



UNLOCK TO POWER OF **EXPERIENCE**

FORMS DIGITIZATION PROJECT

Transforming how we work!

May 2022



GET THE FUTURE
YOU WANT



FORMS DIGITIZATION RATIONAL



LEADING MANUFACTURE'S FORMS DIGITIZATION

Why are we doing this?

- To improve the employee experience
- To get a 'quick win' for our Corporate Digital Transformation efforts
 - Provide a tangible experience for our employees related to Digital Transformation
 - Demonstrate the 'art of the possible' to various Corporate business functions:
Business Management, HR, Global Supply Chain, Security, Facilities, Legal, etc.
- To create efficiencies and cost avoidance by reducing manual processing
- To meet Corporate Operating Objectives (COO)
 - Deliver the value of commercial technologies to client
 - Accelerate Corporate Office Digital Transformation





FORMS DIGITIZATION APPROACH



LEADING MANUFACTURE'S FORMS DIGITIZATION

How did we do this?

- The team developed a methodology to determine the value each digitized form will deliver
 - Access Count
 - Complexity (fields, workflow steps, etc.)
 - Lost Forms (%); Printing cost (%); Risk (%)
 - Data, productivity, financial impact, etc.
- Stood up the Digital Process Factory that supports the following:
 - Training
 - New request workflow
 - Issue resolution workflow
 - OCM / Communication liaison
- Created a process for production deployment
 - Test Scripts developed for form owner to track formal UAT results
- Enabled Universal Request in ServiceNow to support work reassignment





FORMS DIGITIZATION BUSINESS VALUE





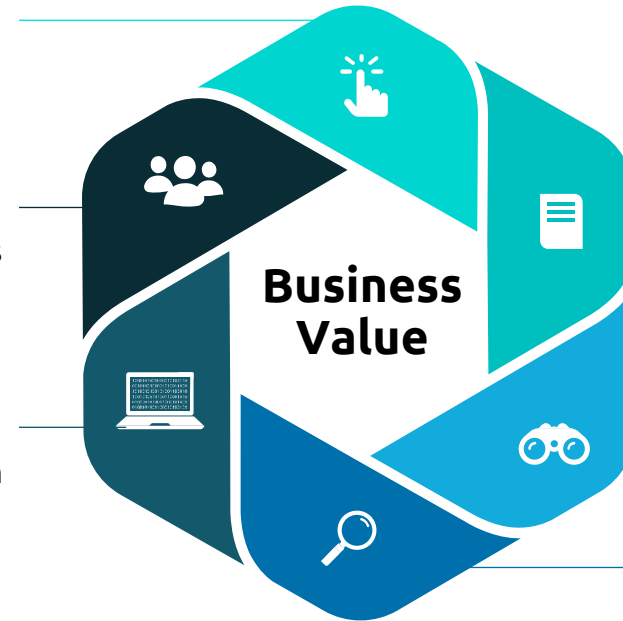
LEADING MANUFACTURE'S FORMS DIGITIZATION

What are we getting from this:

Employee self-service
using ServiceNow
employee services portal

Improved CSAT and User
Experience for employees
and business/service
providers

Improved data quality
using data validation from
within ServiceNow



Improved form
metrics and reporting

Improved visibility of
business transaction
flow

Improved monitoring
of work across
functional areas



FORMS DIGITIZATION VALUE METHODOLOGY





VALUE METHODOLOGY

- The team has developed a methodology to determine the value each digitized form delivers
- The methodology looks at the following form characteristics to estimate cost avoidance and leveraged prior ServiceNow assessments:
 - Number of times the form has been accessed via PrOP
 - Form Complexity (L1, L2 and L3). We use complexity to derive:
 - Average number of fields
 - Time to fill the form manually
 - Average number of workflow steps
 - Lost Forms (%); Printing cost (%); Risk (%)
 - Data, productivity, financial impact, etc.
- Actions we didn't put value against:
 - User experience
 - The ability to track and manage work
- We worked with Business Management to get Avg. Hourly Rate – \$72 per hour

- *Note, we believe the # of forms accessed via PrOP could be significantly below actual values – forms that get used frequently by power users tend to exist on the employee's desktop / internal folder.*
- *In one case, we found a 5x factor between our data and actual.*



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