Supporting Military Readiness with Data-Driven Maintenance Activity

Building a System of Action for Maintenance Repair Operations

The health of Maintenance Repair Operations (MRO) directly impacts DoD readiness and lethality. The effective orchestration of thousands of tasks, contractors, and moving components around the globe is no small undertaking. It involves parts inventory, logistics, and installation activities carried out by our warfighters. They need the right knowledge with the right tools to be successful on the first attempt at the right time and location.

While robust MRO plans exist, the reality is that legacy systems and business practices often do not support even these best-laid plans. Often, the time involved to coordinate activities traveling through siloed systems and outdated processes does not deliver the full 360-views required to support a modern mission.

ServiceNow enables the DoD to modernize MRO programs, securely digitizing the process to reduce the time necessary to achieve the mission. ServiceNow powers a single platform of action to digitally enable MRO throughout the DoD. This is achieved by integrating with existing systems of record and fusing data from a myriad of sources into one efficient, easy-to-use system of action for command decision making.

The Now Platform connects disparate systems and creates task-based digital workflows that matter to the mission. ServiceNow is the basis for a system of action that allows work to be routed throughout the enterprise and provides transparency for data-driven decision making. Additionally, it enables AI-driven automation that helps achieve more effective MRO activity. ServiceNow does not need to replace current IT systems and investments. Instead, it is designed to pull data from existing systems into a seamless system of action, enabling faster mission attainment with less risk to the warfighter.

Answering the Service Call

The ServiceNow MRO solution gathers all requests and automated alerts, including those from IoT monitoring devices, into one system. Using Artificial Intelligence (AI) and Machine Learning (ML), these requests may be prioritized and routed appropriately, reducing time to action. Utilizing a service portal allows users to submit requests to self-help in real-time. Other requests are directed to contractors responsible for the equipment, and an audit trail is used as part of the reporting to ensure that contractor's area of responsibility. Still, other requests requiring in-person field support are prioritized based on severity and risk. They are assigned to personnel best able to quickly address the issue based on skill sets, past work, and geographical proximity.

Integrating an enterprise customer service philosophy throughout the MRO process breaks down the silos and speeds DoD workflows for more efficient and effective mission attainment.

Asset Lifecycle Management

Understanding assets – both those you are supporting and the parts, people, and business processes required to fix them – is critical to operations. Managing assets throughout their lifecycle pose significant challenges from a management, cost, and risk perspective. An estate as large as the DoD is daunting but can be effectively managed once all data is available through a system of action and visible not only to decision-makers but to all stakeholders.

To mitigate risk and optimize cost, MRO organizations need to know the assets they have, where they are, who uses them, how they are used, how they are configured, what versions they have, and what they cost to determine the value they deliver. This information exists today in silos. Pulling this information into a single platform allows for a holistic view that drives the asset lifecycle's automation, making it possible to track financial, contractual, and inventory details of hardware, software, devices, materials, equipment tools, and more. It also builds in governance and compliance controls, easing audit reporting.

Proactive MRO

A single pane of glass view of assets and immediate needs allows for easier scheduling and tracking inspections. ServiceNow can prioritize work based on deadlines, risk factors, and more. Feeding inspection results into a common platform enable enterprise workflows to be triggered. Repairs identified by an inspection are immediately routed to the mobile workforce to begin addressing necessary repairs. This orchestrated data collection and dashboard view make reporting progress easy as just a few clicks for senior officers and stakeholders.

Empowering Warfighter Field Service

Automating the complex workflows by which service requests become work orders allows tasks to become trackable. Tying into asset management gives action officers and service personnel or contractors all the data they need regarding the equipment they are servicing and access to information on the location and availability of parts required to complete these critical repairs.

ServiceNow's sequential or parallel task processing capabilities involving multiple teams are delivered in a secure workflow engine, scheduling resources at the right time in the project, thus minimizing the time and resources needed. MRO managers working in a single system of action also enable oversight of teams and individuals' performance.

Data-Driven MRO Drives Mission Attainment

A digitized, automated MRO platform enables teams to work across the silos involved in maintenance, repairs, and operations resulting in reduced time to accept requests, manage orders, update, track, and manage inventory as well as improved first-time resolution.

ServiceNow enables the implementation of a rigorous, proactive maintenance schedule with a single system of action to address intake of maintenance tasks, asset management, and field service management.

To learn more about how to get started on building the system of action to support more efficient and effective MRO activity, contact us today at **MRO@servicenow.com**

The Art of the Possible with ServiceNow

A DoD command implemented the ServiceNow platform to create a seamless experience for warfighters and their families living on base. Through a single portal, residents can request maintenance support for simple plumbing issues through remediation of dangerous mold situations. The full collection of data means that technicians are dispatched with the right background and the right supplies to fix the problem the first time.

The single platform gathering all the data gives leadership an at a glance view of bottlenecks and causes, including inventory or staffing issues. Customer feedback is also gathered through this portal, informing planning, and supporting reports to Congress.
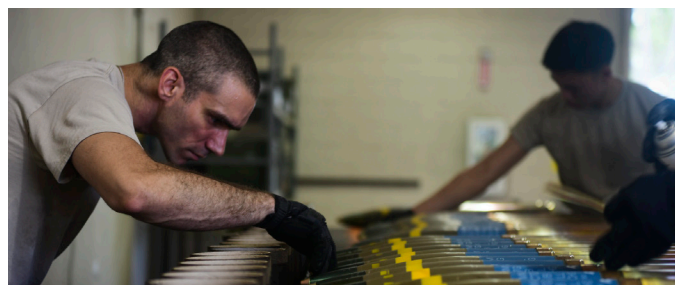
Digital MRO support wrapped around today's warfighter

A DoD entity delivers end-to-end customer service for supply chain management. The solution supports the service member with parts, meals, clothing, and troop support. Through a single pane of glass, this DoD entity realizes mission enablement faster, digitally, and securely throughout the enterprise.

servicenow.