



# Fujitsu SOSA

## Whitepaper



FUJITSU

## Building a future proof IT organization

To truly benefit the ServiceNow solutions, a smarter way of working is required. A way of working that takes the delivery of services as its starting point and includes continuous service improvement as an ongoing responsibility. The Fujitsu SOSA implementation standard enables customers to continuously improve their Service Delivery by performing the four SOSA activities Simplify, Organize, Standardize and Automate on their workflows and tasks.

# Building a future proof IT organization

Over the past few years Fujitsu has performed many successful implementations of the ServiceNow platform. While the completion of these projects are important milestones for our customers, we believe that in order to reap the true benefits of the solution, a smarter way of working is required as well. A way of working that takes the delivery of services as its starting point and includes continuous service improvement as an ongoing responsibility.

Inclusive enablement to Simplify, Organize, Standardize and Automate (the four SOSA activities), offers an innovative control mechanism to fully organize both dimensions of service management. SOSA continuously allows any provider to collaborate better by means of applied standard processes, management control and tool appliance.

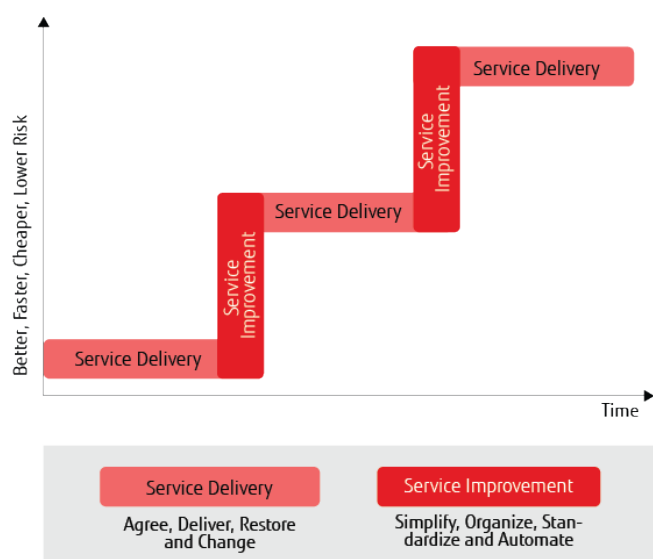
IT management organizations that apply SOSA are able to standardize their practices with the objective to continuously improve their IT service delivery capabilities, turning IT from a cost centre into a profit centre.

As a result, the customer experiences a more flexible and stable service, increasing added value and conversations with the IT organization are more about the future than about the past.

## One-stop-shop for an integrated approach of continuous service improvement

No improvement without change, continuous improvement requires continuous change. Change is the only constant.

For service organisations this applies to both the technical infrastructure and the way people carry out their work using or managing that infrastructure.



The Fujitsu SOSA implementation standard enables customers to continuously improve their Service Delivery by performing the four SOSA activities Simplify, Organize, Standardize and Automate on their workflows and tasks. The SOSA standard is designed to facilitate those four SOSA activities without requiring ongoing modifications to the ServiceNow platform.

In addition, Fujitsu is the partner to fully enable the required organizational and managerial change in our customer's organizations.

Fujitsu SOSA is by design based on proven principles, frameworks and best practices only, like ITIL, Agile, Scrum, Cobit, Theory of Constraints (ToC), The seven habits of Covey, BiSL and most importantly 'common sense'. Fujitsu SOSA is also leveraging both Integrated Service Management® (ISM®)<sup>1</sup> and IT4IT-TM<sup>2</sup>.

Fujitsu SOSA includes the ServiceNow platform, the SOSA-configuration, best-of-breed education and certification on the embedded SOSA process model and process management, multiple business simulations to experience the SOSA-way of service delivery and service improvement, consultancy, coaching and training on the job for line- and process-management. With SOSA our customers have a one-stop-shop experience for their service improvement by improving People, Processes and Products. All to make their service delivery to their customers continuously Better, Faster, Cheaper and Safer.

<sup>1</sup> Integrated Service Management® and ISM® are trademarks from Servitact B.V., Groningen (NL)

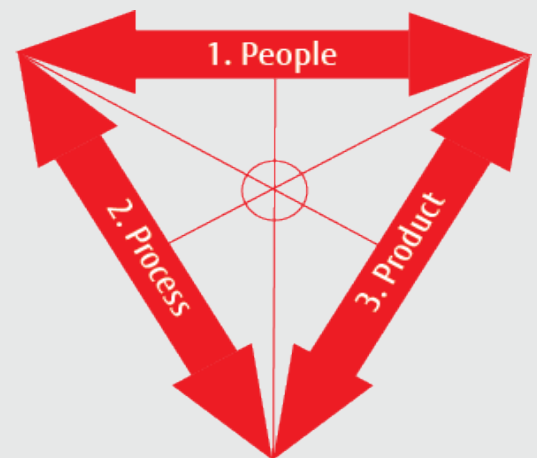
<sup>2</sup> IT4IT is a trademark of The Open Group

## The balance of People, Process and Products in service improvement

Delivering services is like manufacturing products. It all depends on the success of People, performing their tasks in a structured manner and using adequate tooling. People, Process and Product. The balance of the three is crucial for good service delivery and good service improvement. If one of the three is not connected there is a high risk of failure.

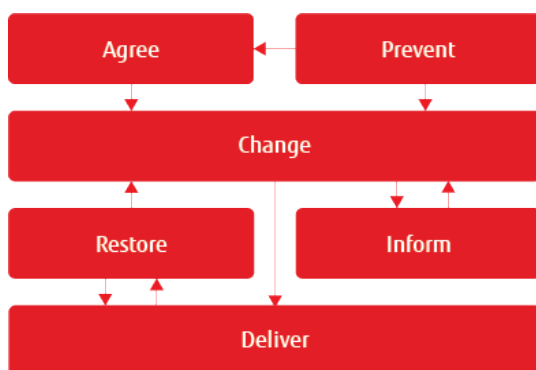
Changes to only People, Process or Product will weaken and impact the success of services delivered. Successful service delivery can only be improved by changing at least two out of three, ensuring the triangle is closed at all times.

While implementing a new tool can hardly mean implementing new people, SOSA enables current People to improve the way of working together with the new tool and simultaneously help people obtain knowledge and skills to apply the new way of working in the most effective manner.



## The SOSA process model for service delivery

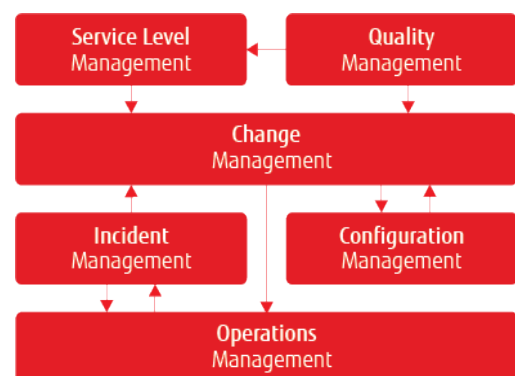
The SOSA process model is a pure and simplified management model, which is generic and branch agnostic.



With the SOSA model, Service Delivery starts with an agreement to manage mutual expectations between the Customer and Service Provider regarding functionality and key performance indicators for each service. Once agreed, the provider is responsible to deliver the agreed upon services. Whenever there is a disagreement between the parties, the provider must restore the service as agreed upon. If the agreement needs to be adjusted to improve the services, they will need to be reviewed. In the background provider needs to prevent services from being disrupted. The provider will also retain and maintain the required information for their staff to deliver the services as expected.

The six rectangles represent the domains responsible for process management to Simplify, Organise, Standardise and Automate tasks and activities which take place in their respective domains.

The model hosts only 10 workflows to cover all aspects of service delivery. These workflows connect tasks and activities in a logical way, managing interaction between processes and implicitly controlling customer facing quality.

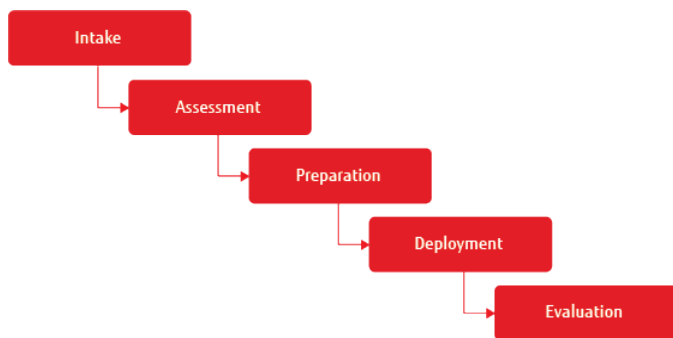


With just six processes and ten workflows there is no redundancy in the model and all the topics from the famous frameworks can be covered in a unified and controlled manner. It is easy to explain, easy to understand, easy to adopt, easy to maintain and easy to manage. In conjunction with baseline ServiceNow capabilities like reporting, notification, integration, discovery, active monitoring, orchestration and others, Fujitsu SOSA gives the most powerful enablement for continuous service improvement. Making service delivery better, cheaper, faster and safer every time again.

The Fujitsu SOSA standard is implemented within the ITSM-module of ServiceNow, IT Business Management, IT Operations Management and central core capabilities.

## Synergy by similarities

In SOSA, services are integrated based on similarities from the manner of which they are handled, where most frameworks distinguish processes based on minor differences in characteristics of events. All customer facing workflows in Fujitsu SOSA have the same basic architecture consisting of five generic phases.



For each call type, SOSA includes default workflows per phase. Those defaults are the most extensive versions possible in the SOSA process model, suitable for all individual non-standardized calls to be specified and simplified for each specific case. Those same workflows are eligible to be adjusted to standardize calls for repeated use.

## The power of SOSA: Simplify, Organize, Standardize and Automate

**Simplify** - Fujitsu SOSA offers many simplifications in its baseline by design. Reduction of call types and process types, default workflows eligible to specification for both repeating standard calls and individual non-standard calls, automated recognition of major incidents and emergency changes, prevention of quality loss in emergency change or major incident procedures.

**Organize** - Intelligent business principals are embedded in the Fujitsu SOSA baseline. For instance planning of ticket handling is prevented from individual preferences or cherry picking by fulfillers. Unified, C-level approved and business-related criteria are the only factors that decide on Impact, Urgency, Priority, Business Criticality and appropriate lead times. This guarantees the completely independent calculation of due dates. Another major benefit is the stress reduction for fulfillers experienced by the pressure of a large workload.

**Standardize** - Ongoing standardization improves efficiency and effectiveness while reducing lead times and human errors in service delivery. The ongoing Fujitsu SOSA standardisation is based on data in the platform and does not require ongoing technical modifications. It is all just about the definition of standard repeatable tickets: standard changes, known errors being standardized incidents and Frequently Asked Questions (FAQ) being standardized service requests. For each of those standardized tickets a workflow can be specified based on a SOSA-template, where for the specific cases, unnecessary tasks are skipped and other tasks are specified and generically assigned efficiently.

**Automate** - Fujitsu SOSA is a great facilitator of automation, it is all data-driven configuration based on standardization. Depending on the certainty or predictability of process parameters like decisions and action plans, workflows in service delivery can be partially or even completely performed without human interaction.

## SOSA Education and Business Simulations

The Fujitsu SOSA concept includes multiple types of training and Business simulations. Our partners provide best-of-breed theoretical training and business simulations. In Fujitsu SOSA these are extended with explanation and demonstration of how the process model is built and utilized within the SOSA solution of ServiceNow.

## Do you want to know more about Fujitsu SOSA

Please feel free to contact Fujitsu at [servicenow.nl@ts.fujitsu.com](mailto:servicenow.nl@ts.fujitsu.com) or have a look at our ServiceNow website: [www.fujitsu.com/nl/micro-site/servicenow/](http://www.fujitsu.com/nl/micro-site/servicenow/) for more information.

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