



ServiceNow Maturity Assessments

Learn how to optimize and align critical ServiceNow workflows with your existing tools and resources



The workflow foundation

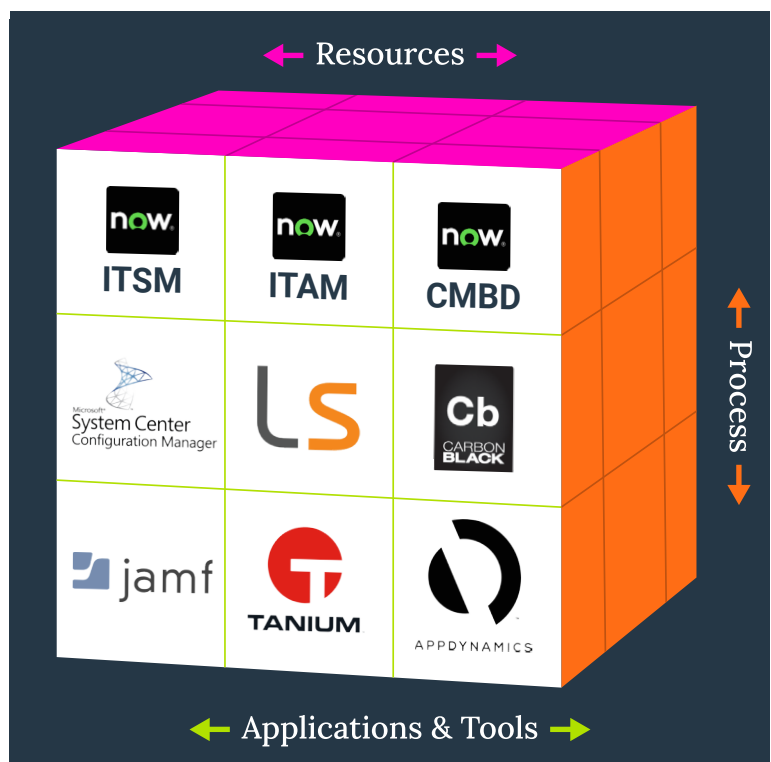
Establishing the workflow foundation is the critical first step in delivering efficient IT services. A ServiceNow Maturity Assessment for Service Management, IT Asset Management, or Configuration Management will ensure your IT organization is positioned for long-term success.

Many organizations find that their initial configuration of ServiceNow didn't consider their unique environment, existing toolset, and resources. This can result in a lack of trust of the CMDB and the use of redundant manual processes to meet daily business needs.

Simplifying a complex puzzle

Aligning ServiceNow workflows, existing tools, and team resources can often feel like solving a complex puzzle. The experts at SHI draw upon decades of experience to help make this process as simple and effective as possible. We develop capability blueprints guided by industry best practices such as ISO 19770-1, Microsoft's Software Optimization Model, and ITIL v4. Our capability blueprint scales with you, continuing to guide you as your organization matures.

servicenow®



Capability blueprint

- **Level 1 – Accurate Data:** Good data is required for successful ITx programs. We help identify the data needed to support Asset & Service Management, the data's sources, and assist with loading the data into ServiceNow.
- **Level 2 – Update processes:** Existing processes should be reviewed to ensure data is accurately managed and controlled. We highlight the process updates needed to achieve rapid success across your organization and prepare your workflows for operational integration.
- **Level 3 – Integrate operations:** Improve efficiency and effectiveness through integration across, Procurement, Human Resources, and IT Service Management.
- **Level 4 – Vision Conformance:** Achieve best-in-class performance with Organization Change Management (OCM) guidance.



Engagement methodology

Every ServiceNow assessment is built on SHI's proven three-phase engagement methodology, ensuring the fastest and smoothest route to project success.

1 Gather information	2 Analyze findings	3 Recommend improvements
<ul style="list-style-type: none">• Introductory workshop• Interview stakeholders• Collect documentation and evidentiary data	<ul style="list-style-type: none">• Evaluate interview responses, data, and documentation• Identify maturity rating• Develop maturity assessment report	<ul style="list-style-type: none">• Communicate findings to stakeholders• Develop ServiceNow improvement plan• Prioritize next steps

A ServiceNow Assessment starts with information-gathering workshops where our process and technology consultants interview key stakeholders and document your existing deployment, workflows, and policies.

Then, we analyze the information we gathered and compare it to industry best practice frameworks to develop a maturity profile of the areas in scope.

We work with key customer stakeholders to focus our redesign recommendations on your highest value areas, align them with your business goals, and clearly define and implement your ServiceNow workflows. Your processes will be clearer, more effective, and more efficient than ever.

From design to doing

Many ServiceNow customers have internal resources who are capable of implementing the recommended changes from SHI's ServiceNow Maturity Assessments. In cases where supplemental help is required, SHI can deliver flexible maturity consulting support with the SHI Compass ServiceNow support offering.

With four prepaid levels of support to choose from, SHI Compass customers can access any ServiceNow resource required, including Technical Architects, Process Consultants, and Developers. Blended with the customers' ServiceNow team, SHI's consultants are the perfect compliment to deliver the desired outcomes of the recommended ServiceNow enhancements.



Assessment benefits

- Gain visibility into ServiceNow workflows and maturity levels
- Reduce hidden costs and wasted spend
- Identify vulnerabilities and areas of unmanaged risk
- Receive a customized business plan to implement change
- Obtain assistance with financial planning and resource allocation for compliance projects

About SHI

SHI International Corp. is a transformational technology solutions provider serving the needs of more than 15,000 corporate, enterprise, public sector, and academic customer organizations around the world. It helps companies achieve business goals through the use of technologies ranging from software licensing and end-user computing devices to innovative cloud and edge solutions. With over 5,000 employees worldwide, SHI is the largest Minority and Woman Owned Business Enterprise (MWBE) in the U.S.

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