

UNIVERSITY OF TARTU
Institute of Computer Science
Conversion Master in IT

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**Applying ServiceNow in Procurement
Management: A Case Study at Playtech**
Master's Thesis (15 ECTS)

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Applying ServiceNow in Procurement Management: A Case Study at Playtech

Abstract: Playtech is an online gaming software provider offering products and integrated solutions to operators across the globe. For keeping its existing production sites operational and building new ones to support the company's business objectives, continuous procurement activities are required. There is currently no specialized procurement software in use at Playtech, but due to the growing complexity and the increasing workload such approach is no longer sustainable. The purpose of this thesis is to validate the ServiceNow procurement module for Playtech's procurement management needs. The thesis describes the current procurement management tools, processes and problem areas and gives an overview of the ServiceNow software. Nordtest method is applied to process the validation task, resulting in a software validation report. The procurement module is tested based on two main workflows. The results ascertain that ServiceNow off the shelf procurement module does not meet the set requirements and based on the accompanying analysis it is concluded to not be a viable option for Playtech's procurement management needs unless it will be subject to thorough customization and development.

Keywords: ServiceNow, procurement, software validation, Nordtest, Playtech

CERCS: P175 Informatics, systems theory

ServiceNow rakendamine hankehalduses: juhtumuring Playtechis

Lühikokkuvõte: Playtech pakub tarkvaratooteid ja seotud terviklahendusi juhtivatele mänguoperaatoritele maailmas. Ettevõtte ärieesmärkide ning tootmistegevuse toetamiseks on vaja pidevat hanketegevust. Hetkel Playtechis spetsialiseeritud hanketarkvara ei kasutata, kuid kasvava keerukuse ning töömahtude suurenemise tõttu pole selline lähenemisviis enam jätkusuutlik. Töö eesmärk on valideerida ServiceNow hankemooduli sobivust Playtechi ostuvaldkonna vajaduste jaoks. Tarkvara kasutuselevõtu eesmärk on optimeerida hanketoimingute ajakulu ja suurendada ostu valdkonnas töö efektiivsust. Töös kirjeldatakse praeguses hankehalduses kasutatavaid töövahendeid, protsesse ja probleemvaldkondi ning antakse ülevaade ServiceNow tarkvarast. Valideerimisülesande täitmiseks rakendatakse Nordtest-meetodit, mille tulemusena valmib tarkvara valideerimise aruanne. Hankemoodulit testitakse kahe peamise töövoo alusel. Töö tulemusena selgub, et ServiceNow hankemoodul ei vasta püstitatud nõuetele ja kaasneva analüüsi põhjal järeldatakse, et see pole Playtechi

hankehalduse vajaduste jaoks otstarbekas, välja arvatud juhul, kui seda ulatuslikult kohandatakse ja arendatakse.

Võtmesõnad: ServiceNow, hankehaldus, tarkvara valideerimine, Nordtest, Playtech

CERCS: P175 Informaatika, süsteemiteooria

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