Tearing Down the Walls Between Facilities and IT

with ServiceNow & Nuvolo

Contents

Overview

Nuvolo's Connected Workplace, built on ServiceNow, helps IT teams create modern workflows with their facilities management colleagues.

Organizations have long struggled with achieving alignment across departments. The relationship between the facilities management and IT teams is a prevalent example of two departments that have historically operated in silos when dealing with one another.

A key part of dealing with this challenge is using more digital technology and cloud-based platforms that provide a broader range of capabilities, such as the Connected Workplace.

The Connected Workplace is Nuvolo built on the ServiceNow platform. Nuvolo leverages the proven IT service management model and applies it throughout your organization, across all departments. Service management is all about finding, tracking, and managing people, assets, and locations across departments, collaboratively.

A shared platform helps teams break the long-standing structural and behavioral barriers that have separated them.

Function Overlaps

Several business-critical functions rely heavily on both IT and facilities management teams. These include:

→ Onboarding and Offboarding

→ Relocations and New Buildings

→ Enterprise Asset Management and Event Tacking

→ Data Management

→ Account Provisioning

→ Call Center and Dispatch

Onboarding and Offboarding

When onboarding new employees, IT will activate network jacks, setup and deliver computers, and issue mobile phones and ID badges, while facilities management will make sure the physical desk space is set up, clean, and ready. When offboarding employees, IT deactivates network jacks and collects computers, mobile phones, and ID badges. Facilities management delivers boxes for the person leaving and cleans the space once they're gone.

Relocations and New Buildings

Successfully relocating staff and opening new buildings is a heavy lift for IT and facilities management teams. Facilities management will lead the relocation of the physical assets—phones, computers, mobile phones, desk chairs—while IT will typically activate and deactivate network jacks and sets up computers and other IT equipment.

Enterprise Asset Management and Event Tracking

Both facilities management and IT teams are responsible for managing and tracking the critical assets that keep a company up-and-running, including telecom, mobile devices, network jacks, computers, printers, and operational technology or OT connected assets (any piece of equipment that has a sensor on it with an IP address). More often than not, there's overlap among these asset categories. For example, a bathroom door has hardware that belongs to Lock + Key, a door and frame that belongs to Carpentry, and an IoT sensor with an IP address that belongs to IT.

Data Management

To make smart, strategic decisions for their respective functions, IT and facilities management teams track and manage much of the same data—from space usage to incidence reports.

Function Overlaps
Account Provisioning

Both IT and facilities management teams are responsible for creating accounts for enterprise-wide applications, including Active Directory, HR, timekeeping, and more.

Function Overlaps
Call Center and Dispatch

While facilities management and IT teams tend to operate separate call and dispatch centers, the issues employees are looking to resolve often include support from both teams—from broken bathrooms to computer malfunctions.

Function Overlaps
Return to the Workplace Preparation

Creating the new workplace means reconfiguring the office, reorganizing conference rooms for fewer people, and creating more hoteling workspaces. In addition to the physical assets that need to be rearranged by facilities, IT will need to move network jacks and set up equipment at the new workstations. The two teams working together will ensure a smooth transition back to the workplace.

The Disconnect

With so much common ground, what disconnects between the IT and facilities management teams are fixed with the Connected Workplace?

IT and Facilities tend to speak different languages

Because of each function's focus on their customers and priorities, IT teams don't always fully understand what facilities managers do on a day-to-day basis—and vice versa. Because of this, there's often a disconnect in IT ticketing systems and facilities management work order processes – even when both teams need to work together to solve important issues.

They've created different customer experiences

Facilities management has traditionally been underserved with modern technology, and IT has traditionally been overwhelmed with the number of functions they need to support from a technology perspective. Because of this, both departments have created distinct customer experiences and workflows, serving to widen the gaps between functions.

There hasn't been an easy solution to streamline their workflows

The bottom line is: If there isn't an easy, intuitive way to streamline their distinct workflows, no one is going to invest time or resources into doing it.

Five Step Roadmap to Tearing Down the Wall

We've explored the functional overlaps between IT and facilities management and three everyday experiences that drive a wedge between these teams. Here, we offer a five-step roadmap for strategically aligning these two business-critical departments.

Build a Cross-Functional Leadership Team

Create a Unified Vision

Define Roles + Responsibilities

Create a Decision-Making Protocol

Find a Single System of Engagement and Record

Build a Cross-Functional Leadership Team

A Deloitte report asked 7,000 executives from 130 countries to cite their number one priority for tackling complex business challenges. Eighty-nine percent said the solution was organizational design through teams.

As Forbes contributor, Jeff Boss writes, "Teams—and specifically, cross-functional teams, enable faster communication, which brings faster decision making. By working through teams as opposed to large departmental silos, you not only cross-pollinate perspectives and experiences (which help shape creativity and innovation) but also align daily behaviors with business strategies."

The first step is to create your own IT-facilities management leadership team with cross-functional stakeholders who can help steward the departments to a more collaborative dynamic.

Breaking down silos is often thought of as a top-down issue, leading organizations to create management-level stakeholder teams. While each department's key decision-makers must be represented, it's advantageous to include motivated junior-level employees who can add insight on the day-to-day practicalities.

Create a Unified Vision

Next, the integrated leadership team must define a unified vision for the two departments. To do so, explore these four questions as a group:

→ What are the business-critical short and long-term goals of each team?

→ What internal facilities, systems, processes, and platforms, including ServiceNow, is each team responsible for?

→ Where is there overlap?

→ What does this combined leadership team want to accomplish collaboratively over the next 3, 6, and 12 months?

Once finalized, create a high-level report that captures each team's priorities and the shared vision for the two departments. To create team-wide buy-in, distribute the information to department employees and stakeholders across the organization who might find it useful, including HR and finance.

Define Roles + Responsibilities

As Rebecca Newton reports in Harvard Business Review, research shows that when leaders have a clear and collective understanding of who is responsible for what, they more successfully lead together.

With the shared vision and roadmap in place, outline each person's responsibility in bringing the teams' goal(s) to life. Each person should walk away with a definitive set of follow-up items, as well as instructions on who to communicate with once the task is complete.

Find a Single System of Engagement and Record

More than ever, it's crucial that your IT and facilities management teams arm themselves with a flexible cloud-based platform that automates workflows and processes across both teams. This will allow team members across departments to access more powerful data and make increasingly informed and aligned business-critical decisions.

Many of you will have experienced the power of ServiceNow in your IT operations. Nuvolo is natively built on ServiceNow and our Connected Workplace platform enables more digital workflows and application consolidation across the facilities management domain. With Connected Workplace for Facilities Management, you can track, manage and maintain your facilities assets and perform space management, contract management, lease management, and more all on the same Nuvolo Platform.

Traditionally, it takes IT and facilities management teams hundreds—if not thousands—of disparate applications, manual processes, spreadsheets, and legacy systems to get their day-to-day work done.

With Nuvolo Connected Workplace, facilities management teams can track facilities assets, manage and report on data sets, relocate and manage new buildings, onboard and offboard employees, create accounts, and more.

Nuvolo Connected Workplace is built on ServiceNow and this helps the IT team create a seamless set of modern workflows with their facilities management counterparts. It also enables a single system of record and eliminates the need to continue relying on outdated facilities management systems and manual processes.

Create a Decision-Making Protocol

Finally, you want to create a cross-functional decision-making protocol. When a cross-functional decision needs to be made, how does the team quickly and collaboratively determine the next best steps?

In these instances, take a page out of former-GE CEO Jack Welch's "Work-Out" process, a series of structured sessions meant to help businesses create "boundaryless" organizations and solve real-time problems.

When a decision needs to be made, assemble the facilities management-IT leadership team. Choose one senior-level executive to be the decision-maker. Arm the team with all of the information and data available and give team members two days to gather their thoughts and suggest recommendations. After two days, bring the group back together, have everyone present their suggestions, and allow the senior executive to determine the final decision and next steps.

It's an exciting time for facilities management and IT departments, which are at the forefront of ushering in the organization's next-generation modernization and technology innovations. But for these advances to be successfully implemented, the facilities management and IT teams must take these first steps to build their cross-functional foundation.

About Nuvolo

Nuvolo is the global leader in modern cloud-based Connected Workplace solutions. We provide a single platform to manage all people, all physical locations, all assets, and all work – enabling data sharing across departments. Industries we serve include healthcare, life sciences, financial services, retail, government, higher education & enterprise. We're the largest and fastest-growing independent software vendor globally, built on the NOW platform. Nuvolo is headquartered in Paramus, NJ with a global workforce located throughout the North America, Europe and Asia.