

# ServiceNow Implementation Methodology

## The Deployment Challenge

ServiceNow customers and partners want their deployments to be successful. This means they must meet their internal demands, stay on time and budget, and ensure that they reduce risk. To meet these challenges, they must leverage a framework that is adaptive, enables repeatability, and utilizes a single global technology platform.

## The ServiceNow Solution

ServiceNow Implementation Methodology (SIM) is ServiceNow’s best practice delivery approach. By utilizing a framework approach with core components, ServiceNow and our services implementation partners can deliver outstanding services to customers that are standardized, repeatable, and scalable to meet the global demands of the largest and most complex customers. SIM ensures consistent deployment success for every customer globally.

Through this approach, our customers can achieve the business outcomes outlined early in the sales conversation, thus accelerating delivery and time to value.

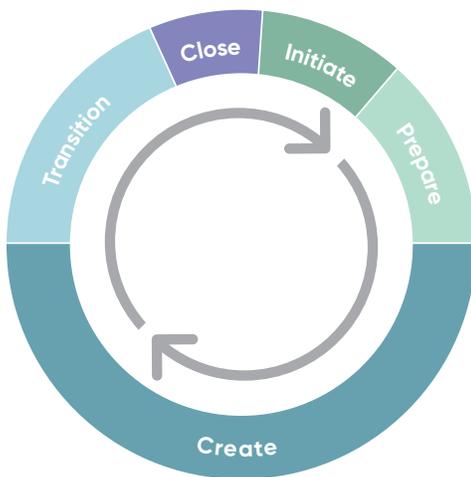
SIM is comprised of the following core components:



## ServiceNow Implementation Methodology (SIM)

SIM is our enhanced methodology used by ServiceNow® Professional Services and its partners to implement our products.

SIM contains five stages that are applied adaptively, based on the type of engagement and/or the product(s) in scope. These stages are:



**Initiate:** Understand the customer, begin the preparation work, staff the delivery team, formally kickoff engagement.

**Prepare:** Hold workshops to understand process and platform needs. Finalize engagement timeline and refine configuration requirements (stories).

**Create:** Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting.

**Transition:** Support user acceptance testing (UAT); provide customer support readiness, go-live, and post go-live support.

**Close:** Formally close engagement, solicit internal feedback of lessons learned, and assess success.

## Benefits

### Faster time to value

Deployment of ServiceNow is accelerated with the ServiceNow Implementation Methodology (SIM), so customers can start benefiting from their investment as soon as possible.

### Consistency and repeatability

With SIM, customers get dependable and efficient deployment that can be effortlessly replicated.

### Scalability and adaptability

SIM provides the best delivery approach to meet the demands of even the largest and most complex global customers.

### Outstanding technology

SIM utilizes ServiceNow’s core platform technology and applications such as: Project Portfolio Management; Agile Development; and Project Portfolio Suite’s Test Management components.

### Delivery excellence

SIM is ServiceNow’s best practice delivery approach.

**ServiceNow technology**

To deliver consistent engagements, SIM utilizes our core platform technology and applications such as: Project Portfolio Management; Agile Development; and Test Management components from the IT Business Management (ITBM) suite. These elements form the basis of all engagements and are populated with common data, representing best practices for implementing ServiceNow.

**ServiceNow collateral and assets**

Globally standardized templates, checklists, reports, and process information allow delivery teams to quickly tailor materials for customers without re-engineering every time. Assets are managed and updated centrally, and available to ServiceNow and partner teams for use with customers. This ensures standardization, repeatability, and faster time to value.

**ServiceNow global services expertise**

Management and delivery of SIM is facilitated by the skilled resources from ServiceNow and services implementation partners. Each implementer goes through extensive training to ensure that they can demonstrate mastery of concepts and SIM processes, application of assets, and use of the ServiceNow technology. Customers can be assured the consultants assigned to each engagement are knowledgeable and skilled in applying SIM to maximize value and minimize risk while implementing ServiceNow.

