Working at a Mid-Sized Startup: Cloud Sherpas

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About Me

Business Analyst for ServiceNow at Cloud Sherpas, March 2015

Certified ServiceNow System Administrator, March 2015

B.S. Technology & Information Management, UC Santa Cruz, December 2014

Business Analyst/Developer for ServiceNow Intern, UCSC ITS - Client Services & Security

IT Service Desk Intern, Plantronics
ServiceNow vs. Cloud Sherpas

ServiceNow....
- is changing the way people work
- creates a single system of record for enterprise services
- automates manual tasks
- consolidates legacy systems
- Applications include:
  - CMDB
  - Incident Management
  - Problem Management
  - Change Management
  - Service Catalog Management
  - PPM

Cloud Sherpas....
- is made up of 3 business units:
  - Google
  - Salesforce
  - ServiceNow
- offers implementation services
- offers EXCELerators (best practices)
- helps companies in areas outside of IT with solutions for HR, facilities, legal, retail, etc.
- helps companies deliver a first class IT Service Management program
- global presence
On days I work remotely....

- Wake up around 9am... or earlier if I have meetings
- Take the long & tedious commute to my office aka the desk next to my bed
- Emails, Calendar (typical work stuff)
- Placed on projects with different companies that have purchased ServiceNow applications
- Write up requirements documents, aka EXCELerators
- 40 billable hours each week

[DEVELOPER ROLE]

- Virtual Admin for companies who implemented ServiceNow through Cloud Sherpas but do not have a ServiceNow System Administrator

[PROJECT MANAGER ROLE]

- Requirement document reviews

Business Analyst == Business Analyst x Developer x Project Manager
On days I am travelling....

- Try to work on the plane
- Try to complete some work for my other projects when I can
- Meet with the client, usually 9 to 5
- Gather notes to write up their requirement documents
- Usually one application will take one work day to discuss
- Explore the city/area after work hours
- Meet up with other Sherpas if they are in the area!
- Eat anything because all food is reimbursed :)
- Plane ticket, rental car, hotel... basically everything is reimbursed

Usually one week travelling, one week writing up requirement documents.
EXCELerator Requirements

EXCELerators:
- Pre-package best practice update sets that provide a near turn-key approach to best practice process adoption
- Require minimal to no configuration and almost immediately align your company to industry best practices

Current EXCELerators:
- Incident Management
- Problem Management
- Change Management
- Discovery
- Services Request Catalog
- Business Services Catalog
- Configuration Management
- Knowledge Management
- Administrative and Management
- Content Management System
EXCELerator - Sample
TIM Lessons Applied at Work

1. Project Management
   a. Project planning e.g. Gantt Charts
   b. Project Scope/Timeline
   c. Randomly assigned project groups
   d. Getting along with everyone or at least faking it
   e. Everyone has a different role and needs to contribute

2. Structured Problem Solving!

3. Detail-oriented
   a. TIM homeworks/midterm/finals
   b. Morphological Matrix
Lessons learned at Cloud Sherpas....

- Step out of your comfort zone
- If you don’t feel confident, act like you do.
  - Fake it til you make it and you will start to believe it. :}

Cloud Sherpas