*Overview*

Stagehand was a custom front end service portal for non-IT end users. This portal focused heavily on user experience and was designed to create a “Facebook” or “Amazon” like experience. The end result allowed the company to have a centralized location for all requests and tickets with a consistent user experience. ServiceNow is the lead platform for integrations and workflows and we layered in a best in class portal to interact with these other systems. The portal also presented end users with custom deflection tools to curb unnecessary tickets. Stagehand was a collaborative effort between designers, developers and business analysts.

*My role*

I personally lead the team to maintain and grow the portal after I helped with the launch and implementation. The design was complemented by a data driven architecture that allowed the team to create and manage configuration records that were connected to behavior on the portal. Instead of having to rebuild elements for every little change we were able to make tweaks to data directly in production.