

ServiceNow Assessment and Health Check

A value-based, outcome-driven assessment that helps you optimise your ServiceNow platform.

Over a 4-week period, our experts will assess the technical condition of your platform, evaluate the efficiency of your license usage, and review the overall effectiveness of your business processes, identifying opportunities for improvement.

Your ServiceNow Health Check will:

Ensure:

The instance is being maintained within expected currency (n-1)

That the instance is operating and deployed according to best practice

Identify:

Where efficiencies can be made

Opportunities for automation, operational cost savings and quality improvements

Key Benefits



Better understand the health of your ServiceNow instance, with detailed best practice checks.



Enhanced insight performance through analysis of your platform and providing recommendations to optimise it.



Reduce technical debt through identifying & eliminating needless customisations & configurations.

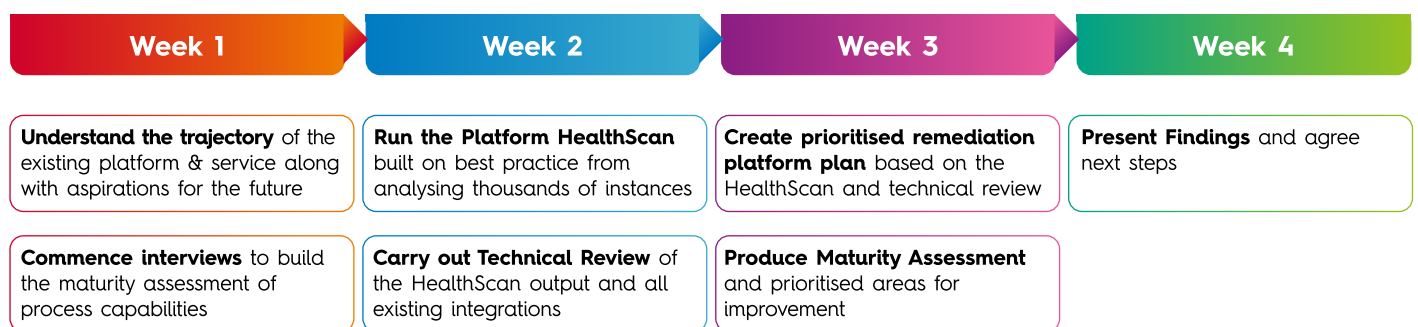


Facilitate faster upgrades by identifying potential problems that could hinder the upgrade process.



Avoid errors in overseeing the platform after implementation.

Process



Key Outcomes



- A strategy for future implementation leveraging current licenses.
- A schedule for 30/60/90-day remediation actions.
- Suggestions to aid upcoming business goals.



- Optimal Governance Framework for ServiceNow Platform Management, covering Demand Management procedures and Instance Upgrade Strategy.



- Assessment of process maturity.
- Suggestion for supporting future goals and process improvement.