NAVVIA™

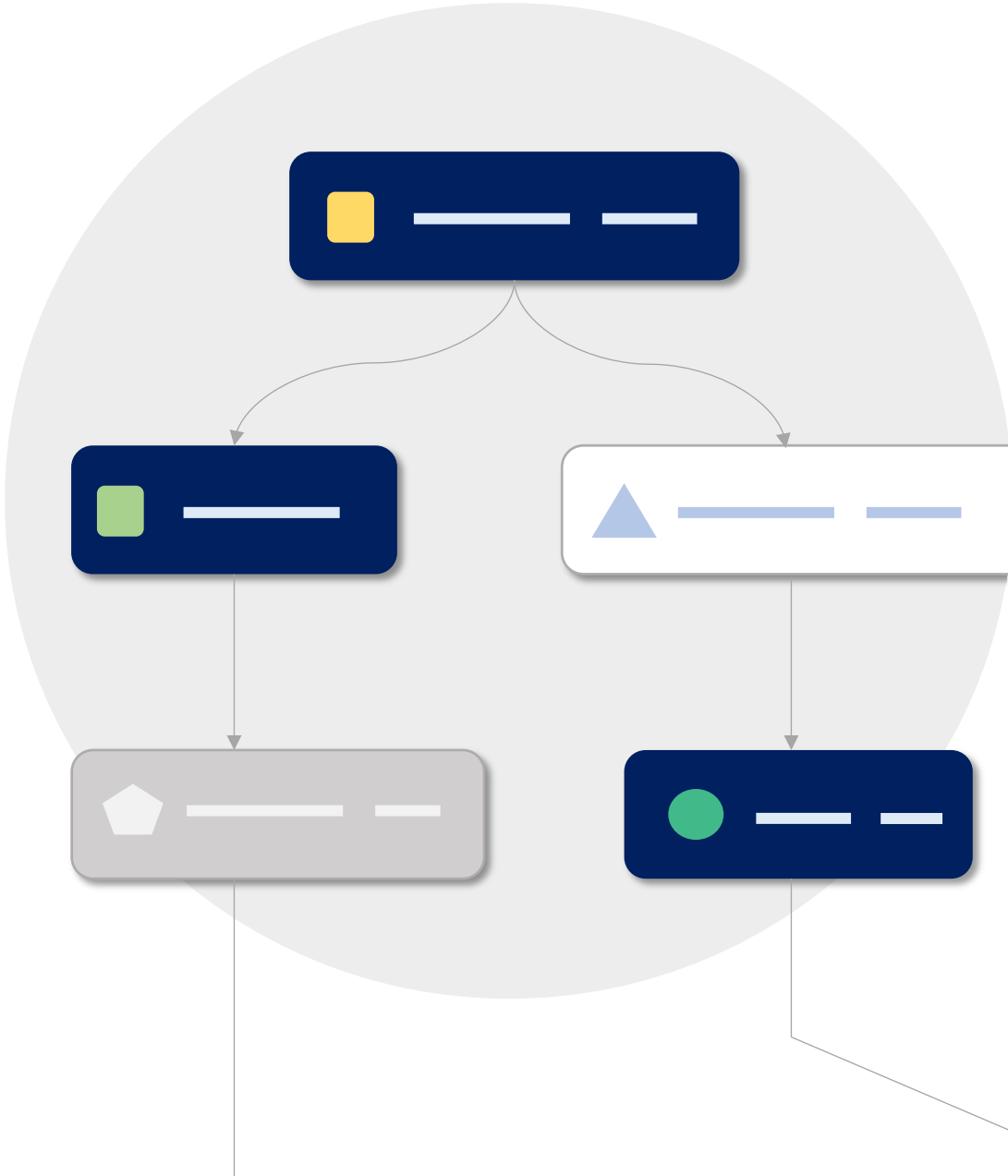
Best Practices for Business Process Automation in ServiceNow®

With

ChristianaCare™

Knights of Columbus®

Yale UNIVERSITY



Katherine
Marketing Coordinator

Welcome!

- ✓ Use the Zoom 'questions' panel to ask any questions you have
- ✓ Chat is a great way to make comments
- ✓ We'll email you the recording and slides

Speakers

Jeremy Hoffman
System Engineer – Process Design
ChristianaCare

Ericka Rivera
IT Strategic Planning & Transformation Analyst
Knights of Columbus

Sarah Beardsley
ITSM Analyst
Yale University

David Mainville
CEO & Co-founder
Navvia

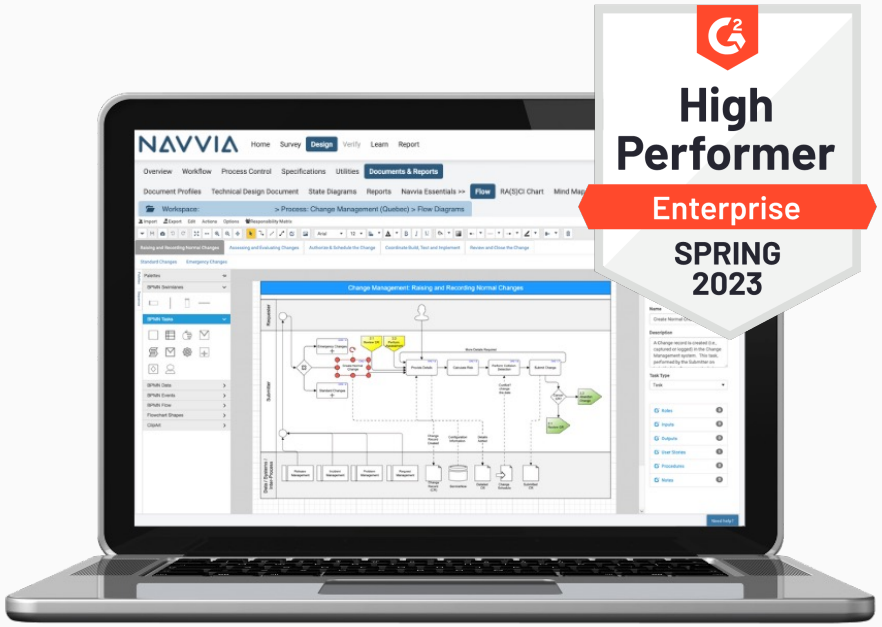
Users Love Us

NAVVIA™

Navvia has been rated #1 in Quality of Support

Easiest To Do Business With
Mid-Market
SPRING 2023

Best Support
Mid-Market
SPRING 2023



High Performer
Enterprise
SPRING 2023

High Performer
SPRING
2023

High Performer
Mid-Market
SPRING 2023

Read our reviews on G2.com

1. ChristianaCare is a network of **private, non-profit hospitals providing health care services to all of the U.S. state of Delaware.**

2. It is home to Delaware's only Level 3 neonatal intensive care unit and the state's largest maternity center, where more than 7,100 newborns are delivered each year.

3. With more than 10,000 employees, it is one of the largest private employers in Delaware and among the top 10 in the greater Philadelphia region.

4. **ChristianaCare is a nationally recognized, urban and suburban, academic and community hospital.** The health system has been involved in graduate medical education for over 100 years.

ChristianaCare®

Figure1. Christiana Hospital, Newark, Delaware [photograph]. Retrieved from https://christianacare.org/us/en/about-us

Knights of Columbus®

Figure 2. The Knights of Columbus headquarters , New Haven, Connecticut [photograph]. Retrieved from https://www.nhregister.com/business/article/Norwalk-company-selected-to-maintain-Knights-of-14485449.php

1. **The Knights of Columbus (K of C) is a global Catholic fraternal** service order founded by Michael J. McGivney on March 29, 1882.

2. The order is dedicated to the principles of charity, unity, and fraternity**. As of 2020, there were 2 million knights.**

3. The organization had donated **$185 million and 76 million volunteer-hours** toward charity projects in 2018.

4. **There are more than 16,000 local Knights of Columbus councils around the world,** including over 300 on college campuses.

Figure1. Yale University Campus|New Heaven, CT, USA [photograph]. Retrieved from https://admissions.yale.edu/campus

1. **Yale University** is a private Ivy League research university in New Haven, Connecticut. Founded in 1701, Yale is the third-oldest institution of higher education in the United States

2. Yale has well over 100 departments and programs in a wide range of disciplines.

3. **Yale University is ranked #11 in Best Global Universities.** Schools are ranked according to their performance across a set of widely accepted indicators of excellence.

4. Supported by a team of more than **10,500 staff members.**

What is Business Process Automation?

Business process automation (BPA) is the use of technology to automate routine business processes and tasks. This is done through robotics process automation (RPA), integrated workflow management solutions, and business intelligence (BI) software.

Key steps include: 1) identifying automation opportunities, 2) defining the process, 3) capturing automation requirements, 4) implementation, and 5) monitoring / continuous improvement.

Business Process Automation is a core component of digital transformation initiatives and the Digital Enterprise.

Learn more at:
https://navvia.com/blog/how-business-process-automation-increases-efficiency-and-reduces-costs

Poll question

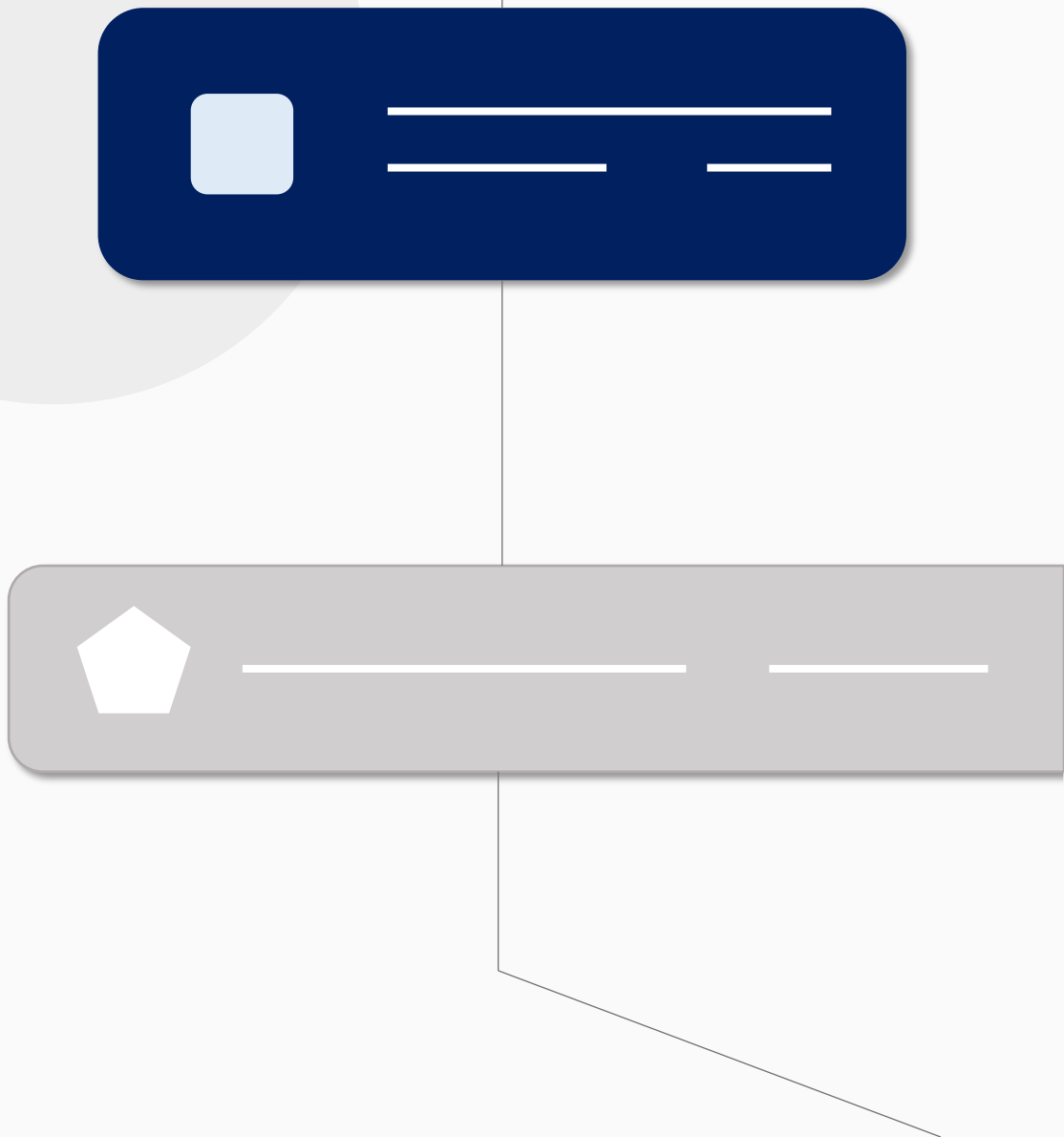
How would you assess the effectiveness of your Business Process Automation initiatives in respect to requirements gathering?

1. There is no standardized approach
2. Each team has its own way of doing things, effectiveness varies
3. There is a standard approach used by all groups
4. There is a standard approach that is measured and managed
5. The approach is measured, managed with a focus on process improvement

How to engage your business stakeholders

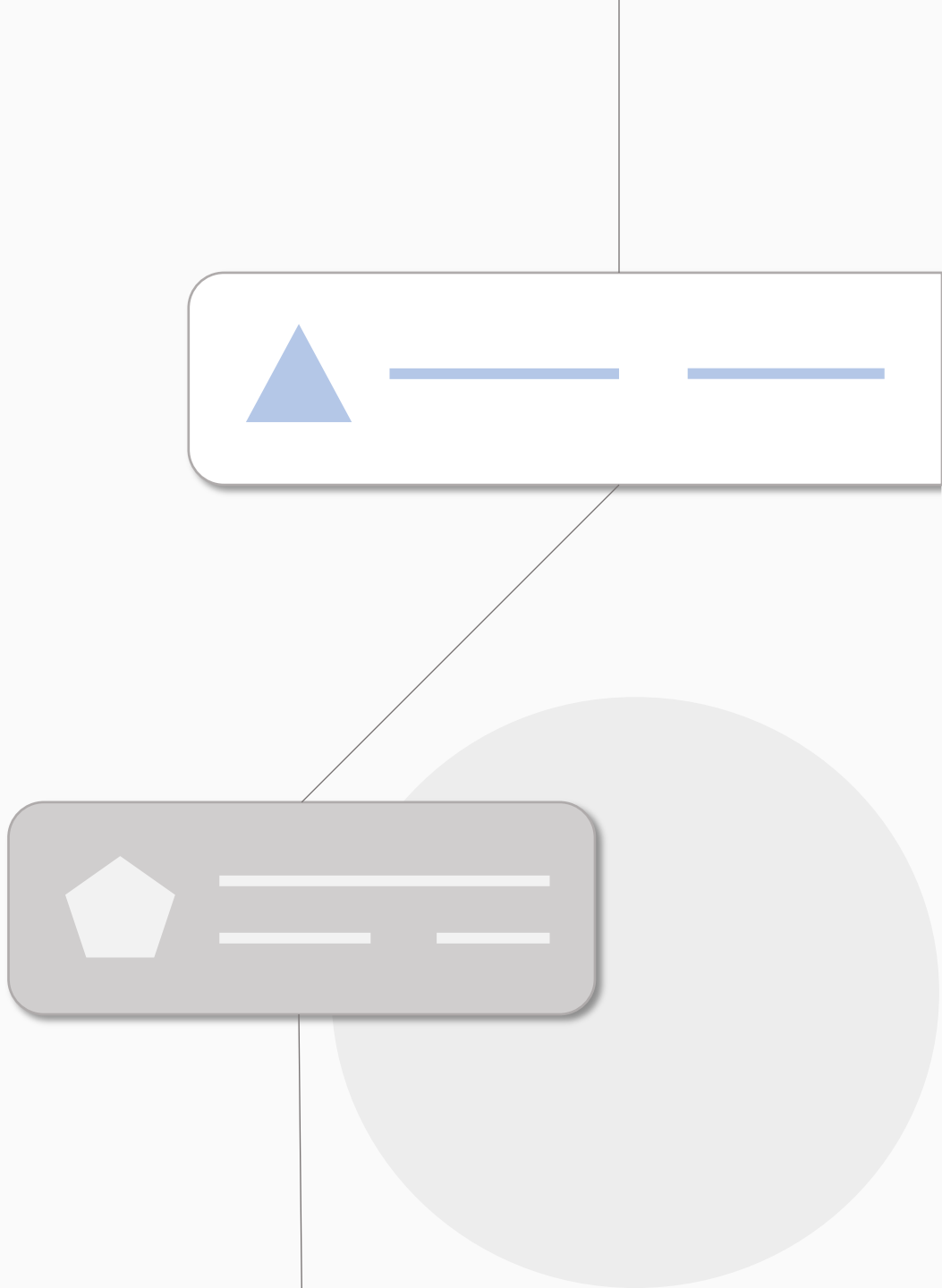
One of the key steps in Business Process Automation is the identification of automation opportunities.

How do you go about identifying and prioritizing these opportunities?



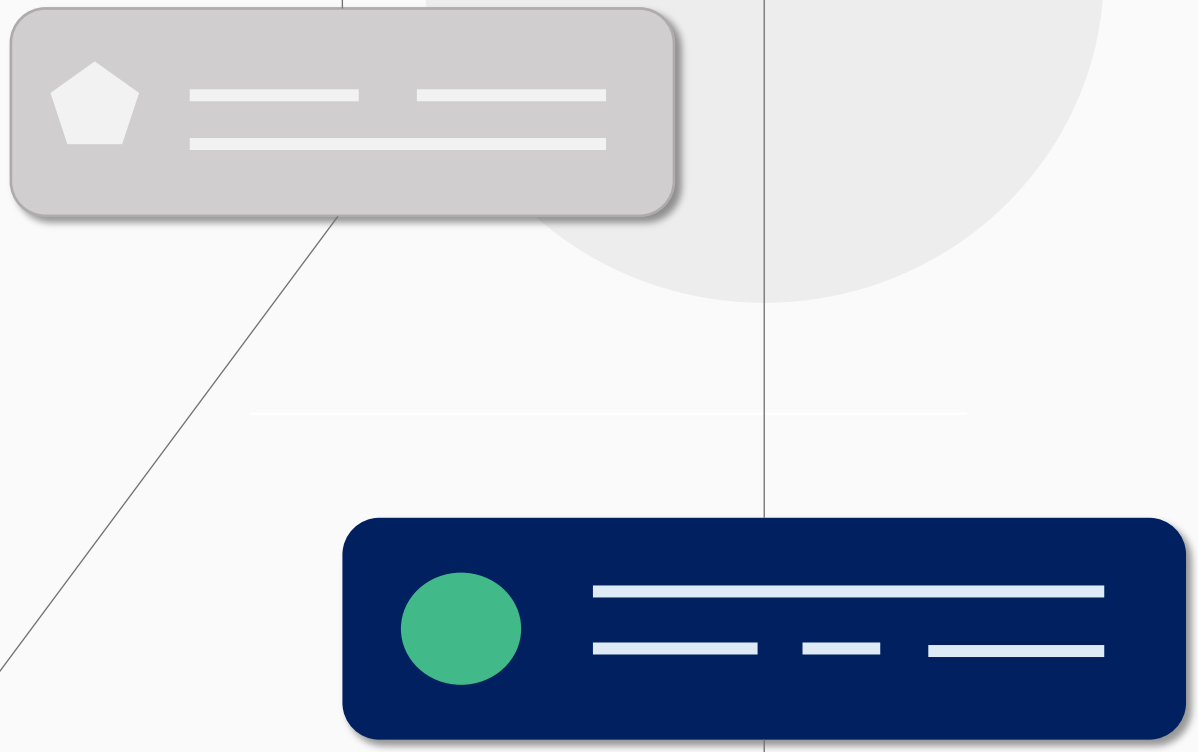
The importance of having well-defined processes

What importance does your organization place on process identification, mapping and optimization in respect to process automation initiatives?



Capturing Good Requirements

Once the automation opportunity is identified how does your organization go about capturing detailed requirements?



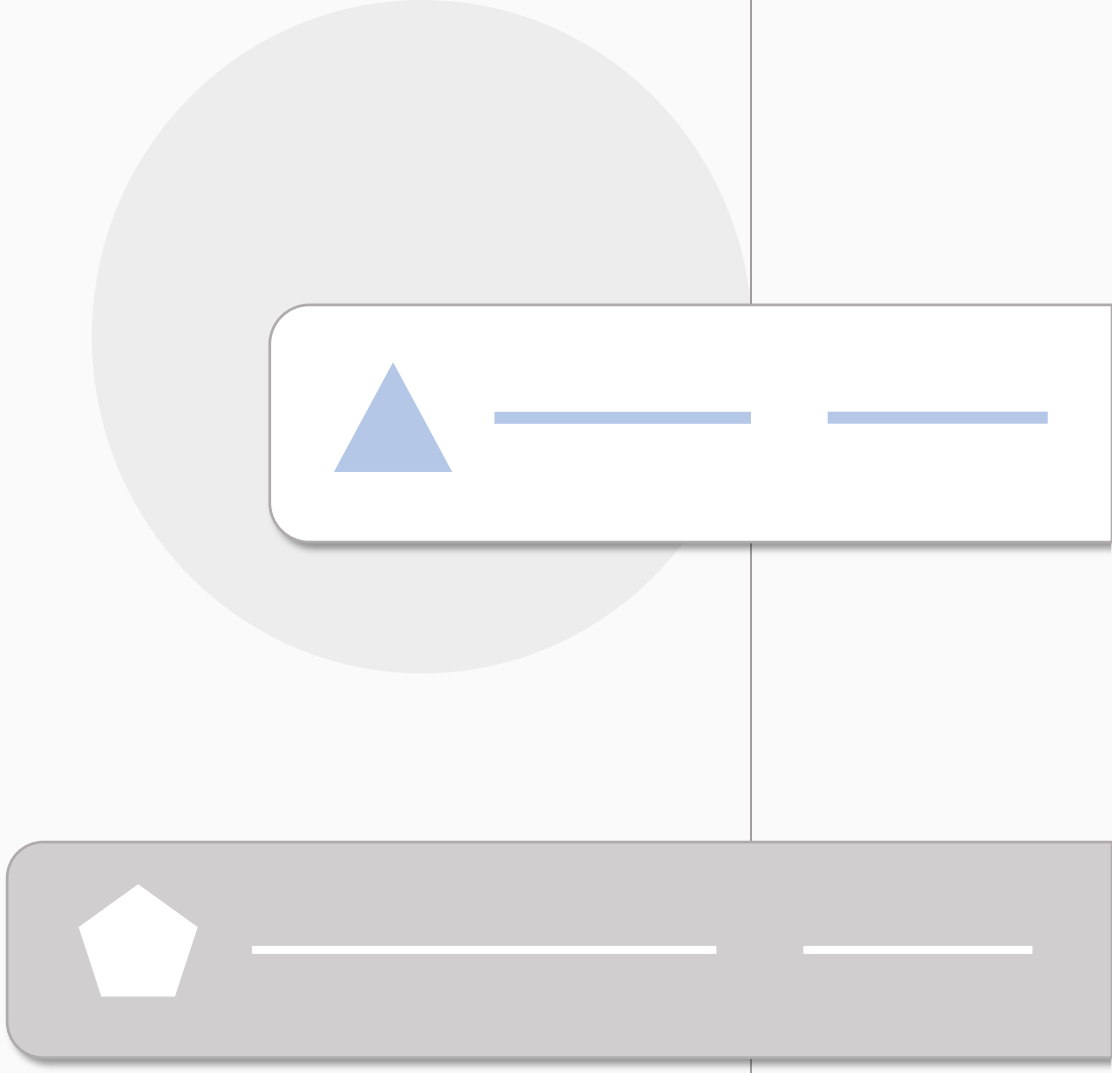
Minimizing Scope Creep

Scope creep, sometimes called the “kitchen sink syndrome” of often cited as a key contributor to project failure.

What does your organization do to minimize this?

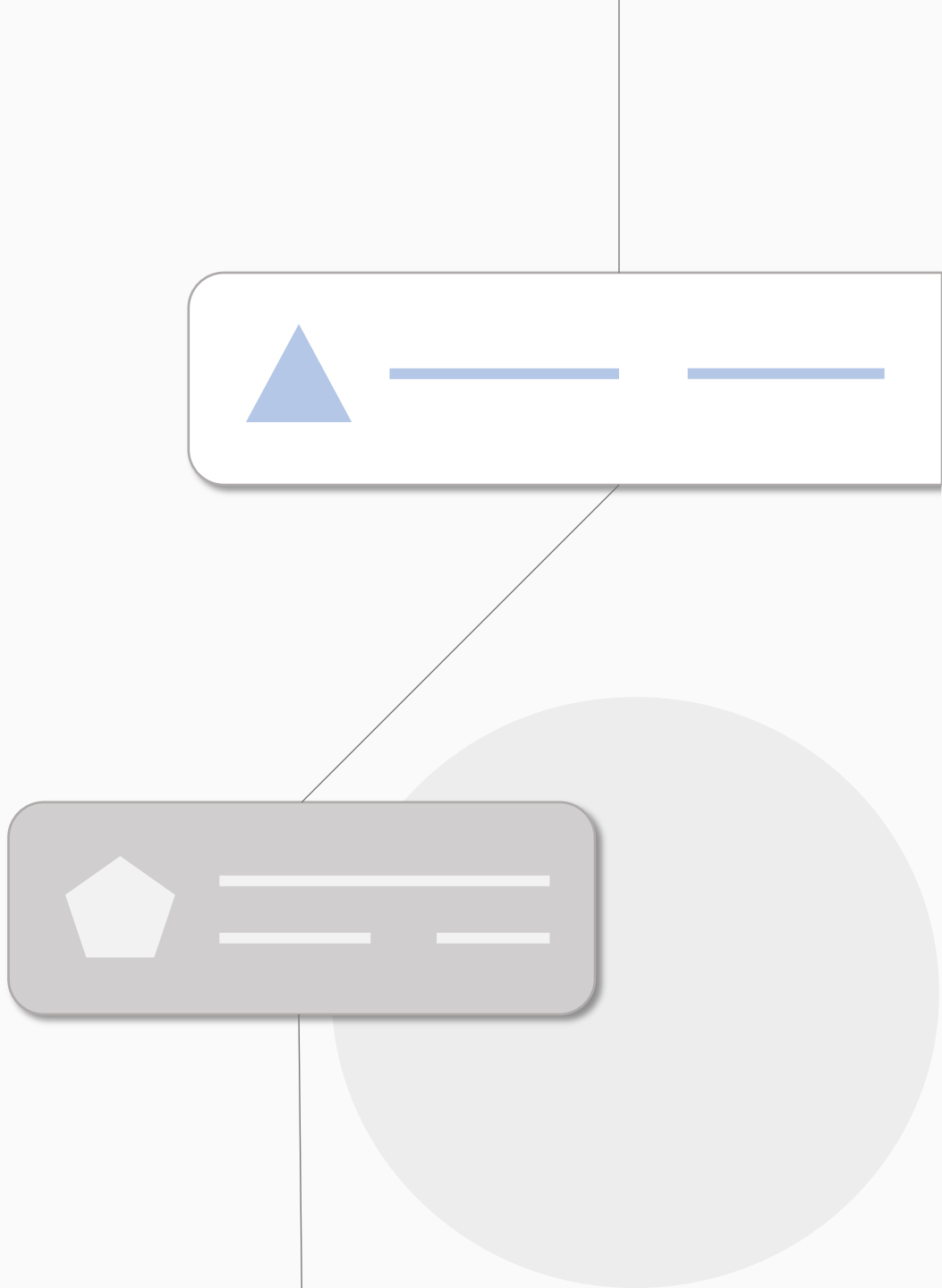
Organizational Change

How does your organization handle organizational change management issues (for larger process automation automation initiatives) such as communication, engagement, and adoption?



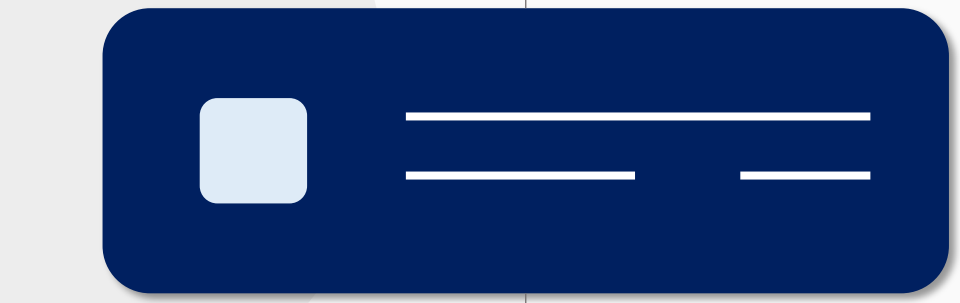
Monitoring, Control and Improvement

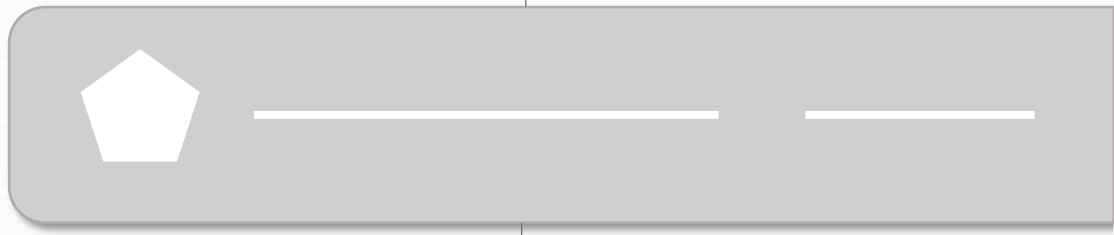
What happens post implementation to ensure the changes continue to deliver value?



Lessons Learned

Let’s go around the panel for a closing statement including lessons learned





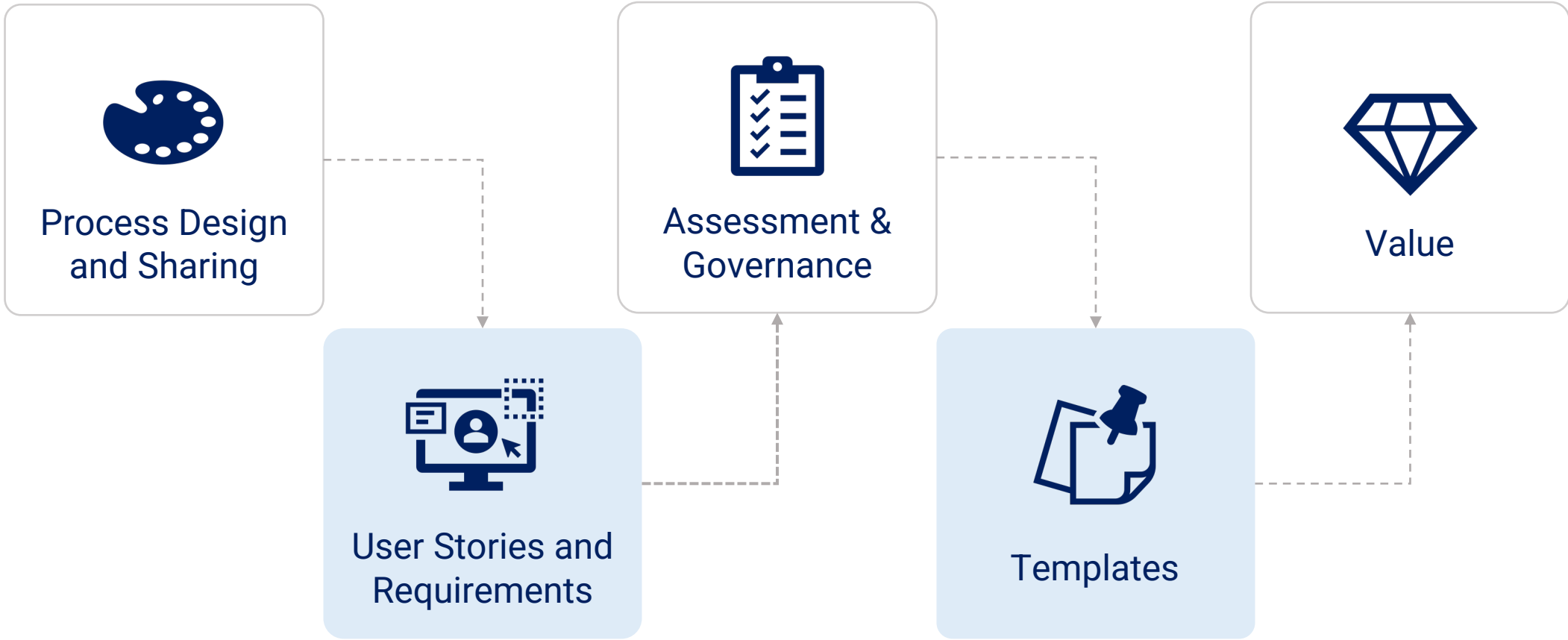
Q&A

NAVVIA™

Navvia Process Designer

Designed for the Business Process Automation

Features Specific to the BPA



Learn how Navvia can really make your BPA perform!

Schedule a demo today

https://navvia.com/contact/

Upcoming Events

11 May — **How to Design and Document your Processes to Drive Efficiency and Reduce Costs**
Navvia Expert
Registration will open soon

17 Aug — **The Value Of A Process Maturity Assessment**
Navvia Expert
Registration will open soon

16 Nov — **Key Factors For Digital Transformation Success**
Navvia Expert
Registration will open soon

Thank you!

NAVVIA™