

ServiceNow HealthScan

ServiceNow HealthScan is a tool that helps you better understand and improve your instance health. Built on best practice definitions from thousands of instances, it quickly scans your ServiceNow platform and provides data points on upgradeability, performance and ease of system administration, with the ability to drill down into a product-level view.

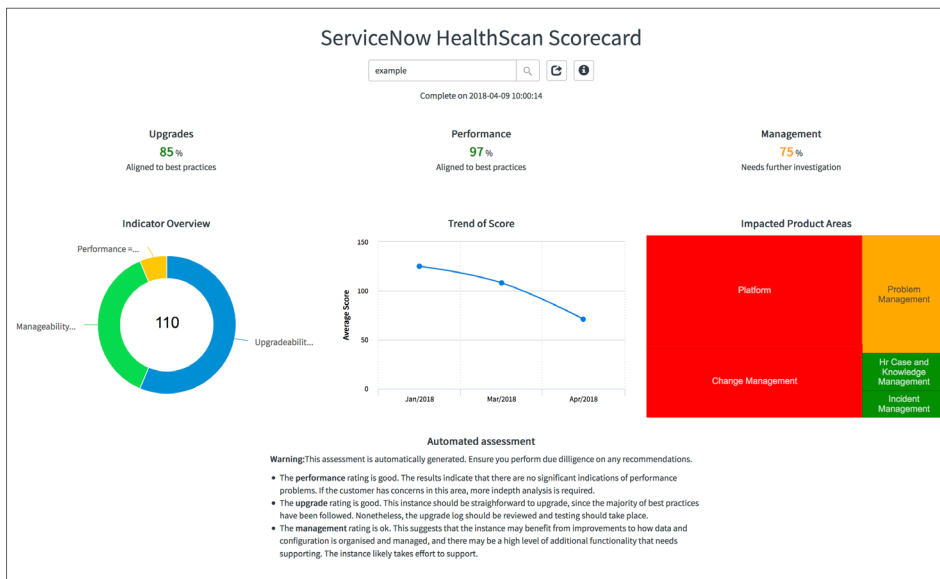
It also provides recommendations on optimizing your instance’s configuration so that you can realize maximum value from the platform and your applications.

How it Works

ServiceNow HealthScan uses hundreds of KPIs and best practices to evaluate your instance. It provides an interactive dashboard exploring instance health, or you can use it to run a Sprint Scan during implementations.

HealthScan Scorecard

ServiceNow HealthScan Scorecard gives you key metrics on upgradeability, performance and ease of system administration – broken down by ServiceNow product. It identifies customizations and configurations and provides you with data points to guide you on improving your instance, and it ranks those recommendations by importance. As HealthScan is repeatedly used, the scorecard shows trends on how your instance improves over time.



HealthScan Scorecard

Understand How to Optimize Platform Performance

The HealthScan Scorecard provides month by month trending to show how your instance’s performance is improving

Prevent Common Implementation Misteps

HealthScan uses ServiceNow Implementation Methodology to proactively identify common misteps during implementations.

Uncover unnecessary customizations and configurations

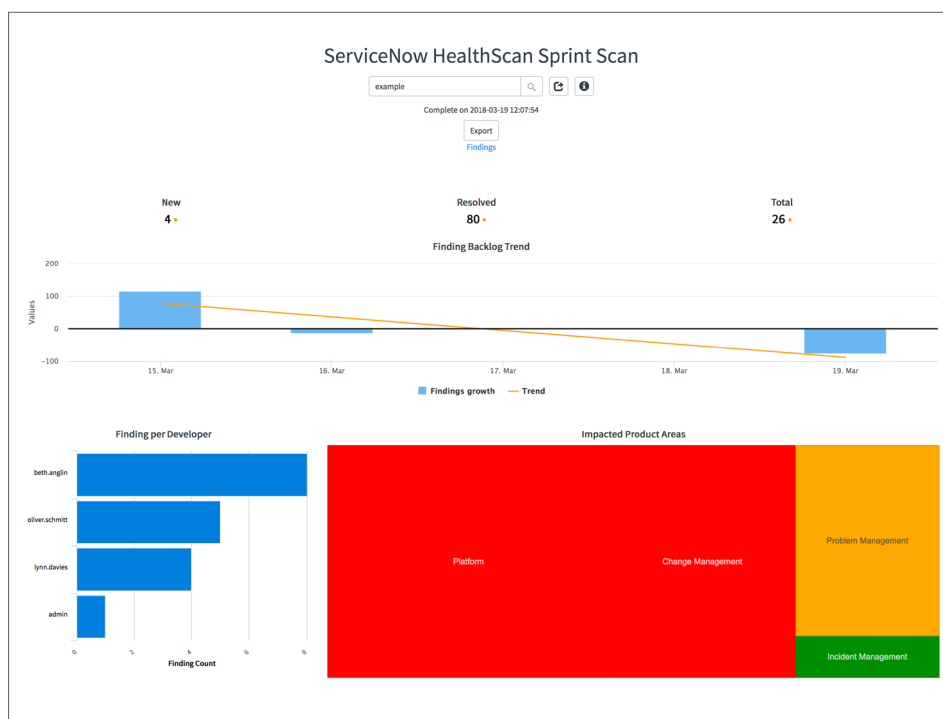
HealthScan helps you identify unnecessary customizations and configurations so that you can go back to out-of-the box functionality.

Accelerate Upgrades

Information from HealthScan Sprint Scan can help you perform upgrades in weeks, not months.

HealthScan Sprint Scan

ServiceNow HealthScan Sprint Scan helps you to more effectively implement your instance of ServiceNow. It identifies common missteps or areas of inappropriate configurations. As Sprint Scan is used over time, it monitors the quality of your instance and helps you improve the success of your implementation.



HealthScan Sprint Scan

Sprint Scans include:

Technical/Code

- Identifying undocumented APIs
- Analyzing system log errors
- Highlighting poor coding techniques

User Interface/User Experience

- Reviewing form size and design
- Identifying performance bottlenecks
- Optimization of application modules

Upgrade Preparations

- Identifying items that have been skipped in previous upgrades
- Outstanding issues to resolve
- Highlighting areas that may impact upgrades

Feature and Function Usage

- Underused features that deserve to be highlighted
- Disabled functionality
- Process and Product Metrics
- Analyzing the application state model
- Optimizing data structure and configuration

