

# ServiceNow engagement manager

ServiceNow Professional Services provides a rapid path to success and ongoing value for customers. Engagement managers utilize the ServiceNow Implementation Methodology created from experience with thousands of successful deployments, along with implementation leadership skills and expertise, to enable customer success.

## The value of engagement management

With thousands of hours of ServiceNow project experience, engagement managers provide immediate and measurable value to each project. Costs normally associated with project management are more than recovered across the life span of an engagement.

### Experience

Engagement managers maintain both ServiceNow and industry certifications to ensure project success. Typical certifications include:

- Certified ScrumMaster
- ITIL Foundation Certification
- PMP or PRINCE2 Certification
- ServiceNow Implementation Methodology

Here's the value you can expect when you work with a ServiceNow engagement manager:



### Provide single point of contact

Engagement managers provide overall vision and direction throughout the program lifecycle. They are the single point of contact for the ServiceNow internal organization, and for customer program management counterparts, to help lead and drive collaboration and efficient decision-making.



### Proactive scope management

Customers who "self-manage" their projects often have difficulty managing scope, resulting in additional effort, overlooked opportunity, and budget overruns. The engagement manager ensures team focus on program vision and scope while balancing business value and technology.



### Accelerating time to value

Rigorous program management and quality assurance lead to program efficiencies that generate cost savings and speed business outcomes. Engagement managers are seasoned leaders who build high-performing teams, accelerate time to value, and drive rapid and effective program decision-making.



### Manage costs

The engagement manager provides well-established program governance to manage requirements in line with agreed to scope and business objectives. This is made possible through effective balance of time, cost, and quality via proactive program planning focused on business outcomes.



### Program management expertise & innovation

Engagement managers deliver program management expertise based on experience, continuous learning, and in-depth knowledge of ServiceNow methodologies. They drive innovation and adoption of deployment practices, provide product adoption insights, and help customers achieve the maximum value from their Now Platform® investment.



### Dealing with risk

Engagement managers provide proactive development and execution of proven risk assessment, prevention, and mitigation plans, and efficient identification, tracking, and resolution of issues using established tools and templates.



### Managing the schedule

Customers will receive a sound governance model coupled with rigorous execution of this model throughout the program lifecycle.



### Close the project

Upon project completion, engagement managers ensure a smooth transition back to the customer. This includes complete knowledge transfer and record updates, and the assurance that the transition to ServiceNow customer support has occurred and the customer has operational control of their solution.