THE REALITY OF THE SITUATION IS...

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❑ *Struggle with extensibility in current enterprise systems*

❑ *Find it difficult to fulfill request processes*

WHAT YOU SHOULD HAVE IN PLACE...

A system like 911.

911:

A universal number in North America to dial in case of emergency.

911:

Single system of engagement

No Guessing

Easy to Add New Fulfillment Groups

Scalable

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The user just needs to know how to engage the system, initiate the request, and then can expect service delivery and fulfillment.

911:

Single system of engagement

No Guessing

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While each department may have its own phone number, email, website, Twitter, etc., the simple "front-end" means we don't need to memorize each contact. We memorize the one that works.

911:

Single system of engagement

No Guessing

Easy to Add New Fulfillment Groups

Scalable

Adding additional fulfillment centers to a 9-1-1 system is as easy as training the operator whom to forward the calls. This extensibility ensures that shadow solutions don't creep into use, undermining the official solution.

911:

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Easy to Add New Fulfillment Groups

Scalable

The 9-1-1 has been scaled to various discrete N-1-1 systems (511, 411, etc.). They inherit the design, architecture, and user experience, but offer their own unique purpose.

The same 4 concepts should be employed in enterprises.

Single system of engagement   No Guessing

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Single system of engagement

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But they're currently not.

DO YOU HAVE A 911 TO AVOID BUSINESS EMERGENCIES?

The enterprise version of the 911 system:

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Shared Services Model.

Following this model, enterprises can consolidate their service providers and offerings, and dramatically increase user adoption and satisfaction.

5

KEY
ELEMENTS

ELEMENT 1

SERVICE PROVIDERS

SERVICE PROVIDERS:

Departments and teams that offer internal services to individuals or groups in the business.

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Many enterprises start with large departments that offer services:

Information Technology

Facilities Management

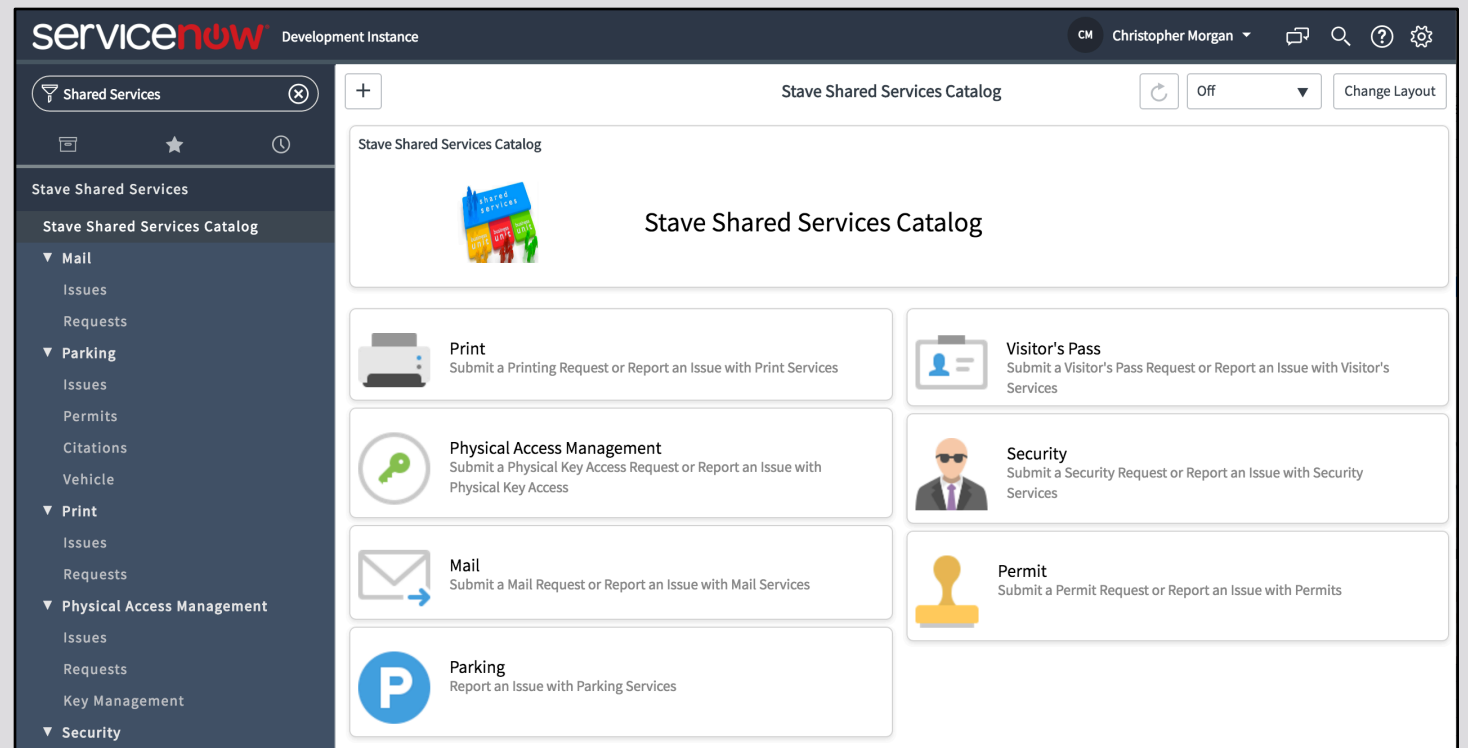Human Resources

ELEMENT **2**

SERVICE CATALOG

SERVICE CATALOG:

The service catalog is the menu of items and services available to users or to their functional teams.

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The service catalog is the menu of items and services available to users or to their functional teams.

It's a single source of engagement for employees to see and initiate requests.

ELEMENT **3**

REQUESTS

REQUEST PROCESS:

A way for various services can be requested in a centralized way.

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A way for various services can be requested in a centralized way.

A shopping cart for internal requests

ELEMENT 4

FULFILLMENTS

ELEMENT **5**

FOLLOWUP

FOLLOWUP:

Refine the process by surveying users for new service needs.

Constant growth prevents the emergence of shadow solutions.

Shared Services Model

A way to leverage the fulfillment centers of your organization and consolidate where services are provisioned.

Provide a "store-like" experience to users

Centralize the user experience

End-to-End Automation and Tracking of Service Requests and more.

Web and Mobile-based service allow users to Request Services and Track Statuses.

How to Get Started

- To quickly implement the framework, utilize an existing platform
  - Ex. ServiceNow Store's Shared Services Manager Application
- Request a demo or start a free trial

STAVE

For more resources on the Shared Services Model and other topics, visit:

learn.staveapps.com