

Modernizing the workforce

Abstract: How do we bring enterprises from antiquated technologies into the modern world? Imagine how much time and money is spent using slow systems and manual processes. Each department within an organization works in their own tools, creating siloes and a lack of communication across the business.

Many companies struggle with not only selecting the right technology to solve this underlying issue, but also having the processes and people in place to support it. Using a platform like ServiceNow allows each department within an enterprise to work collaboratively together. As a cross-functional tool, ServiceNow can increase visibility to business issues and transform them into opportunities for improvement.

By having an efficient governance model for application development, project management, and process improvement, companies will see a spike in productivity and maturation in the workforce.

About the speaker:

Kailey Oppenheim graduated with a B.S. in Information Systems Management (TIM) from UCSC in 2009. During her years at UCSC, she was heavily involved with ISMA and became co-president of the club from 2008-2009. After graduating from UCSC, she worked both as an Intern and Full time for Plantronics, which helped jump start her career.

Kailey is currently working as a Senior Manager for Accenture. Her knowledge of business aspects such as IT, Finance, Human Resources, and Marketing allow her to design and implement process optimization to over 100 companies worldwide ranging in industries such as retail, healthcare, media, and banking. She has is a Project Management Professional (PMP), certified in ITIL Foundations v3, and a certified ServiceNow Administrator, Implementation Specialist, Application Developer, and Trainer.