

RBC's Service Management Transformation

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# One of Canada's biggest banks, and among the largest in the world based on market capitalization

86,000+ full- and parttime employees who serve 16 million clients in Canada, the U.S. and 34 other countries



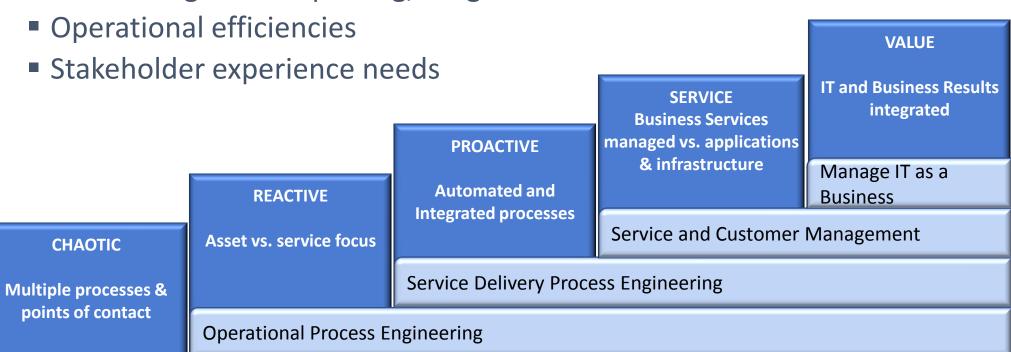
Providing personal and commercial banking, wealth management, insurance, investor services and capital markets products and services on a global basis

10,000+ IT employees globally \$3B+ IT spend annually

## Why Transform?

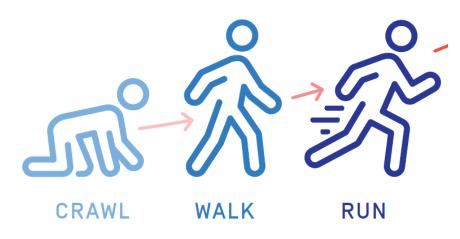
**Tool Leverage** 

- Increasing technical debt
- Increasing risk and audit requirements
- Desire for greater reporting, insights and automation



# Change, Change and More Change

The original plan in 2017?



Multi-year, incremental

Service Management Sr. Director & VP

Tool processes vs. RBC processes

Go-live date

End user engagement

Governance

Organization

Procedures

Training

Development Approach

Reporting

## Service Management Solution – 1st year

Technology

#### One cloud service management platform providing productivity and efficiency benefits in;

- Ticket Time Management reduction in Incidents, Changes and swivel chair
- Data Quality, Reporting, Dashboards, Analytics for all users
- 100+ integrations

Processes

#### Common Enterprise processes that are integrated and automated;

- Incident, Problem, Change, Knowledge, Service Request, Availability, Asset, Configuration, Service Level Management
- Documented policies, process, procedures and standards

People

### One centralized service management organization ensuring value in Processes & Tools;

- 1 defined Process Owner for each process
- Reporting and governance for all processes
- Continual improvement

## Application services to Business services

Artificial Intelligence

**Chat Bots** 



Natural Language Processing

**Beyond IT** 

Automation, Automation and more Automation

Thank you!

