

NAVVIA

2022 Webinar Series

A conversation with *Johnson & Johnson*

Reimagining Case Management at Johnson & Johnson

December 1, 2022



Welcome!

Verify that you can hear us and that you can see the screen clearly

Chat is a great way to make comments

Use the Zoom 'questions' panel to ask any questions you have

We'll email you the recording and slides



Katherine Franco
Marketing Coordinator

SPEAKERS



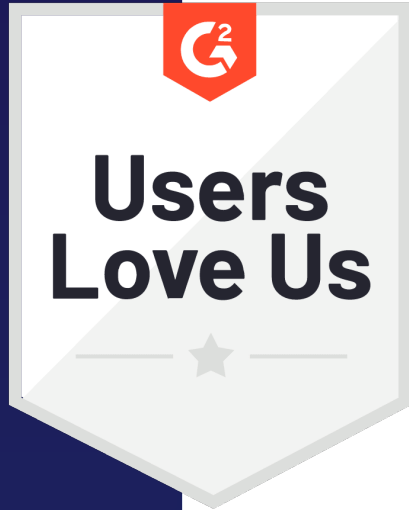
Marvin Johnson
VP, Service Excellence Global Services

Johnson & Johnson



David Mainville
CEO & Co-founder

NAVVIA



NAVVIA

Listed as a Leader in **Business Process Management** by G2.com



[Read our reviews on G2.com](https://www.g2.com/c/companies/navvia)

Johnson & Johnson

- **J&J** is an American multinational corporation founded in 1886 that **develops medical devices, pharmaceuticals, and consumer packaged goods.**
- Johnson & Johnson is **one of the largest pharmaceutical companies in the world and is ranked No. 36 on the 2021 Fortune 500 list** of the largest United States corporations by total revenue.
- Johnson & Johnson is **one of the world's most valuable companies**, employing over 140,000 across the globe.



Figure1. JACOB ELLIOTT, COURTESY OF J&J Retrieved from <https://fortune.com/2016/07/22/the-radical-experiment-thats-changing-the-way-big-pharma-innovates/>

Poll

Is your organization implementing case management processes and tools?

1. We are not sure what case management is
2. We are considering a case management implementation
3. We have a case management project underway
4. We have well established case management processes and tools

Case Vs Incident or Request Management

Most of our viewers come from an ITSM background.

Please share your thoughts on the key differences between case management and the ITIL based processes.



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Johnson & Johnson

An Overview of the Initiative

Marvin, can you please share some background on the initiative including:

- Scope of the project
- Desired outcomes
- Sponsorship and project organization
- Timeline



Process and Technology

What role has process discovery & mapping played in the implementation of the supporting technology



Organizational Change Management

OCM is essential in driving the effective implementation of business-required changes.

How is OCM being leveraged in this project?



Key Challenges & Lessons Learned

For the benefit of the audience, can you please share some of the challenges you faced as well as key learnings.



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Audience Q/A

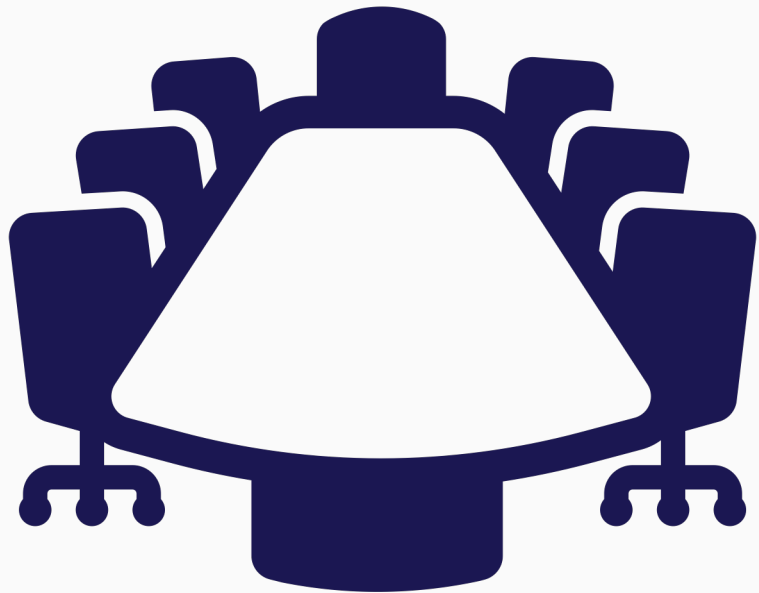


Navvia Process Designer

Supporting ITSM



Features specific to ITSM



NAVVIA

- ✓ Process Design and sharing
- ✓ User Stories and Requirements
- ✓ Assessment & Governance
- ✓ Templates
- ✓ Value



[What is IT Service Management? A Complete Guide.](#)



[Leading a Successful ITSM Tool Implementation](#)



[The Importance of a Process Maturity Assessment](#)



[What is a Service Management Office? Everything you need to know.](#)

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Resources

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Thank you!

