



SHI ServiceNow Process Maturity Assessment

Gain clarity. Drive efficiency.
Realize full platform value.



Transform ServiceNow complexity into scalable, measurable business outcomes

IT teams often struggle with fragmented workflows, inconsistent service delivery, and limited visibility across the ServiceNow platform. Without standardized, automated processes, even mature deployments fail to scale or deliver ROI.

SHI's ServiceNow Process Maturity Assessment uncovers hidden inefficiencies, prioritizes strategic improvements, and maximizes your ServiceNow investment.

Why choose SHI?

Proven ServiceNow expertise

Trusted by more than 17,000 organizations, SHI brings over 35 years of IT leadership and deep ServiceNow experience. Our certified professionals — including senior architects and business process consultants — combine technical precision with business insight to deliver measurable outcomes.

Dedicated partnership and expert project management

SHI's PMP- and Agile-certified project managers average 14 years of experience and serve as strategic partners, ensuring every engagement is delivered on time, within scope, and aligned to your business priorities.

Award-winning and inclusive

SHI is the largest minority- and woman-owned IT solutions provider in the U.S. and winner of the 2024 AI-Driven Enterprise Award for excellence and innovation in IT services.

What to expect

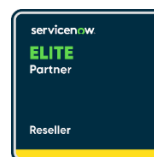
Key deliverables

- Executive summary
- Maturity assessment scorecard (1–5 scale by domain)
- Detailed findings and recommendations
- Tailored roadmap for remediation and quick wins

Tangible business benefits

- Accelerate automation and boost operational efficiency by reducing manual work and increasing speed
- Empower data-driven decision-making with reliable insights and reporting
- Minimize compliance gaps and reduce risk through stronger governance
- Align teams and foster a culture of continuous improvement across the organization

Awards and certifications



SHI's Roadmap to ServiceNow excellence

Expert-led assessment

SHI applies industry-recognized frameworks — including DMAIC, ADKAR and PDCA — alongside ServiceNow Success Pack guidance to deliver structured assessments that uncover inefficiencies and align platform capabilities with business outcomes.

Process mapping

Our experts lead discovery workshops and stakeholder interviews to document current workflows, identify gaps, and prioritize improvements. We align processes with ServiceNow best practices to drive measurable impact.

Governance and compliance

SHI evaluates governance frameworks, conducts gap analyses, and ensures your ServiceNow deployment meets enterprise-grade compliance, security, and audit standards.

Tailored roadmap

We build scorecards and maturity models across ITSM, ITOM, ITAM, and CSM, delivering clear recommendations that support cross-functional alignment and continuous improvement.

Our proven four-step assessment approach

SHI's structured, four-phase methodology delivers actionable insights, measurable results and a clear path to ServiceNow maturity.

1. **Planning:** Project kickoff, scope definition, and stakeholder alignment to set a strong foundation.
2. **Discovery:** Expert-led workshops and interviews to capture real-world usage, pain points, and process nuance
3. **Analysis:** Comprehensive review of your ServiceNow platform, documentation, and compliance posture. Includes maturity assessments across ITSM, ITOM, ITAM, CSM, HSRD, and CMDB domains.
4. **Review:** Presentation of findings, maturity scorecard, and a prioritized roadmap tailored to your business goals.

Engagement tiers and pricing

Tier	Scope	Deliverables
Foundation	1–2 functional areas	2–3 workshops, summary report, scorecard
Comprehensive	Cross-functional (ITSM, CSM, HSRD, CMDB)	4–6 workshops, full scorecard, executive presentation
Strategic	Enterprise-wide (multiple BUs/geos)	6+ workshops, benchmarking, C-suite engagement

*Pricing is subject to detailed scoping.

Take the next step toward ServiceNow maturity.

Request a tailored assessment and unlock a roadmap for improvement and ROI.