Team Spotlight
myService (ServiceNow)

Meet the Team - myService (ServiceNow)

Who are you?
myService (ServiceNow) Team. The team previously supported ServiceDesk and Serena Business Manager (SBM) which was replaced with myService in May 2019. The team now supports myService which is on the ServiceNow platform. (Hence, the two names for the team!)

What part of the organization?
Enterprise Operations under Development Operations, Robotics and Business Process Automation.

Where is the team located?
All team members work in the Jacksonville area. As with most folks in the company right now, the team is all working remotely.

Who's on the team?
- Becky Davis, Manager
- Vinod Tirunagari, Supervisor
- Melissa Berry, ServiceNow Developer
- Anthony Hines, ServiceNow Administrator
- Carlin Celentano, ServiceNow Administrator

What does the team do?
The team automates workflows within the myService (ServiceNow) application and helps bring visibility, reporting and management of information technology (IT) issues, problems, changes and requests.

How does the team fit into Citizens?
The team manages the centralized workflow management tool (myService), which is important to Citizens. Without the team or the tool, it would cause many employees to have to work from spreadsheets for tracking, which could cause frustration and confusion.

What types of requests do you get?
The most common types of requests are new workflows or modifications to existing workflows, reports, dashboards and integrations with other applications.

How does someone request the team's services?
Typically, the team receives requests via myService or Rally.

Who do you regularly interact with?
The team routinely works with other IT teams within Enterprise Operations, such as IT Operations, Infrastructure, Application Development, IT Security and Vendor Management Operations. It also works with HR, CAT Ops, Claims and Vendor Administration.

What is the team working on now?
The team is constantly improving and adding services to Citizens' ServiceNow platform. Currently, they are working on:

- New business workflows for records management
- Power BI integration for more robust reporting from myService
- Rally integration so users can relate the incidents to defects and change requests to Rally work items
- Outlook integration to ease the entering/updating of myService tickets
- Configuration Management Database (CMDB) service mapping to better relate application services to the hardware supporting it
- Automated testing framework so that upgrades of the platform can run more smoothly and more efficiently by automating several test cases to ensure proper functionality
- myStore for Citizens-branded gear
- ServiceNow mobile app development that would allow some applications to go mobile, such as inventory management and incident management

The team says it is hard to pick a favorite project as they feel they are all exciting, but just beginning to get into the mobile app development is interesting and they are excited to learn something new.

What do you want employees to know about the team?
The team communicates well and openly with each other, and they offer support to each other. The team always aligns with corporate objectives and goals, and customer service is of the utmost priority. The team always tries to keep it as much fun as possible, and they believe in, "We succeed as a team or we fail as a team. Either way we do it together!"