

Configuration Review Professional Service

Expert guidance to keep your ServiceNow® instance healthy

Configuration Review Professional, intended for customers with less than 5000 employees, is a packaged service providing automated analysis and detailed findings from ServiceNow HealthScan. Together with our expert's support, Configuration Review Professional helps you to make the right decisions on configuration changes to optimize the health of your ServiceNow instance.

The service assesses configurations that have been made to your ServiceNow instance by leveraging the ServiceNow HealthScan platform. Built on best practice definitions formulated from insights gathered from thousands of ServiceNow instances, HealthScan quickly scans your instance and provides data points on performance, security, upgradability, user experience, and manageability.

A ServiceNow expert reviews the findings produced by HealthScan and provides you with recommendations to improve your instance health. A detailed report of the findings along with recommendations for improvement is delivered including highlights of best practices for remediation of issues. Deep insights may be presented to the specific object and line number where a potential defect was found. The report also includes links to documentation and relevant areas of best practices to follow to maintain instance health.

Service details

Scope and deliverables

Collaborate with your team to gather and review information to plan for the assessment and schedule meeting for review of findings.

Utilize ServiceNow HealthScan to assess your instance for performance, security, upgradability, user experience, and manageability.

Generate your Configuration Review Professional report and findings for export.

Perform a findings review call (delivered remotely) to provide explanations, recommendations, and perform Q&A.

Engagement and expectations

Review call typically delivered within 10 days from order including presentation of findings, recommendations, and handover of report.

In preparation for the service, you shall identify a sub-production instance to be reviewed, answer a pre-engagement questionnaire, and identify a project owner to support the engagement.

Please contact your account team to learn more about the service.

Why Configuration Review Professional for your business?

ServiceNow Configuration Review Professional service provides expert advice and recommendations to improve the health of your ServiceNow instance.

- Understand where your instance is not aligned to best practices
- Get improvement recommendations and form a plan for remediation
- Ensure that technical best practices are being followed
- Reduce risks in upgrading
- Improve the overall health of your instance and your ServiceNow experience across your business