

CASE STUDY | SERVICENOW SERVICES

# ACADEMIC MEDICAL CENTER

*Enabling hospital personnel through powerful access catalog*



“  
When we embarked on this project, our current solution for requesting system access was a homegrown solution. Our users often complained about the time it took to fulfill requests, including not being able to track status of their requests. As we migrated over to ServiceNow, Optimum Healthcare IT was able to build a flexible solution that addressed all of our users’ concerns, introduced automation to reduce IT’s workload, and provided greater visibility into our system access workflows.”  
”

AVP INFORMATION SERVICES

## BACKGROUND

The Client, an Academic Medical Center in New York, offers 631 beds and provides a wealth of medical services and programs for patients, including a Cardiac Care Department, Cancer Care, Women's Wellness Center, Ambulatory & Specialty Services, Pediatrics, Outpatient Physical Therapy, Center for Donation & Transplant, and more.

## CHALLENGE

The Client’s home-grown tool used by personnel to request access to necessary tools and software lacked the needed functionality and support as additional applications were deployed across the organization. As a result, there were no approvals, automation, or efficient expansion capabilities.

As the organization continued to grow, it faced increased training and maintenance costs and increased security concerns around access to specific applications. The existing process was inefficient for the IT teams to implement and the users experienced wait times due to the manual nature of the tool.

As a current ServiceNow user, the client needed assistance expanding its usage to bring more efficiency and consistency to their organization.

## SOLUTION

The Client chose Optimum Healthcare IT as their ServiceNow Services Partner to expand their service catalog with a focus on best practices and user experience. End-users needed a user-friendly, centralized location to request access to applications to perform their day-to-day activities.

When a staff member requests access to tools and software, the client needed an efficient, streamlined communication process with a more effective way of approving and fulfilling requests. The Client was also looking for Optimum to deploy best practices and strategies to help them prepare for future expansion of how ServiceNow will be utilized. Optimum created a catalog on the ServiceNow Portal with an order guide as a single-entry point for requests. It consolidated the system for system access requests with built-in automation for better visibility and reduced fulfillment time.

## CASE STUDY | SERVICENOW SERVICES

A particular solution delivered included a Bulk Access Request item, which allows the client team the ability to request access to selected applications for a large number of users – this comes in handy especially when onboarding cohorts of medical students and new faculty employees. Optimum worked closely with the client team to determine the most effective workflows and communications – keeping in line with future upkeep and maintenance to best fit their needs. Alongside this, the technical design of the workflows included approval mechanisms and integrations to enable fulfillment automation where necessary. To provide leadership with visibility to request catalog health, actionable metrics around utilization and duration were modeled on a dashboard for awareness to continue driving for a positive user experience.

The organization is now well-positioned for future growth with its robust ServiceNow Access Request System. Management now has access to actionable metrics on request and catalog utilization with statistics around average ticket times and time to completion.

### RESULTS

- Built out 65 catalog items multi-select ability from a single-user interface
- Built out a Bulk Access Request form, that allows large batches of users to be submitted for access to any number of applications in the catalog
- Built 6 new approval groups, as well as automatically generated manager approval requests for manageable work queues
- Multiple integrations to automate work and streamline efficiency
- 31 Applications – including Powerscribe, Pyxis, Nuance Dragonspeak, Allscripts and RCx - offer automatic account-provisioning thanks to an integration with Active Directory
  - Automation with SCCM provides application push of Rightfax software
  - Integration with Qualtrics to assign and review skills assessment prior to fulfillment
  - Ability to retrieve user badge information for variable population
  - Coordination with Touchworks to allow task completion outside of ServiceNow

CREATED  
**65**

MULTI-SELECT  
SINGLE INTERFACE  
CATALOG ITEMS

**31**

CATALOG ITEMS

CREATED

**6**

NEW APPROVAL  
GROUPS &  
AUTOMATION

**3 min**

AVG/ TIME  
SAVED PER  
ACTIVITY

## ABOUT OPTIMUM HEALTHCARE IT

At Optimum Healthcare IT, People, Process, and Technology Solutions are at the core of our organizational DNA. Each element is required and must align to activate and drive transformative outcomes. Founded in 2012, Optimum began its journey as a trusted IT staffing company that filled the high-skilled, high-integrity talent demands of the US healthcare market. Today, Optimum has evolved into a fully integrated, technology services, consulting, and IT staffing partner with training programs that bring an unrivaled standard of combined excellence into every solution we produce for the healthcare market. Whether your organization is assessing, planning, implementing, optimizing, or enhancing skills, our capabilities and practice areas interconnect to support our client's journey at any stage to produce best-in-class clinical and patient outcomes throughout the entire continuum of care.