**\*\*\*Top thoughts\*\*\***

* Recommend what we would do to find the true answers to these problems
  + need more research
  + more of process problem
  + truly recommend not to use servicenow (?)
* “Find the **real** problem, not the problem they think the need
* Need to know the part of FAR we need to adhere to
  + Uniform standardization rule (example- Want to purchase Sketch because it’s cheaper than Adobe CC, but FAR agreed to work with only Dell products so you have to go through all these hoops to get approval for Mac”
  + Real pain point- request seems simple, but it’s not. It goes into a **black box**
    - REAL EXAMPLE- Not one of the interviews were able to answer the FAR regulation question
  + Strong role based process
  + **How might we reduce frustration**

Procurement workflow:

From users we heard there were about 5 different approvers in the procurement workflow. But there seems to be a couple paths a procurement request could take (funding vs non-funding, in stock vs not in stock)

* What are the specific steps of approval process?
  + There are so many exceptions - hard to answer’
  + Software exceptions CMS enterprise consists of “core” software and “above core” software. Core software is standard issue to all employees and is primarily provided as part of the desktop image. Above core software is any software that that is not included on the desktop image or is not available to all CMS employees. Above Core software is usually purchased by a component for a specific use case. Enterprise licenses are managed by both CMS and the CECS contract
  + Hardware asset management has been a struggle for many years. CMS consistently struggles with getting real-time accurate inventory reporting that accurately depicts the asset status (i.e. deployed, broken, in transit, location etc.) Currently, government owned contractor operated equipment as well as contractor owned contractor operated equipment is tracked and managed in BMC remedy as well as the contractors instance of SNOW (CMS is transitioning to SNOW). In addition, all government owned equipment is tracked in the CMS Property Management Inventory System (Sunflower) as well. The manual data entry into the Sunflower system has proven to be a struggle for CMS.
* Who the approvers are (department/roles)? (contracting officer, vendor, etc)

ServiceNow:

Deputy division director for customer support mentioned they are transitioning their procurement process from a Sharepoint site to “Service Now”.

* Background on ServiceNow:
  + <https://www.nowfedsummit.com/wp-content/uploads/2019/03/ServiceNow_Federal_Summit_CSM_Breakout.pdf>
  + Security is a high concern
  + Not intuitive, expensive, not flexible, has many modules that SNOW continues to add to do things that they aren’t designed to do but are being asked to do...It’s essentially a ticketing system
* Why do you think they chose ServiceNow?
  + CMS was “sold” to SNOW - CMS often looks for a silver bullet one stop shop to handle all the problems. 10 years ago it was sharepoint and now they have believe SNOW is the answer
  + Question to ask back to CMS
    - Do you think it’s wise to say is ServiceNow the right solution? Expensive and hard to maintain down the road.l
* Do you know how far along they are?
  + 2ish years till launch (2020/2021)
* What features does ServiceNow provide?
* Do you have screenshots?

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