



# HOW FAR WE HAVE COME

Starting with ServiceNow (the service automation platform), the Performance Management team focused their effort on providing not only data from the platform, but also visualizations to begin to enable leadership to access and address customer service success.

IT service delivery was an objective that UCF IT needed additional insight into. The objective needed measurement, progress status and acumen into being able to make decisions to improve the customer service delivery model. Starting with ServiceNow (the service automation platform) the Performance Management team focused their effort on providing not only data from the platform, but also visualizations to begin to enable leadership to assess and address customer servicesuccess.

Starting from the ground up, the Performance Management team started to provide what they could with the tools they had. Historical and real time dashboards were represented in legacy a fashion using Excel. The dashboards were limited to just graphs, objects and pivot tables. There was no drilldown or filtering capability. These visualizations had to be sent out via email as images.



In parallel, while these types of visualizations were being provided, ServiceNow was being modified around the ITIL best practice processes to turn the required data into process driven customer service success data.

Somewhat primitive, providing the data in this fashion started provoking questions from the end users. The end users wanted more insights and functionality into their customer service indicators.

In parallel, while these types of visualizations were being provided, ServiceNow was being modified around the ITIL best practice processes to turn the required data into process driven customer service success data. Key performance indicators were also being established at this point in time.

Next, the Performance Management team led a project to acquire a business intelligence (BI) tool (Tableau Online at the time), ServiceNow data replicator (Perspectium) and data warehouse (on-premises SQL database). The vision was not only having a data warehouse to be able to start centralizing disparate datasets and normalizing the data, it was also acquiring a tool that was proven to provide capabilities past what Excel could.

The dashboard designs and data integrity improved drastically and now the visualizations displayed were both insightful, actionable and around indicators of customer service success.

Implementing the rollout of Tableau Online, Perspectium and the data warehouse provided many benefits including:

- Single pane of glass dashboards created around defined KPIs to reflect information needed to make decisions instantly
- Efficiencies and effectiveness across multiple departments. The departments were enabled to see historical and real-time data in one place of reference with drilldown and filter capabilities
- Emails of dashboard images no longer required
- Data transformation and visualizations in a click of a button

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# Information Technology

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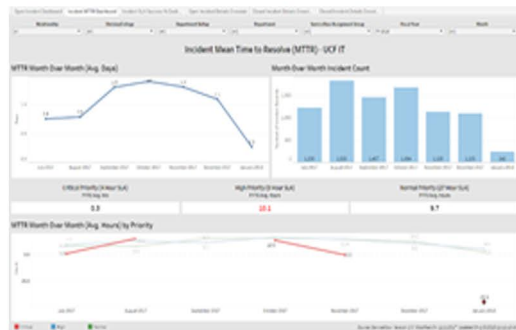
Microsoft Power BI is now the visualization layer of choice which has added operational and cost efficiencies.

The Performance Management team's road to BI maturity is far from over.

In this timeframe, the needle moved from just stagnant reporting to a maturing business intelligence framework



Microsoft Power BI is now the visualization layer of choice which has added operational and cost efficiencies. More end users can now access the visualizations and Power BI works seamlessly within the ecosystem of Microsoft products.



Fast forward to the current state and the business intelligence maturity level continues to evolve. Business intelligence is getting more traction than ever across UCF IT. End users are asking for different visualizations to see into their data. The datasets are expanding past ServiceNow. End users are asking the questions of when, how and why and they are able to answer these questions within the provided dynamic visualizations/data details. Additionally, a BI governance committee (BIGC) has been established to ensure visualization and data integrity standards are present for all of UCF IT.



The Performance Management team's road to BI maturity is far from over. Stay tuned on what is next.

