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COMPANY PRESENTATION

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INTRODUCTION

I am Satu Kontio, a multi-skilled IT professional and a freelancer consultant. I am a certified ITIL-professional, ServiceNow developer and Clear Skye solution expert. Throughout my extensive career in IT business, I have worked in the field of service management systems.

The first five years I worked at AutoMaster customer care, where a CRM-based customer service system was in use. After that we developed Requeste system at Sysart Oy. Requeste was the first commercial IT service management system in Finland. I acted as a product manager of Requeste for 18 years. During that time, I led numerous product development projects as well as deployment projects for both IT and customer service units (ITSM and CSM).

In 2018 I joined Sofigate Services and worked there for three years with ServiceNow system. At Sofigate my duties included leading deployment, development, and integration projects, as well as acting as an architect and a developer. During those years I familiarized myself with ServiceNow CMDB and integration APIs.

Nowadays I have been working as a consultant and architect through my own company. For the last years I have worked with Clear Skye identity and access management projects on ServiceNow platform.

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Service management system consulting

I offer my competence in the following areas

Service processes

Digitalization and increasing efficiency of service processes using the best practices in the industry

ServiceNow and Requeste

Consulting, specifications and development using agile methodologies

Identity and access management

Identity and access management projects with Clear Skye system over ServiceNow platform

Integrations

Specifications and development of integrations between ITSM/CSM-systems and CMDB

Service processes

Digitalization

Digitalization of service processes has been ongoing for years. Many good examples are already in use and digital services have taken huge steps forward to offer better customer experience.

I have led deployment projects of customer service management systems for many different types of organizations: from small to large companies, educational institutions and government organizations.

About twenty years ago most of my projects were deployment projects for software houses and IT service companies. Nowadays most projects have been targeting services for consumers, citizens or internal services of an organization to employees, for example HR services.

Best industry practices

I can offer industry best practices for digitalizing your services. Typically, this kind of work starts by an interview with the service specialists, after which we will organize a common workshop. During the workshop we will go through the service processes and brainstorm the ways to make service more efficient.

After the workshop, a plan is made on how to improve processes and efficiency, and which steps can be taken to do so. During this phase also an evaluation of the customer support system is made: are the system functionalities fully utilized to get the maximum positive impact on the service? This plan and evaluation of the system is then reviewed with the service group. After that the development measures are utilized, or a schedule is created to implement them later.

ServiceNow ja Requeste

Configuration and development

For the last seven years I have been a ServiceNow developer, architect and a project manager. The possibility to widely customize functionalities is one of the advantages of ServiceNow, but usually customizing cannot be done merely by administrators.
Modifying the system requires knowledge of JavaScript, business rules, client scripts, access control list rules (ACL), domains, localization features and so on.

I can both specify and create functionalities based on your requirements. I am a certified ServiceNow System Administrator and have taken part of many ServiceNow organized trainings.

I have been developing Requeste-system for over eighteen years during my career and I know very well the functionalities and the possibilities it can offer. Very often in deployment phase all the functionalities are configured based on needs, but the continuous improvement is missing.

I can evaluate the functions in use and the service practices of the service group and find solutions, that can ease off the daily work. After that I can modify the functions to improve efficiency.

requeste

servicenow

Identity and access management

IAM

For the last seven years I have been a ServiceNow developer, architect and a project manager. After starting as a consultant year 2021, my projects have included identity and access management processes. The projects have included Clear Skye installation, upgrades and development. Clear Skye is an identity and access management system built natively on ServiceNow platform.

Clear Skye projects start with establishment of data warehouse including integrations to systems, from where identity and access data is fetched to Clear Skye database. These systems normally include HR systems, Exchange servers, AD servers and Entra Id (Azure) servers. After data warehouse is established, the project continues with implementation of identity related processes, such as joiner, leaver and mover processes. During joiner process, the employee gets an identity and profile information and after that he will get accounts to log in to systems.

IAM projects also include access management, such as birth right accesses for new joiners, and removal of accesses for leavers. For birht rights, access policies are set up in the environment and access catalog is created. These projects also include either setting up the Clear Skye provided portal under ServiceNow or customizations of customer's own ServiceNow service portal to include all the functionalities to request and follow up identity-based changes and accesses.

I have wide knowledge of Clear Skye connectors, capabilities, access policies, access catalog, notifications, portal forms, flows and many other configuration settings. In these projects I have been working as a consultant, architect and developer either as a subcontractor of Clear Skye or in co-operation with Clear Skye partner companies.

Integrations

Specification

Specification is one of the key elements of integration projects. Too often integrations are implemented without a proper specification, because "the API is ready" and "we have done similar things before".

Integrations between different organizations require very clear agreements on responsibilities. The specification of the functionalities is an important phase before the implementation. In the integration projects, which I have been specifying, we have succeeded in sticking to the original work estimates because of good planning.

My strength in integration projects is good understanding of the "big picture" and clear specifications: I write the specifications in a way that all the people in the project understand how the integration works and what are the goals and outcomes of it.

Development

The integrations I have created have been mainly developed by using JSON/REST and SOAP technologies. I have developed most of the integrations to ServiceNow platform.

Most of the integration projects I have led has had many developers implementing the integrations and needed functionalities together with me. After specification, my responsibilities have been to lead the project to the end successfully and in time.

Software projects

Project management
During my career I have led numerous product development, integration, and deployment projects. Lengths of these projects have varied from one to eighteen months. Leading of software related projects has been a big part of my work during recent years.

Specification and planning
I have specified functionalities of service management systems for over 20 years, and I can prioritize demands considering the benefits that the functionality brings. During my work life I have studied databases (MySQL, SQLServer and Oracle) and this helps me to design functionalities considering database optimization. I can use both waterfall and agile development methodologies.

Development and testing
I have implemented functionalities both with Java and JavaScript to Requeste and ServiceNow systems. Also, integration implementations and different system APIs are very familiar to me. Because I know how to implement functionalities, it also helps me to design them in a way that the implementation does not take too much time.
I have created test cases, written test plans and organized tests, so I can help with the testing phase too.

Trainings
In the projects I have led, I have often been responsible for the trainings too. I can train all the end users as well as system administrators both in Finnish and in English.

Deployment
If needed, I can also participate in deployment planning and support after the changes, or the new system have been moved to production.

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Reference projects

Clear Skye deployment and development project

Project included Clear Skye installation and development on ServiceNow platform for a large, global company. It contained establishment of data warehouse including integrations to SAP SuccessFactor HR system, Exchange server, AD servers and Entra ID.
After data warehouse was established, the project continued with implementation of identity related leaver, joiner and mover processes. Project also included deployment of access catalogue and customizations of ServiceNow portal to include all the functionalities to request and follow up identity-based changes and accesses.
During this project also Clear Skye upgrades were performed.
In this project I acted as lead architect and developer.

Digitalization of service process

Project included specification and development of service process to ServiceNow. The service group handles service requests about travelling arrangements and travel bills of large government-based organization.
In this project I acted as project manager, specifier, developer, and a trainer.

Clear Skye development project

Project included Clear Skye Access catalogue implementation, design and implementation of HR integration and joiner process and training of ServiceNow administrative tasks for co-workers of this project. Project also included a Clear Skye upgrade for a large, global corporation.
In this project I acted as an architect, developer and instructor.

Network device integration

Fetching information from Dell's OMNM system via REST/JSON-API to ServiceNow's CMDB.
In this project I acted as project manager, specifier, one of the developers, and a trainer.

Renewal of customer service portal

Renewal of customer service portal in ServiceNow. Deploying hardware catalogue and adding online store to portal. Reviewing current service forms and modifying them according to requirements.
In this project I acted as project manager, specifier, one of the developers, and a trainer.

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Reference projects

Cost management of cloud services

Cost monitoring of cloud platforms in ServiceNow. Enrichment of ServiceNow master CMDB data with cloud platform information.
In this project I acted as development project manager, specifier, one of the developers, and a trainer.

WAN information integration

Integration to operators CMDB. Integration fetches information about customer's WAN connections and adds them to CMDB.
In this project I acted as project manager, specifier, developer, and a trainer.

Deployment of CMDB

Project included collecting needs for CMDB usage, customizing the functionalities and deployment of CMDB.
In this project I acted as project manager, specifier, developer, and a trainer.

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Customer and supplier product catalog integration

Integration to Telia Inmics Nebula's online store to fetch product and pricing information to customers product catalog.
In this project I acted as project manager, specifier, one of the developers, and a trainer.

Product order integration to teleoperator's system

Integration that sends order information to Telia Inmics Nebula and receives status updates to the order.
In this project I acted as project manager, specifier, one of the developers, and a trainer.

CONTACT INFORMATION

When you need experienced help with your projects, please contact me!

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