construction, Operations and Maintenance, and the Department's family housing improvement fund for fiscal year 2023. This amount is \$532,776,000 above the fiscal year 2022 enacted level and equal to the budget request.

Air Purification Technology.—The Committee is concerned that mold and other dangerous substances are prevalent at some military housing units operated under the Military Housing Privatization Initiative. Humid climates are particularly susceptible to mold and related issues and may benefit from air purification technology that can reduce indoor air risks and yield measurable environmental and public health outcomes. The Committee encourages the Department to evaluate such technology and work with landlords of privatized military housing to address mold issues and improve quality of life for servicemembers.

real
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ServiceNow's role in the Federal Digital Transformation Initiatives

Improving servicemember quality of life

“Going digital is a mindset, it’s culture change. It’s about how we can fundamentally change how we operate as an Army through transformative digital technologies, empowering our workforce, and re-engineering our rigid institutional processes to be more agile.

— Dr. Raj Iyer, Army Chief Information Officer



Army Installation Management Command improved quality of life for soldiers and families with ServiceNow

CHALLENGE

- Manual, time, and resource intensive maintenance request process often including in-person visits
- Slow and complicated response times and communication between technicians and those requesting work orders

SOLUTION

- Created ArMA, a new online portal for housing maintenance requests, using ServiceNow CSM
- Simplified categorization of requests with the ability to upload photos of issues
- Improved management of requests with automation and real time reporting

RESULTS

7K+

Residents registered in one month

9k+

Resident maintenance requests in one month, averaging 500/day

12

FTE savings and reallocation expected in the first year

8 months to contract
3 months to deploy

Fence-to- Fence
Scalability that has grown to all facilities, grounds

IS SOMETHING **BROKEN?**

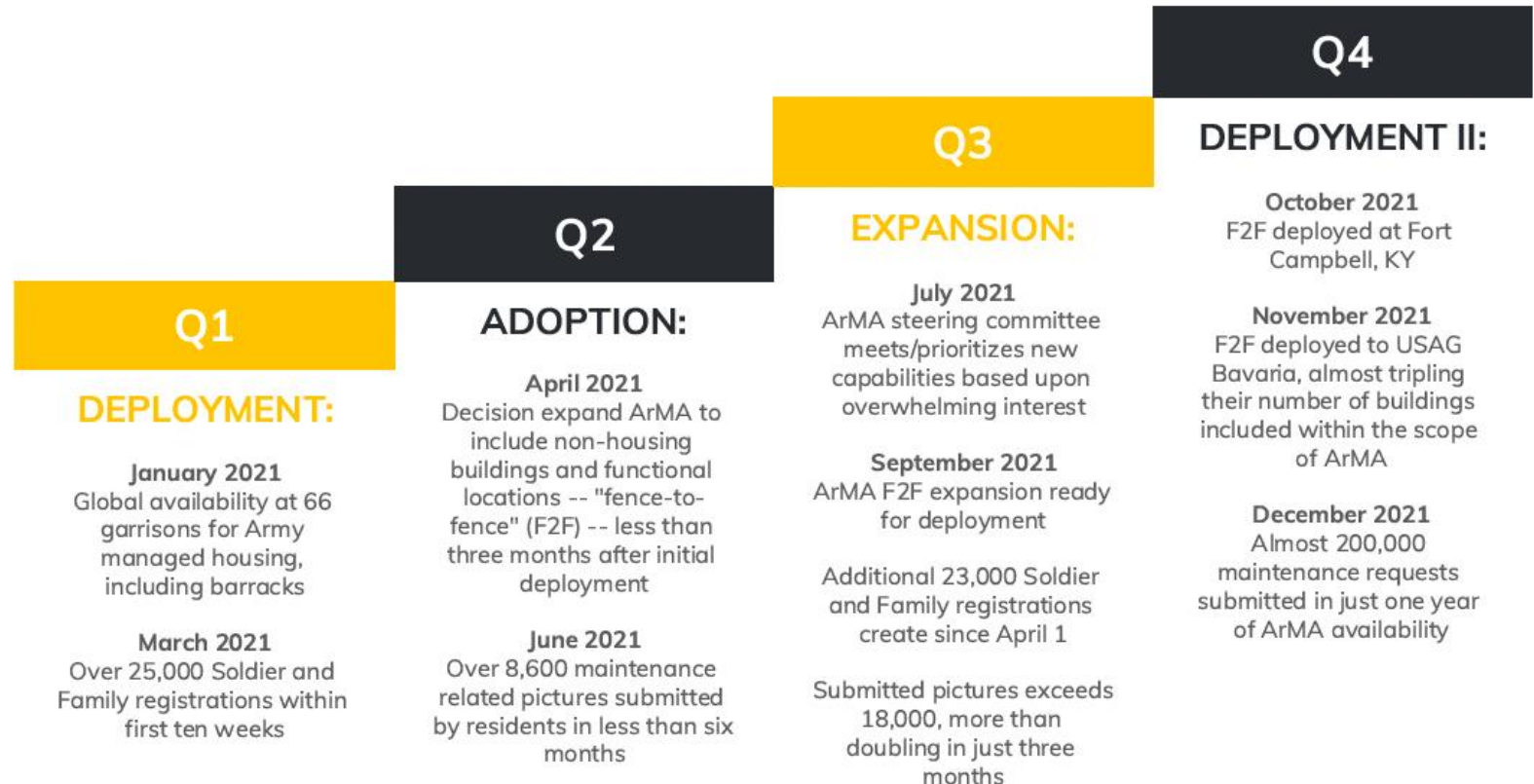
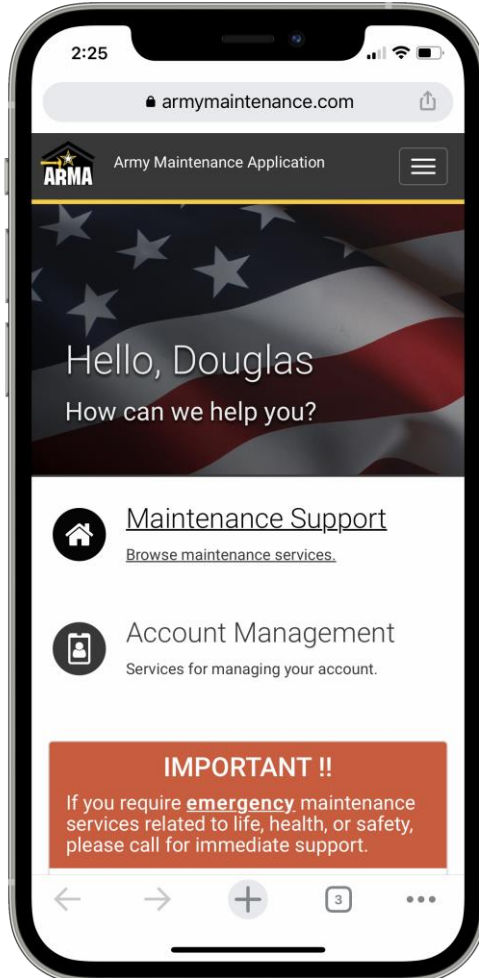
DO YOU NEED DPW/MAINTENANCE HELP IN YOUR BARRACKS OR GOVERNMENT HOUSING?

SCAN THE CODE BELOW TO OPEN THE ARMY MAINTENANCE APPLICATION AND SUBMIT A CASE

ARMYMAINTENANCE.COM

Army Maintenance Application (ArMA)

2021 at a Glance



ArMA Maintenance Application Help Video - Submit a Maintenance Request

FORT SAM HOUSTON, TX, UNITED STATES

01.26.2021

Video by Joshua Ford

U.S. Army Installation Management Com

Subscribe 15

During this video you will learn how to



US Army Fort Sill ✓

@OfficialFtSill

The Digital Garrison mobile app continues to improve T readiness as a one-stop shop for installation services e on t and barracks maintenance. #FiresStrong

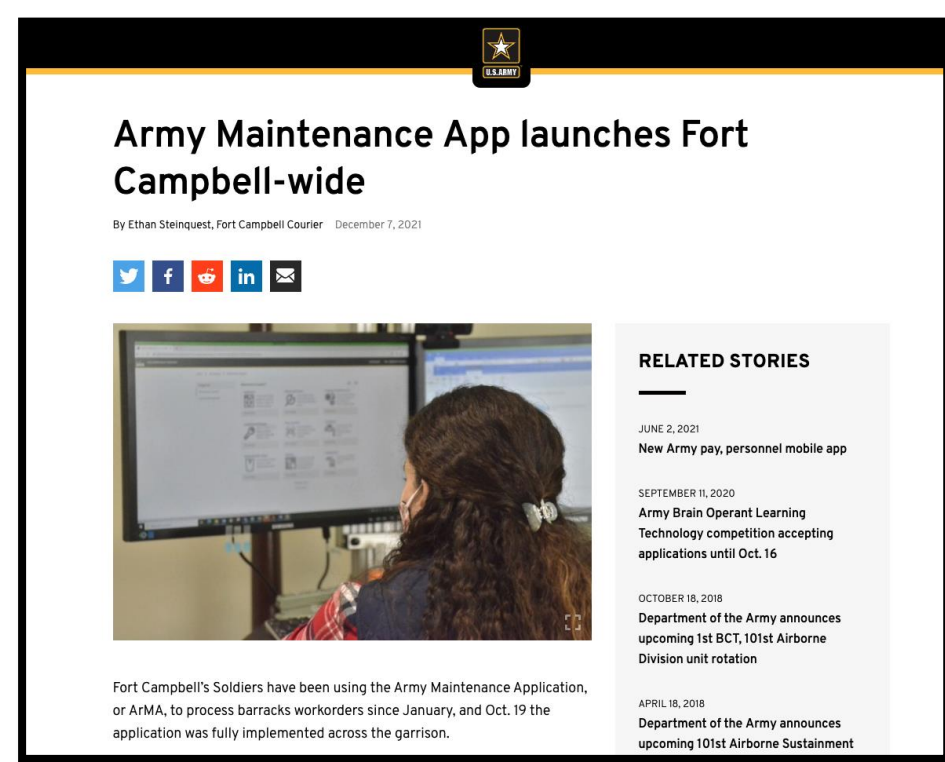
armymaintenance.com

#Values #Resiliency #ExcellenceintheFundamentals
@TRADOC @USArmy @usacac

Social Media on ArMA

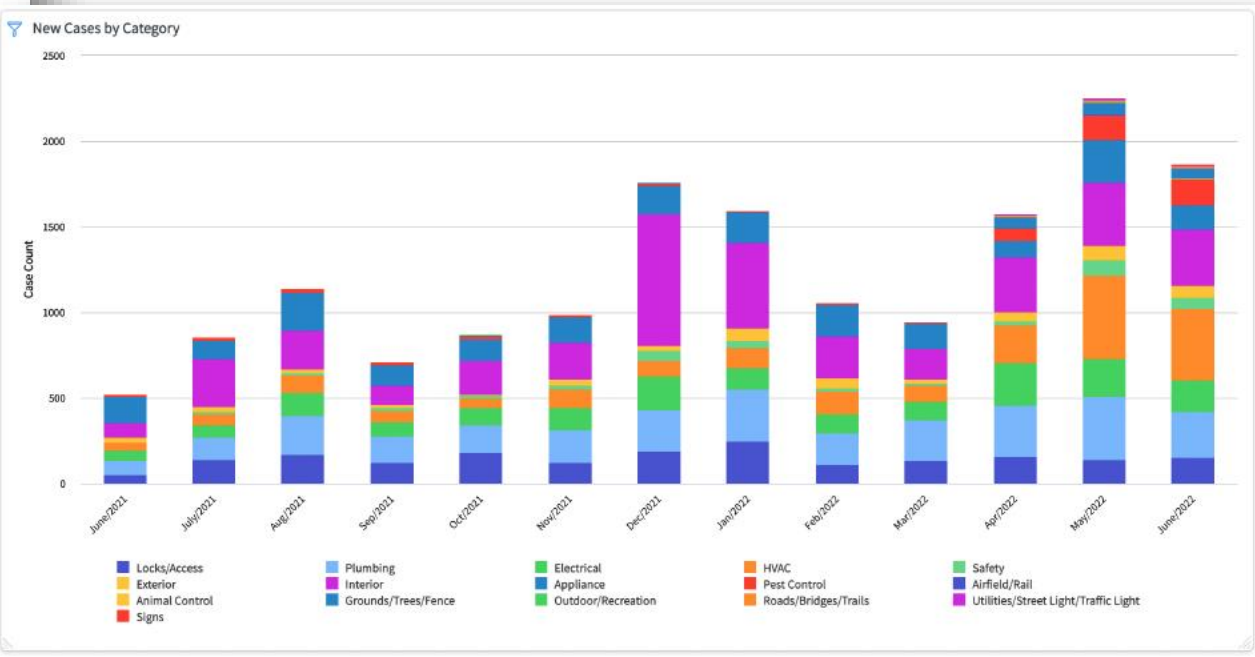
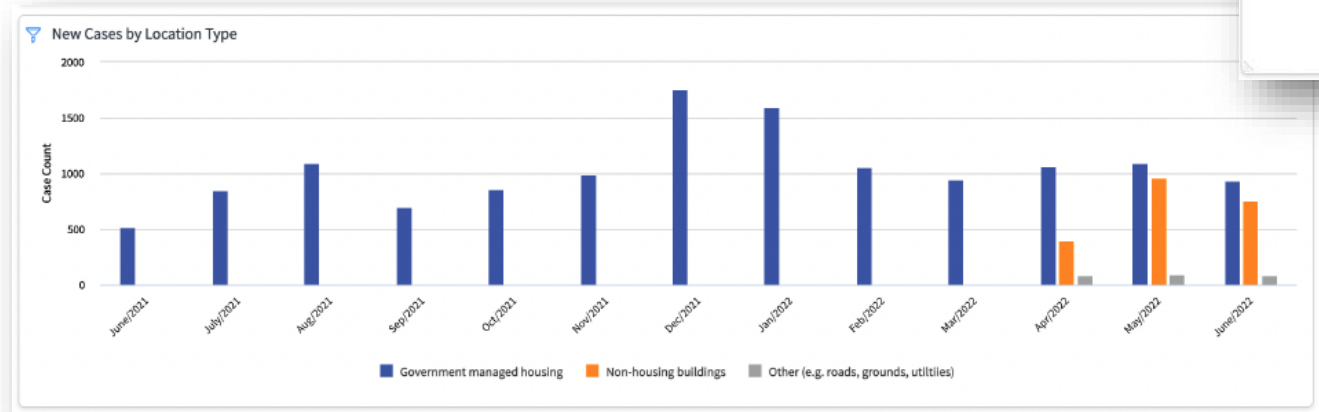
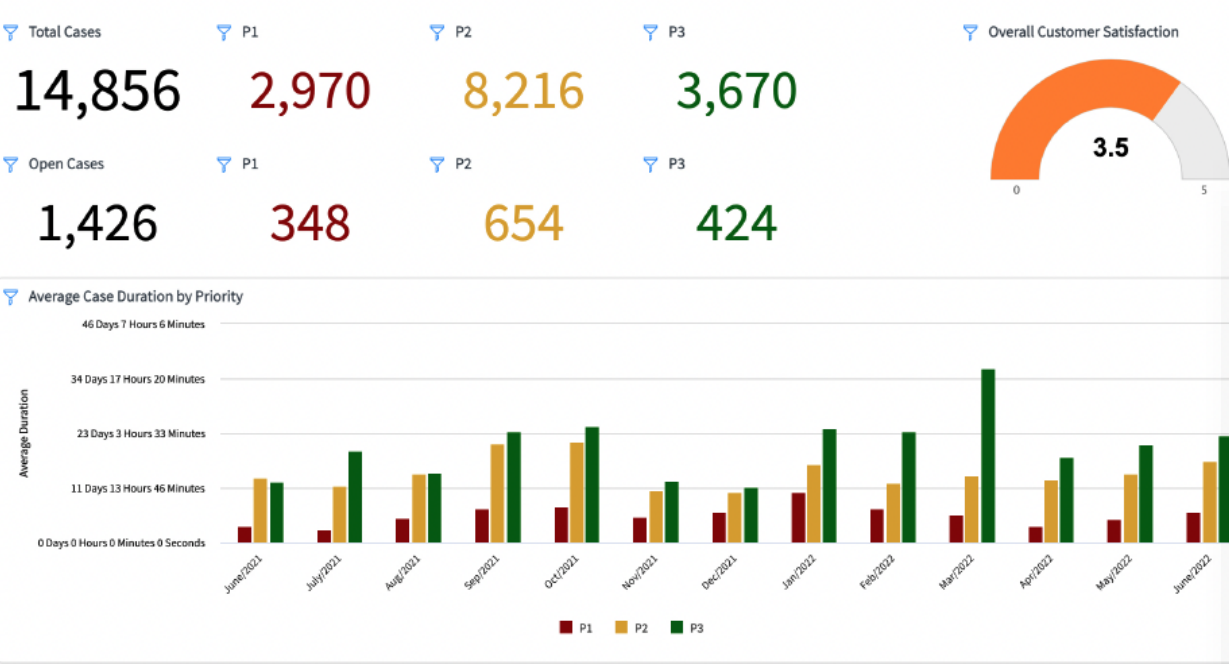
Where are they now?

The ArMA system has processed more than 300,000 housing and barracks work orders since its launch in January 2021. Of this amount, 66% were entered through the website versus in-person or telephone requests. **ArMA officials estimate this saved more than 7,000 hours of manpower in one year.**



ArMA Leadership Dashboard

Note: All date is a twelve (12 month) rolling total/trend.



The ServiceNow Platform and Defining Next Generation CX

The platform for digital transformation

Unlock value from existing investments while creating new and compelling digital experiences

Digital workflows

Workflows across departments, vendors, partners and customers



Cloud platform

The foundation for all workflows

One data model

One architecture

Platform Foundation

-  Workflow and task management
-  Service catalog
-  CMDB / Service Graph
-  Security
-  Seamless upgrades
-  Industry data model

Configuration

-  Omni-channel user experience
-  Low-code
-  Developer tools
-  Pre-built extensions
-  Process flow design
-  Integrations

Intelligence

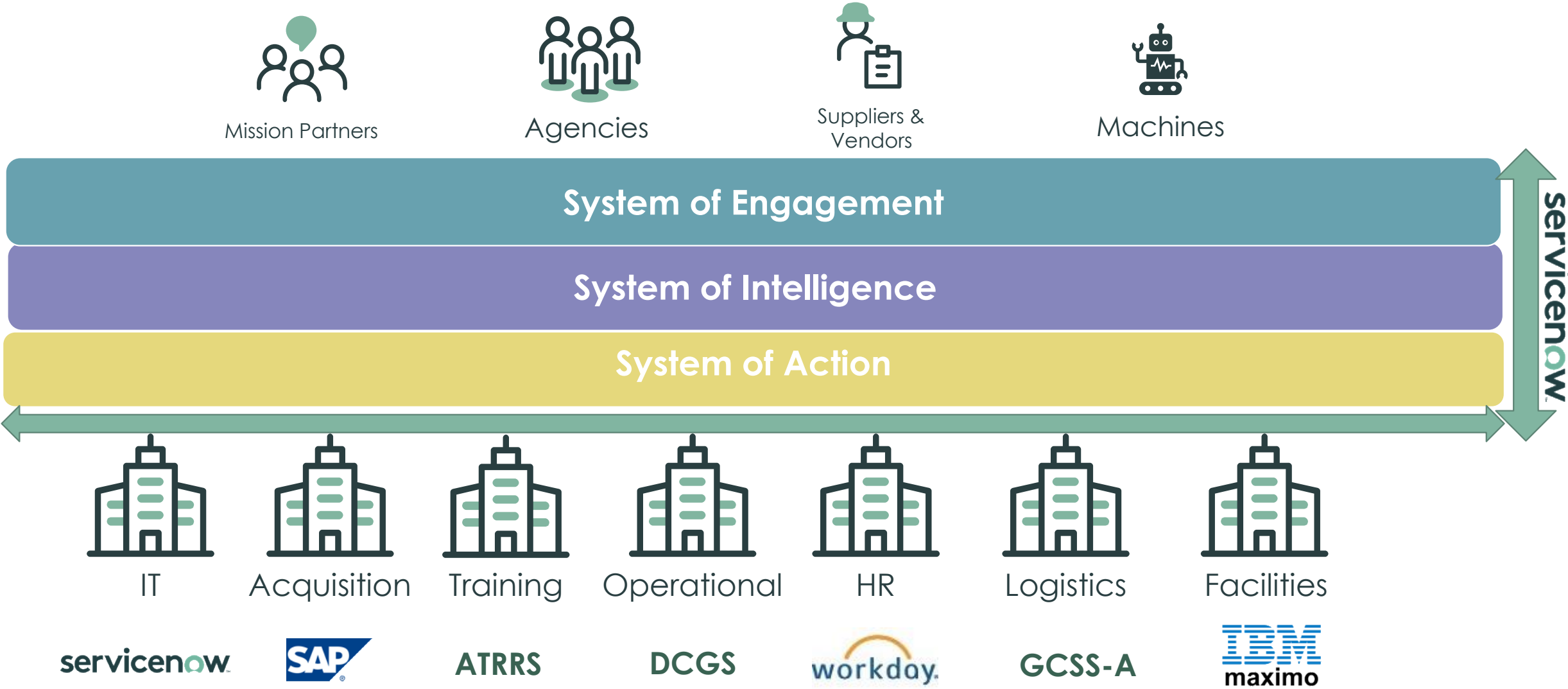
-  Process optimization
-  Analytics and insights
-  Virtual agent, Natural language AI
-  Machine learning
-  Robotic Process Automation
-  Value acceleration

Cross-Functional Ecosystem Connection

CRM • Supply Chain • ERP • HCM • IT • Infrastructure • Dev Ops/SRE • Any System

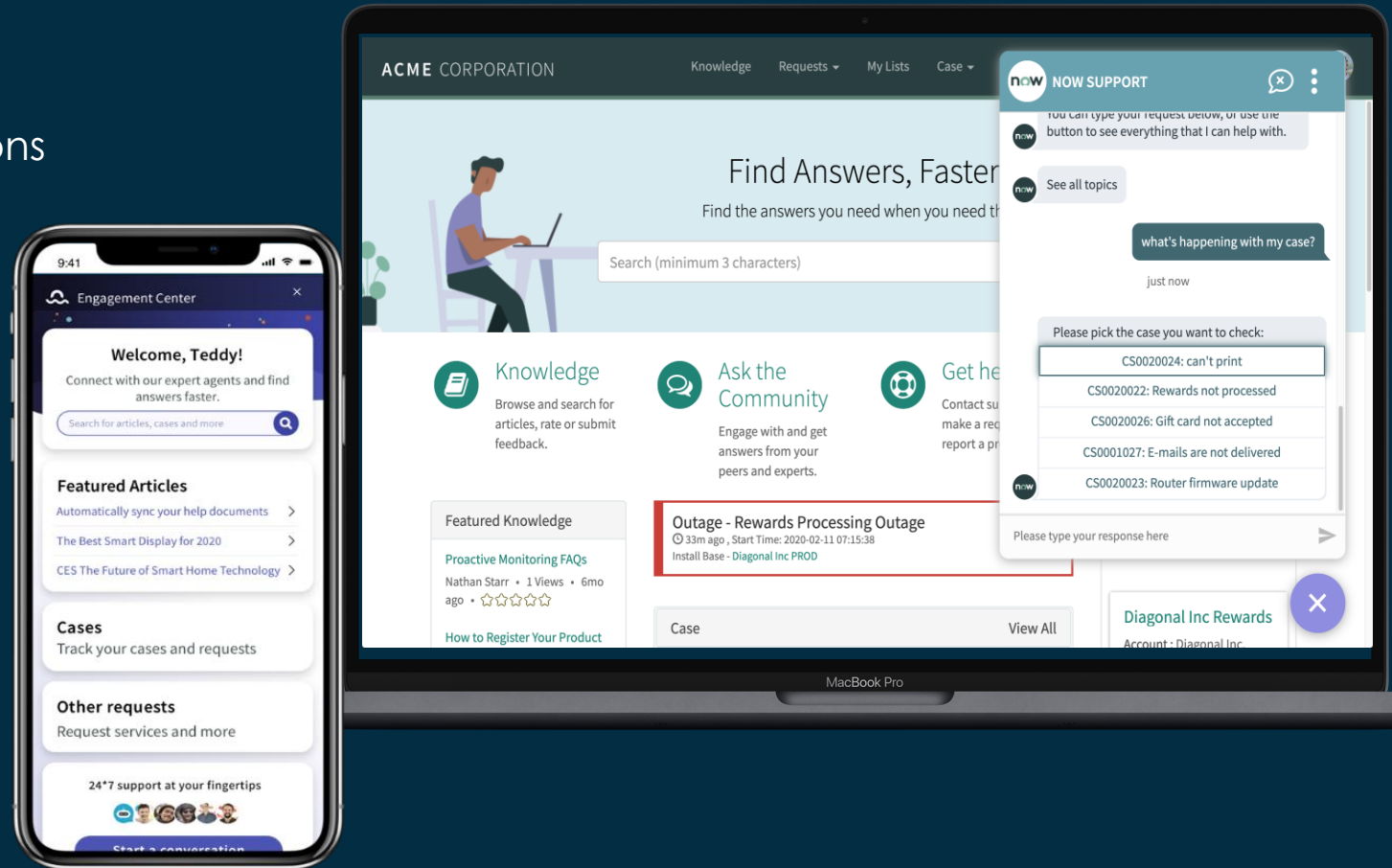


ServiceNow Platform for Digital Transformation



Offer airmen ways to **self-serve and find solutions quickly** with a single System of Engagement

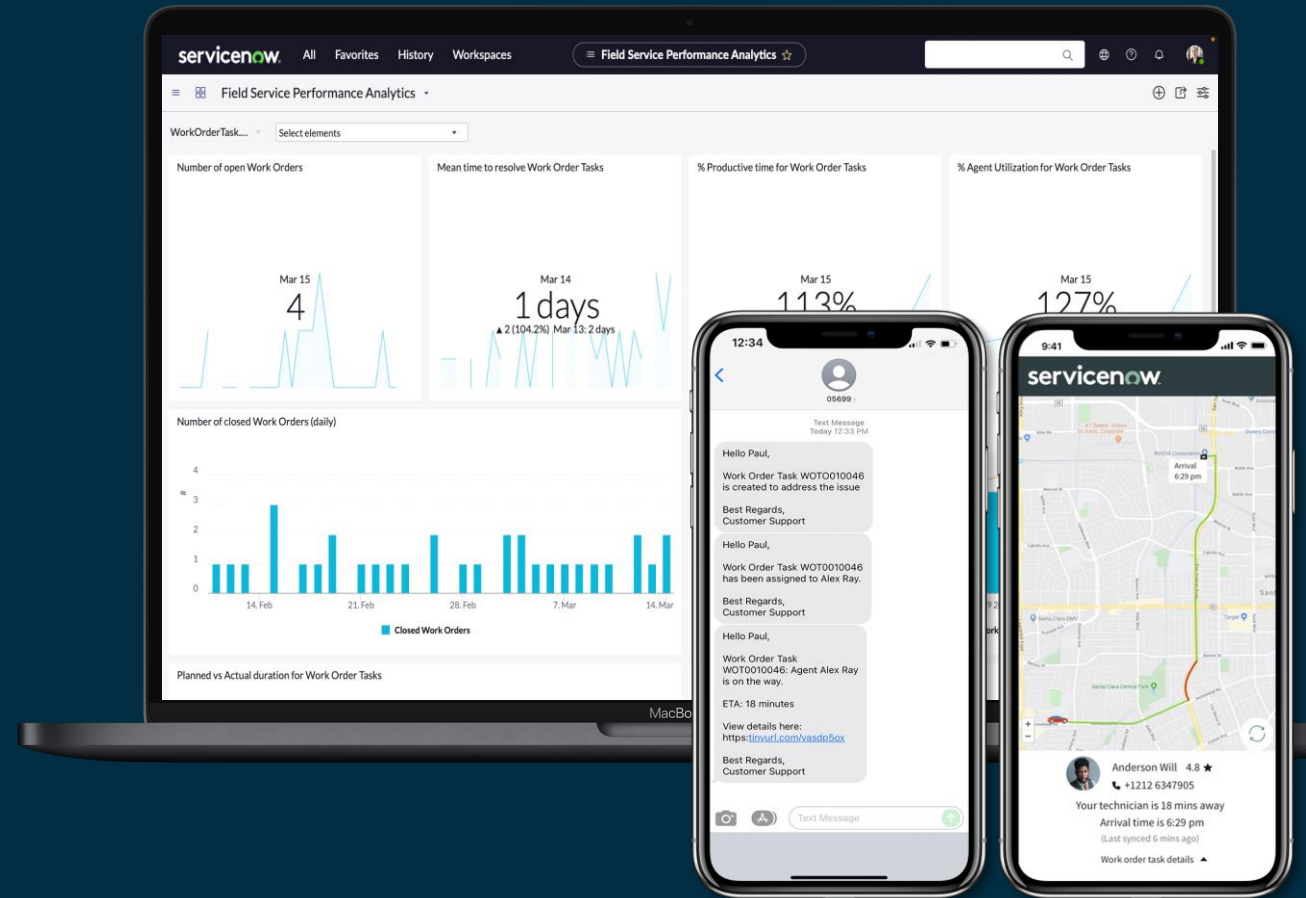
- 1 Enable airmen to take action on their terms with consistent, proven resolutions
- 2 Expand knowledge content across sources
- 3 Allow airmen to view available time slots and self-book appointments through a portal



Service Portal • Knowledge Management • Communities • Appointment Booking

Provide a frictionless experience with a single System of Action

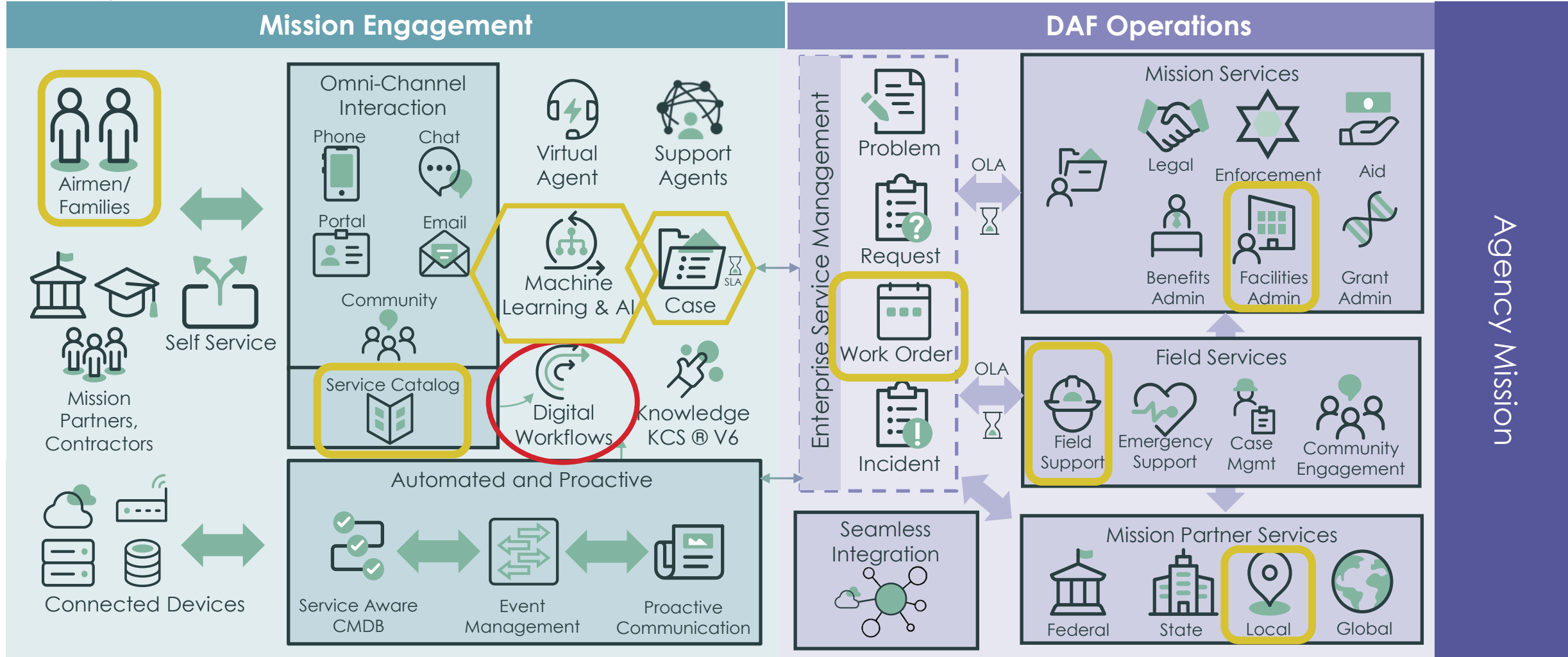
- 1 Automate and optimize processes, breaking down silos between disconnected systems, and streamline cross-department communication
- 2 Keep airmen up-to-date with real-time notifications and job updates
- 3 Unlock value, measure, and accelerate performance with purpose-built metrics and dashboard



Playbooks for Case Management • Service Catalog • Predictive Intelligence • Last Mile Experience • Performance Analytics

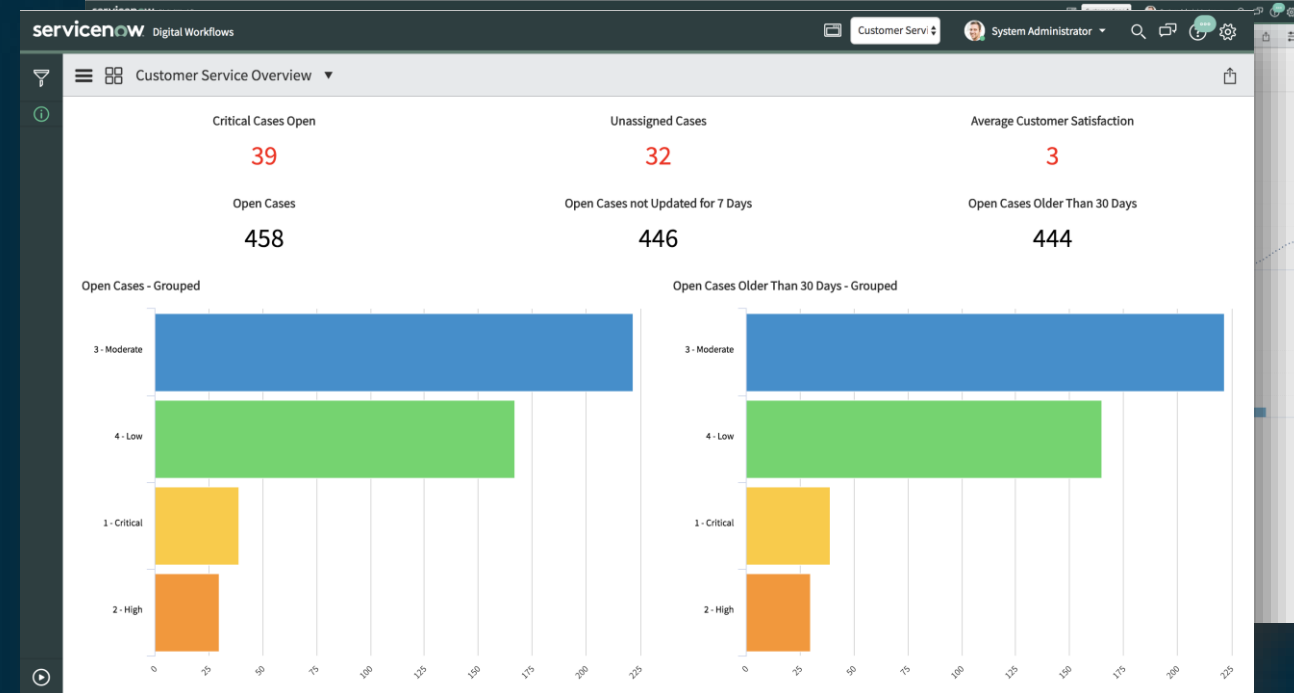
Enterprise Case Management

A Single Platform to deliver Mission Support



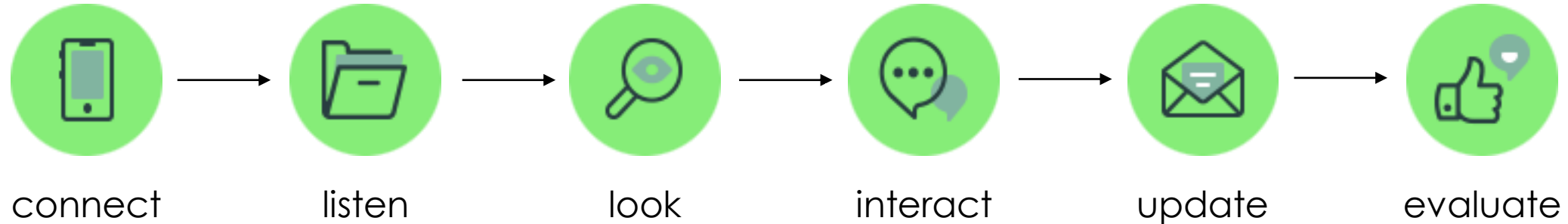
Analyze trends with KPIs, metrics, and dashboards with a System of Intelligence

- 1 Unlock value, measure, and accelerate performance with purpose-built metrics and dashboards
- 2 Gain visibility, make better decisions, and answer questions with instant insights into current patterns and trends
- 3 Focus teams on what they should prioritize, using business requirements to rank tasks or records



Defining the Vision for Customer Experience in The Department of Air Force

Creating the Consumer-grade User Experience For USAF & SSF



What?

- What process(es) are we looking to automate?

DAF owned Facilities

- Quickly and easily submit maintenance related requests from a smart phone or web browser, including photographs of the issue.

Who?

- Who are our stakeholders?
- How do they want to interact with us?

DAF owned facilities

- Airmen/ + Families
- Personal computer and/or smart phone

Drive operational efficiency and reduce effort across USAF owned facilities



Improve the customer experience



Decrease costs



Increase revenue



Improve the employee experience



Servicing



Installation



Maintenance



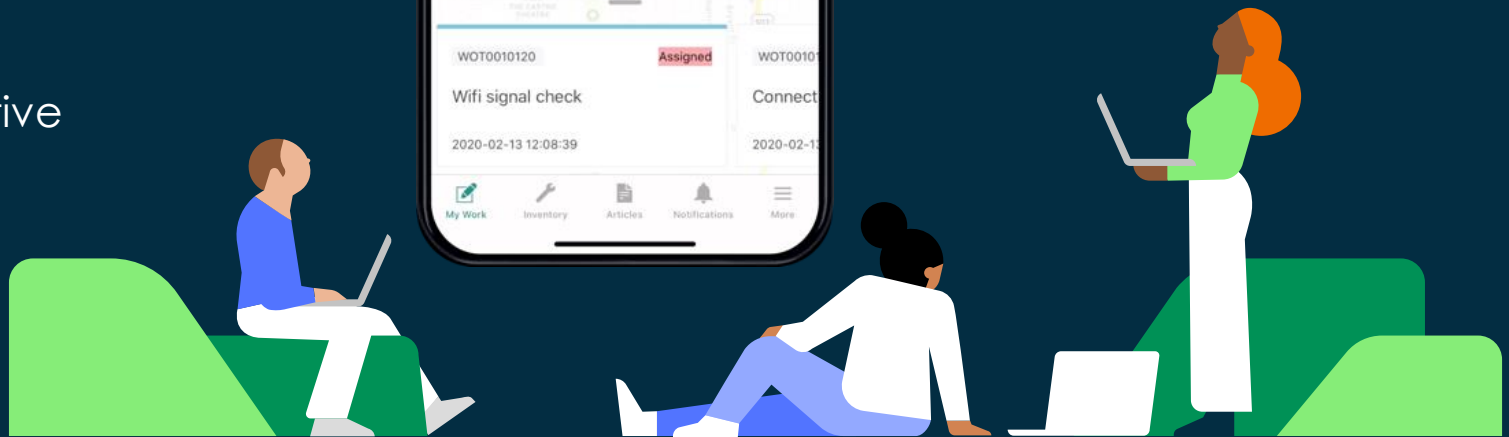
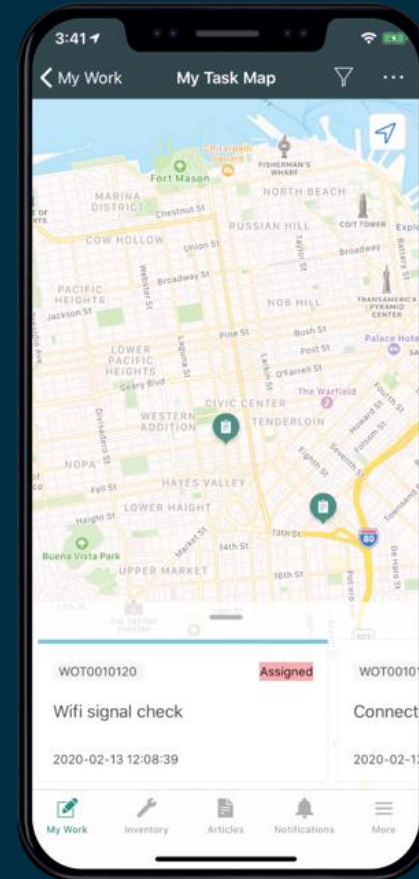
Inspection



Break Fix

Move from reactive to proactive Facility Management

- ✓ Exceed airmen expectations with full visibility throughout service delivery
- ✓ Increase scheduling efficiency and automate processes with workflows
- ✓ Enhance technician effectiveness with mobile-enabled technologies
- ✓ Enable field resources to identify relevant cross-sell and upsell opportunities
- ✓ Maximize asset uptime with preventive and predictive maintenance



Enhance facilities quality with Field Service Management

Automate Processes and Break Down Silos



Increase Scheduling and Dispatching Efficiency



Manage Internal and Third-Party Resources and Crews



Empower Resources to Do Their Best Work

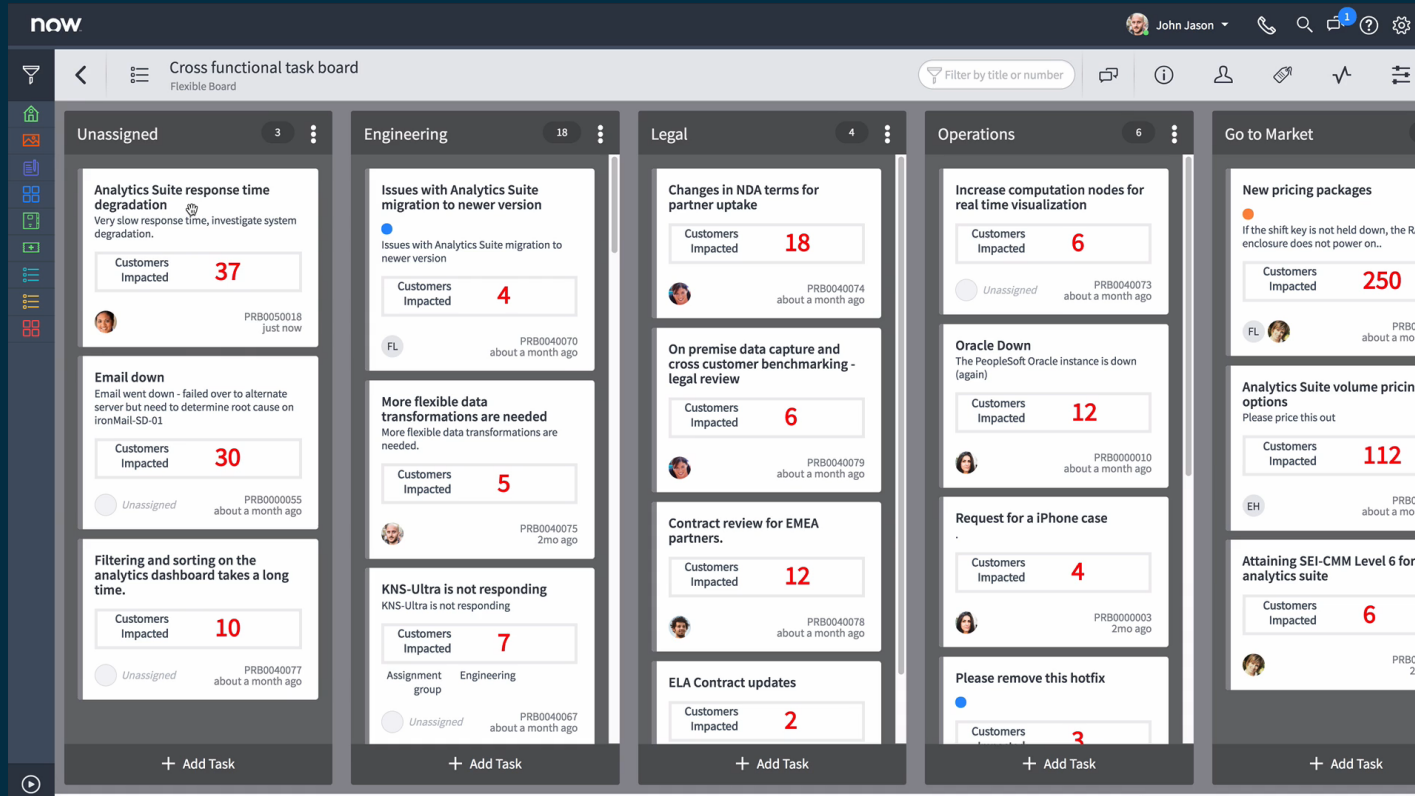


Gain Insights to Enhance Operations



DAF can resolve complex facility issues end-to-end

Connect teams, processes, and systems to fix issues quickly



- Configurable entities (Base, Housing Area, etc.) via account data model
- Customizable workflow incorporating several roles (helpdesk, supervisors, maintenance personnel)
- Enable customer service to assign tasks to other departments for accountability
- Break down silos and automate processes across departments
- Merge field service and customer service to increase customer satisfaction

Visual Task Boards, Field Service, Workflow, Scheduling, Asset Allocation, Case Management

Planned Maintenance

Defining preventive maintenance plans: moving from reactive to proactive

Modernizing DAF maintenance environments

- 1 Manage asset services including installations, inspections, maintenance, and repair
- 2 Build maintenance plans and schedules based on time, cycles and usage; and automate the creation of recurring work schedules
- 3 Identify opportunities to gain revenue from services as well as, or in place of, products with offerings based on customer insights



Installation



Maintenance



Inspection



Break Fix

Dynamic Scheduling • Project Management • Planned Maintenance • Mobile Agent • Performance Analytics

Managing the assets & facilities DAF resources maintain

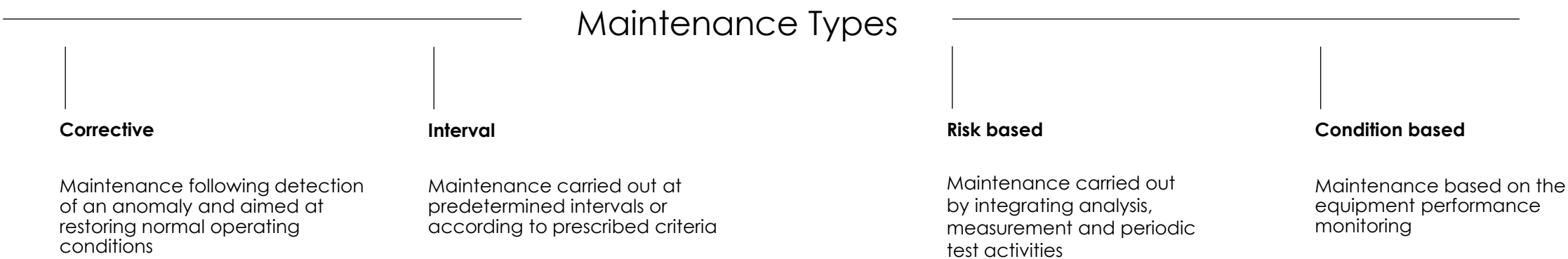
Physical servicing of gov owned facilities and equipment



Planned Maintenance - About

is a proactive approach to maintenance in which work is scheduled to take place on a regular basis.

The type of work to be done and the frequency varies based on the equipment being maintained, and the environment in which it is operating

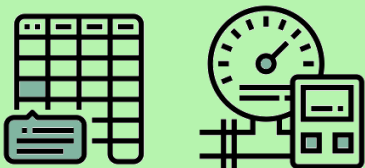


Planned/Preventive Maintenance

WHO:
Locations, Accounts,
Assets



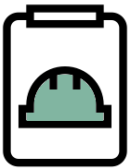
WHEN:
Frequency, Readings,
Conditions, Scripts



WHAT:
Tasks, Checklists,
Parts, Skills



work order



Technician
dispatched



Who

1 Who is covered by this plan?

2 Define the plan conditions

3 Account, Locations,
Equipment

The screenshot shows the ServiceNow interface for a 'Maintenance Plan' titled '48TC Maintenance Plan'. The form includes fields for 'Number' (MP0000002), 'Name' (48TC Maintenance Plan), and 'Short description' (48TC Inspection and Maintenance Plan). The 'Conditions' section is expanded, showing 'Type' as 'Model based', 'Model' as 'Carrier 48TC WeatherMaker', 'Table' as 'HVAC Equipment [cmdb_ci_hvac]', and a 'Filter condition' of 'install_status=1^EQ'. Below this, there are 'Update' and 'Delete' buttons, and a 'Related Links' section with a link to 'Associate plan with filtered records'. At the bottom, there is a table titled 'Plan = 48TC Maintenance Plan' with columns for 'Name', 'Active', 'Ad hoc date', 'Every', 'Field', 'Filter Condition', 'Lead time', 'Max drift', and 'Next action'. The table contains two rows: 'HVAC 12 Month Coolant Check' and 'HVAC 6 Mos service'. The 'Active' column for both rows is 'true', and the 'Ad hoc date' is '(empty)'. The 'Lead time' is '20' and 'Max drift' is '(empty)' for both. The 'Next action' is '(empty)' for both. The table is paginated to show '1 to 2 of 2' records.

Name	Active	Ad hoc date	Every	Field	Filter Condition	Lead time	Max drift	Next action
HVAC 12 Month Coolant Check	true	(empty)				20	(empty)	(empty)
HVAC 6 Mos service	true	(empty)				20	(empty)	(empty)

When

1

What is the frequency that this plan should be executed?

- Time Based
- Condition Based
- Reading Based
- Scripted

Maintenance Schedule
HVAC 6 Mos service

Name: HVAC 6 Mos service Plan: 48TC Maintenance Plan

Short description:

Trigger: Duration Active: ☒

Duration Details

Trigger type: Interval

* Repeat: Days 180 Hours 00 00 00

Lead Time (in days): 20

Update Delete

Related Links

[Associate schedule with filtered records](#)

[Run on demand](#)

Schedule Templates (1) Maintenance Plan Records (2)

Model Search

Actions on selected rows... Edit... New

Schedule = HVAC 6 Mos service

Model	Short description
Regular Maintenance - HVAC	Regular Maintenance - HVAC

1 to 1 of 1

Run once every 90 days or 20,000 usage hours – whichever comes first

What

1

What is the work to be performed with this plan?

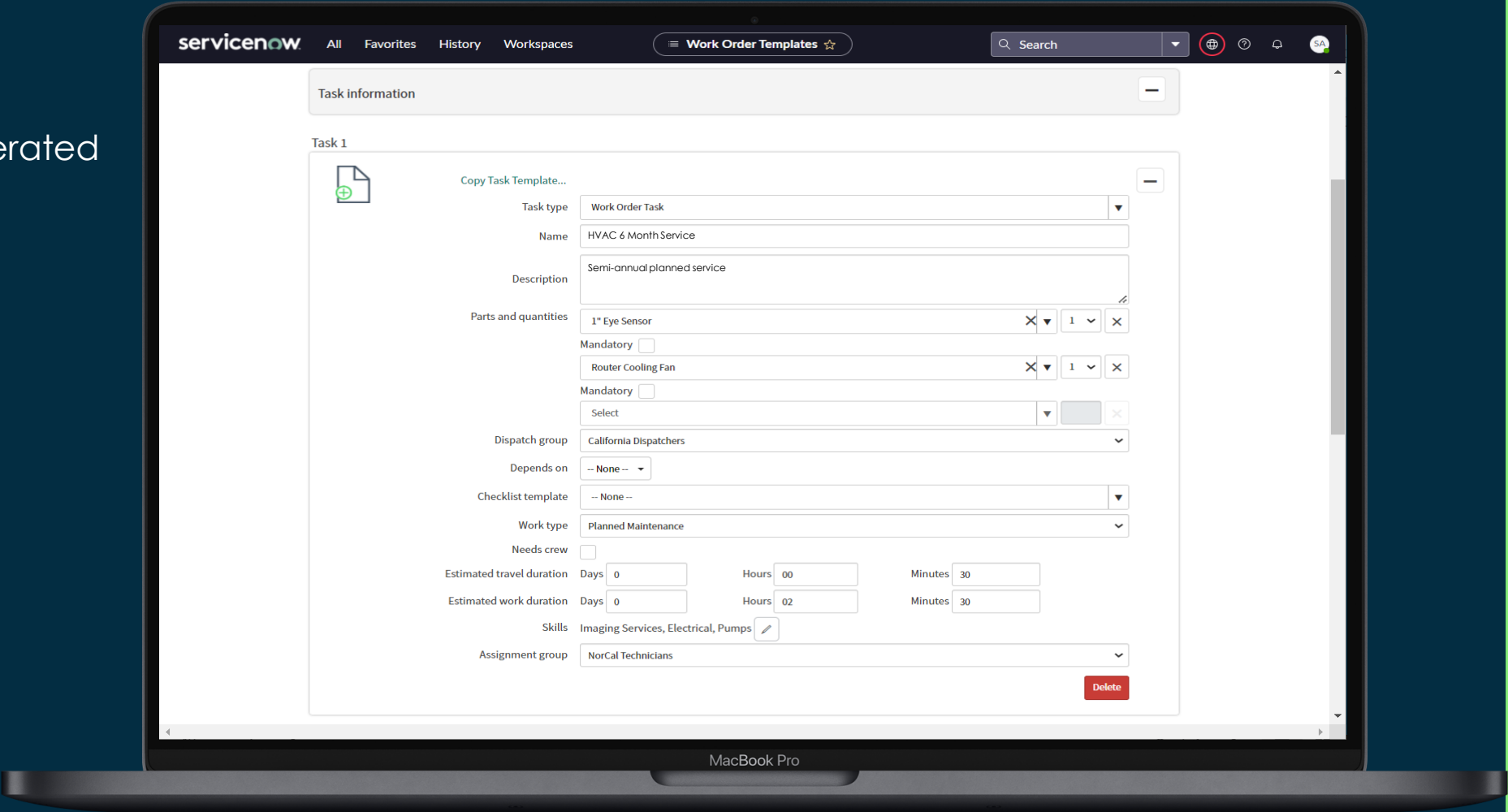
- Work Order/Tasks
- Skills
- Required Parts
- Task Duration

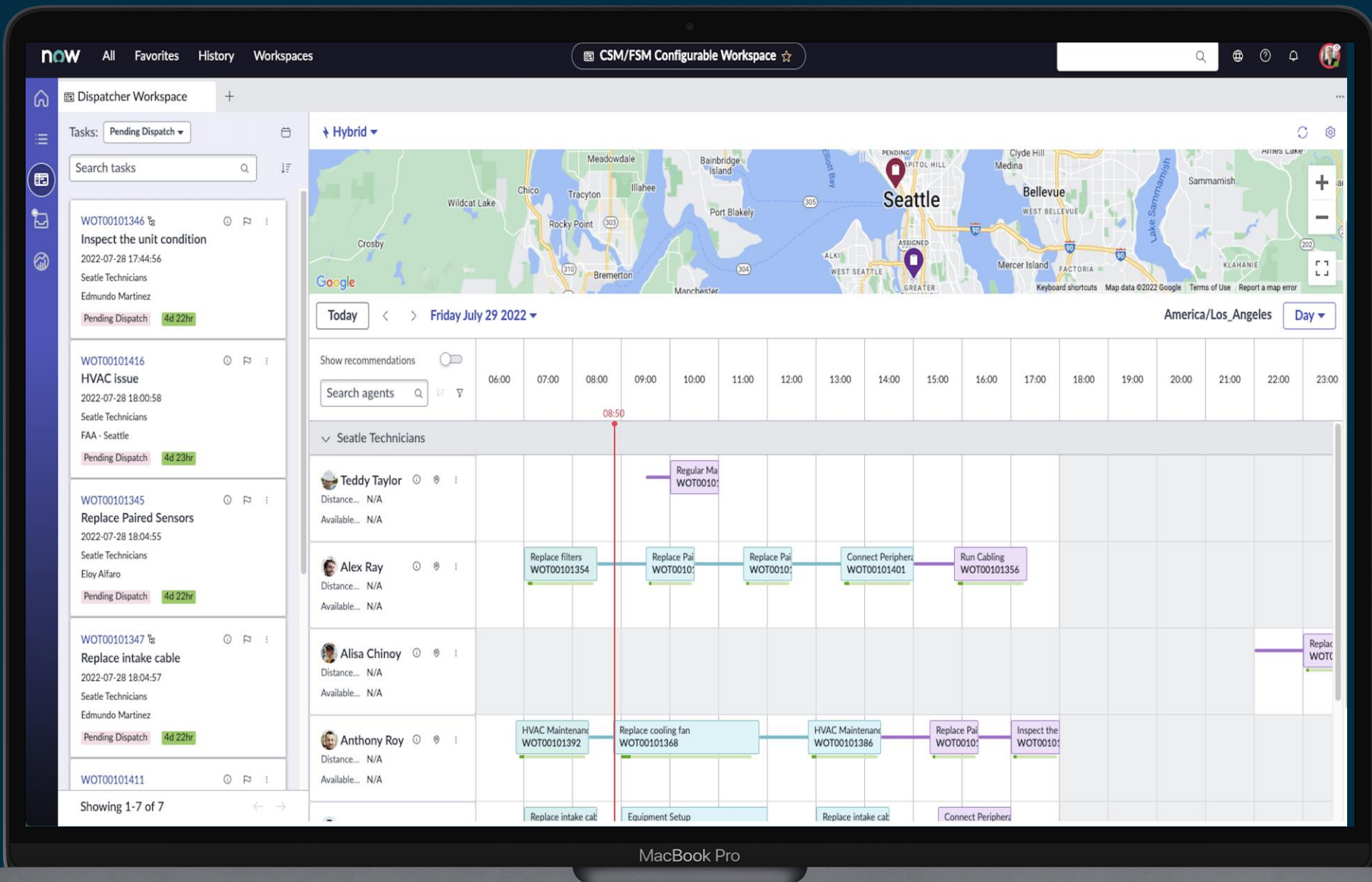
The screenshot shows the 'Maintenance Schedule' form for 'HVAC 6 Mos service'. The form includes fields for Name, Plan (48TC Maintenance Plan), Short description, Trigger (Duration), and Duration Details (Trigger type: Interval, Repeat: Days 180, Hours 00, Minutes 00, Seconds 00, Lead Time: 20 days). Below these are 'Update' and 'Delete' buttons, and 'Related Links' for 'Associate schedule with filtered records' and 'Run on demand'. A table titled 'Schedule Templates (1)' and 'Maintenance Plan Records (2)' is shown, with a search bar and a table containing one record: 'Regular Maintenance - HVAC'. A green speech bubble points to the table with the text 'Work Order Template(s) for this PM visit'.

Model	Short description
Regular Maintenance - HVAC	Regular Maintenance - HVAC

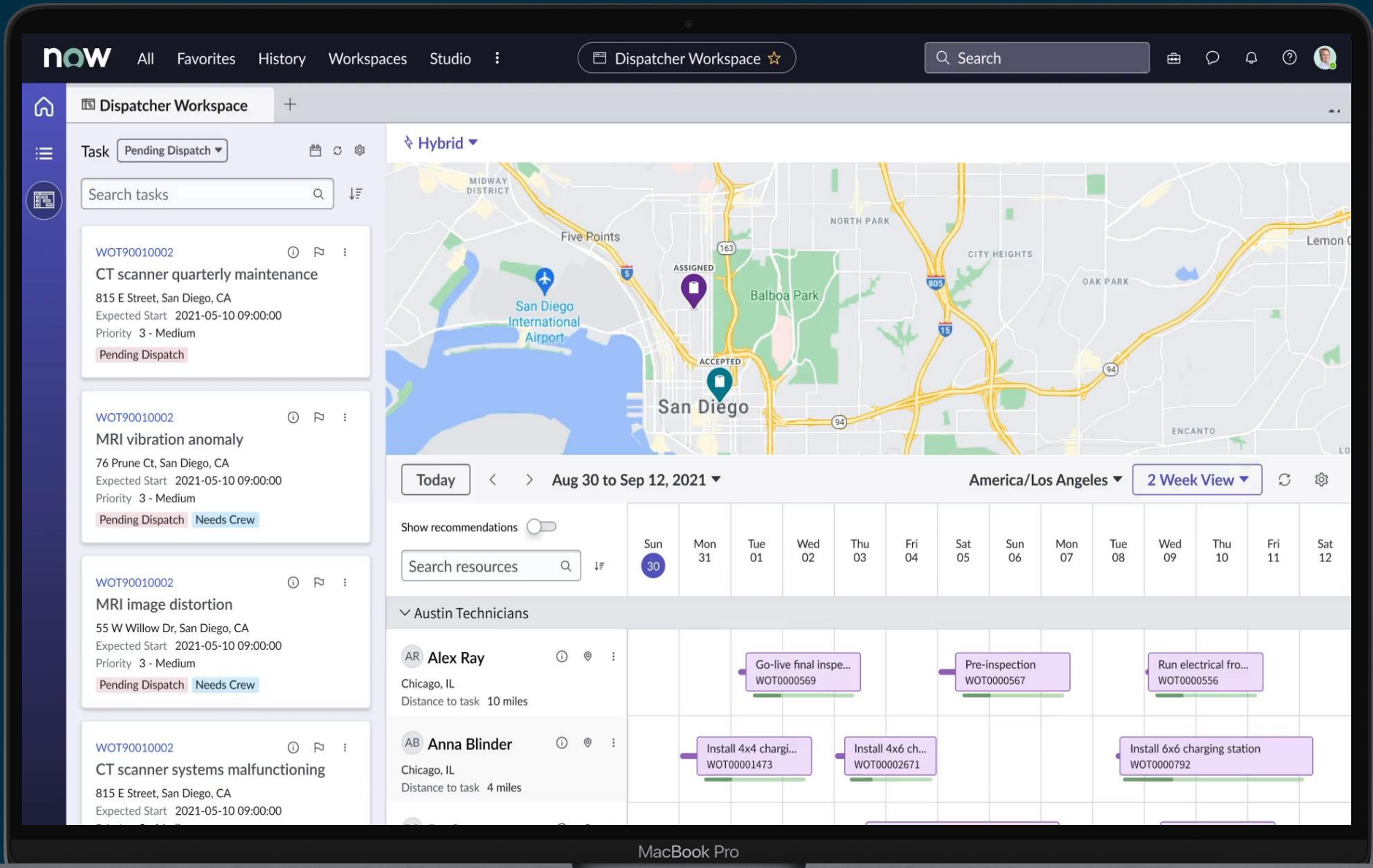
Work Order Template Details

1 Work Order / Task generated when this plan is run





MacBook Pro



Field Service Schedule Optimization

The screenshot displays the ServiceNow interface for configuring an optimization scope. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Optimization Scope S169' with buttons for 'Update', 'Schedule Now', and 'Delete'. The configuration form includes fields for 'Name' (Daily Schedule), 'Application' (Global), 'Policy' (P169), and 'Active' (checked). The 'Description' field contains 'Runs daily to schedule tasks.' The 'Recurrence' tab is selected, showing 'Optimization Configuration' with a 'Take Snapshot' button and a date '2021-11-30 12:24:55'. The 'Optimization Expected After' field is set to 'Hours 8'. The 'Tasks' tab is also visible, showing a filter condition 'State is one of Draft, Pending Dispatch, Scheduled, Assigned' with a button 'Matches 97 records (Click to preview)'. The bottom of the form has 'Update', 'Schedule Now', and 'Delete' buttons.

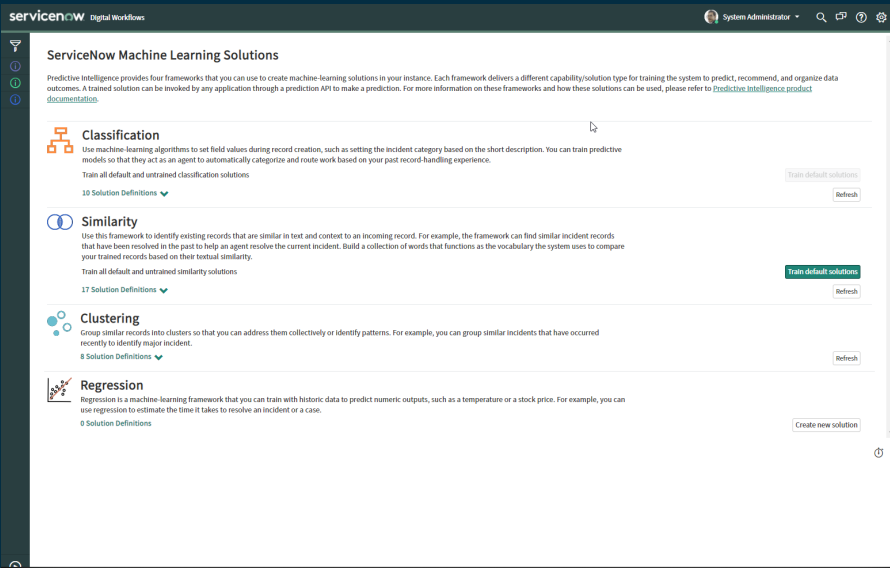
Maximize technician utilization

- 1 Run nightly batch processes to build highly efficient schedules using AI and ML
- 2 Automate assignment based on the most efficient assignment schedule and routes
- 3 Reduce travel time, costs, and carbon footprint

Intelligent Task Recommendations

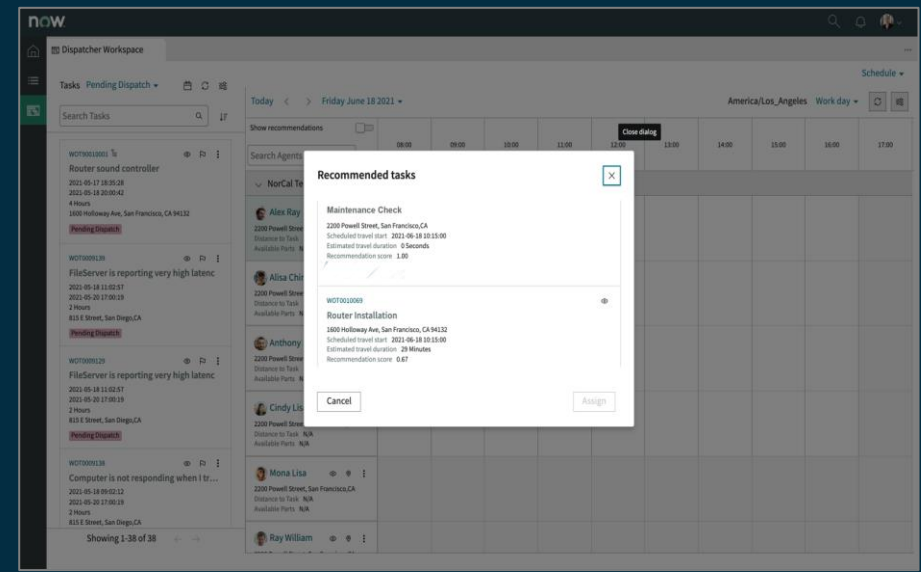
Make smart decisions

- 1 Uncover service improvement opportunities leveraging unsupervised machine learning to identify patterns
- 2 Reduce bottlenecks and human errors caused by manual triage
- 3 Deliver consistent, AI-powered experiences across portals, workspaces and mobile apps

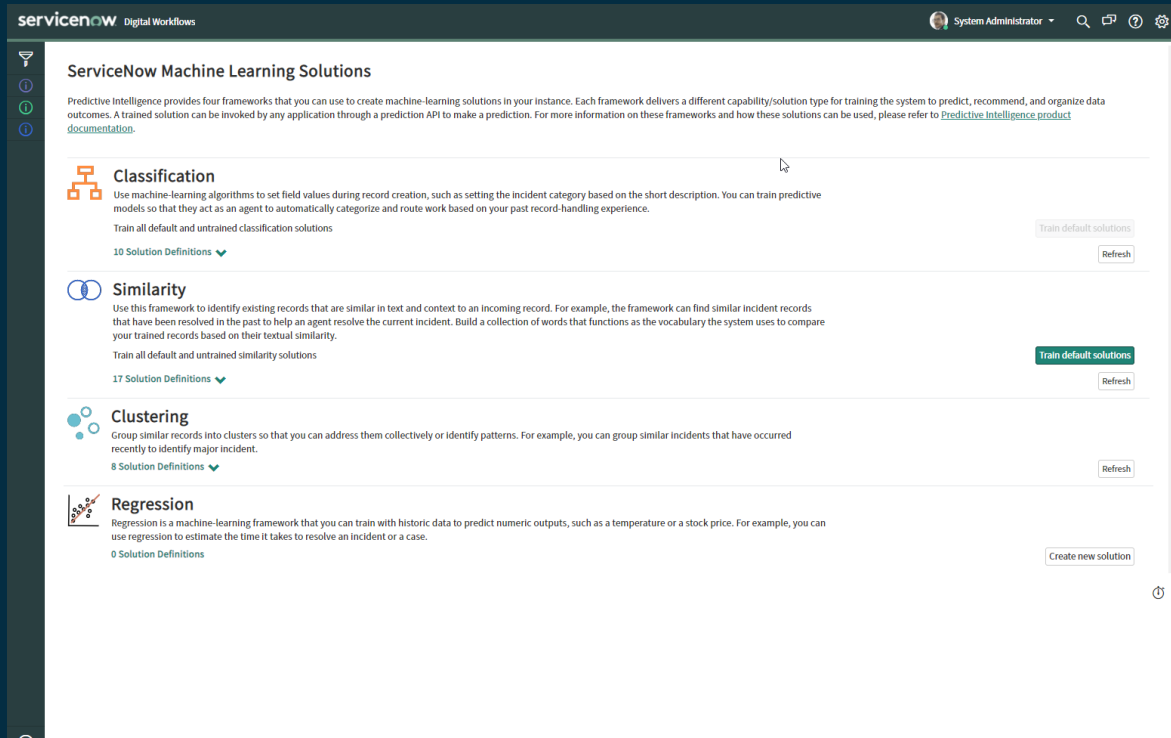


Improve technician utilization

- 1 Recommend tasks to fill schedule gaps
- 2 Allow technicians to request additional work from the mobile app
- 3 Identify the best available tasks for a technician



Machine Learning and AI



Make smart decisions

- 1 Uncover service improvement opportunities leveraging unsupervised machine learning to identify patterns
- 2 Reduce bottlenecks and human errors caused by manual triage
- 3 Deliver consistent, AI-powered experiences across portals, workspaces and mobile apps

Defining the Vision for Customer Experience in the Federal Government

Post-COVID-19 Government Citizen Experience Report: A National Study

carahsoft®



Post-COVID-19 Government Citizen Experience Report: A National Study

Citizens Want Self-Service

- 73% prefer self-service interactions
- 27% prefer to speak with someone by telephone

Customers expect more improvements

- 39% of respondents indicated that they have not seen an improvement in their experience when engaging with the Federal Government since the onset of COVID-19
- 53% reported that their experience has been about the same.

Feedback is Expected

- 79% said they were somewhat or very likely to provide feedback to the Federal Government if they had a poor experience
- 76% said they were very likely to tell friends or post socially about a bad experience with the Federal Government

Digital is the Future

- 40% reported wait times over five minutes when on the phone
- 39% have experienced slower than normal mail delivery
- 33% reported that information was hard to find on Federal websites

Lets connect and workshop your maintenance potential!

Let Us Help!



Matt Barrett
Workflow Sr. Advisory Solutions Consultant



Shadeh Ardani
Workflow Solution Specialist



Come By
Booth 450 !

Join us for the next ServiceNow Federal Tech Talk | Sep 22 |
Modernizing Maintenance for Government-Owned Facilities

A photograph of two young women standing on a city street, smiling warmly at the camera. The woman on the left has long, wavy blonde hair and is wearing a dark jacket over a patterned scarf. The woman on the right has dark hair and is wearing a striped shirt under a patterned shawl. In the foreground, a hand is reaching out from the left, slightly out of focus. The background shows a blurred city street with trees and buildings.

servicenow[®]

Thank you