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Sample report

Your recommended action plan for Success Pillar:

Actively lead the transformation
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What's in the Action Plan

The success navigator delivers customize prescriptive guidance that you can use to advance your service now program. This sample action plan gives you an overview of the type of guidance you'll receive.

Overview — Page 3

Each report contains a simple **overview** explaining how the Success Navigator works

Summary — Page 4

A single-page **summary** shows our assessment of what's needed for each activity.

Recommended Actions — Page 5

Subsequent pages provide **prescriptive guidance** for carrying our your recommendations.

Project Plan — Page 6

A **project plan template** helps you frame a plan with your team.

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Still have questions? We have answers.

Overview

How the Success Navigator works

ServiceNow's Success Navigator enables you to target and implement improvement opportunities in our four **Success Pillars**—the "must do" activities that have been proven to accelerate and increase the value you get from ServiceNow. We've used your responses to targeted questions to help guide your next efforts.

Focus for this report

Success Pillar 1	Success Pillar 2	Success Pillar 3	Success Pillar 4
State and measure your business outcomes	**Actively lead your business transformation**	**Get your ServiceNow technology foundations right**	**Create excitement, drive adoption**
1. State your transformation vision and outcomes	1. Engage executive sponsor to drive change and remove roadblocks	1. Manage to "Out-of-the-Box"	1. Design an engaging self-service employee & customer experience
2. Build your business case	2. Find, manage,and coordinate capable, certifies	2. Discover and map you service assets	2. Design an optimal agent on rep experience
3. Build a phased program plan, identify quick wins	3. Build a dedicated dynamic governance process, policies & team	3. Plan your architecture, instances, integrations and data flows	3. Create change management plan
4. Baseline and track performance, usage KPIs, and metrics	4. Reimagine how you want to work processes to flow	4. Plan for upgrades at least once a year	4. Build internal team of ServiceNow experts & train users
	5. Define and map out your business services		5. Build a community of champions
	6. Manage platform demand		

How to use this report

Your report provides a set of **recommended actions** for this Success Pillar, based on your **self-assessment**. Each of these actions is supported by **prescriptive guidance** for your team.

Success Pillar Activity ▶	Self-assessment ▶	Recommended actions ▶

Success Pillar Key Activity	Your assessed level	Recommended action steps for your assessed level
1. State your transformation vision and outcomes	Improve	☐ 1A. Assess your transformation opportunity. ☐ 1B. Conduct a visioning exercise.

Prescriptive guidance

Assess your transformation opportunity.
A strong transformation vision needs to align with the strategic and operational aspirations of the organization. To identify the right direction for your vision, start with an understanding of your organization's goals and the opportunities you or your team have to realize them. ☐ Identify the goals of your organization and senior leadership. ☐ Learn about industry and market trends. ☐ Assess you organization's current capability to deliver on the transformational business outcomes you've defined.

Assign to:	Complete by:

Success Pillar 2: Actively lead your business transformation

Summary of recommendations:

Success Pillar Key Activity	Your assessed level	Recommended action steps for your assessed level
1. Engage executive sponsor to drive change and remove roadblocks	Improve	☐ 1A. Train the Executive Sponsor ☐ 1B. Create an action plan for the Executive Sponsor
2. Find, manage, and coordinate capable, certified partners	Start	☐ 2A. Define and establish a partner strategy ☐ 2B. Search for prospective partners
3. Build dedicated, dynamic governance process, policies & team	Start	☐ 3A. Define governance roles, responsibilities, and authorities ☐ 3B. Enact technical governance
4. Reimagine how you want work processes to flow	Start	☐ 4A. Assess existing processes ☐ 4B. Identify process improvement opportunities ☐ 4C. Design process improvements
5. Define and map out your business services	Start	☐ 5A. Offer digital business services in a system of engagement ☐ 5B. Build a system of action for delivering digital business services
6. Manage Platform Demand	Optimize	☐ 6A. Create visibility by creating a demand intake model ☐ 6B. Take control by enhancing, prioritizing, and approving demands

1. Engage executive sponsor to drive change and remove roadblocks

1A. Build dedicated, dynamic governance process, policies & team

Prepare the Executive Sponsor to lead the ServiceNow platform vision and roadmap. To do this, provide the Executive Sponsor background education, including training about the ServiceNow platform, and an awareness of details surrounding the implementation project.

☐ Review the role and responsibilities of a ServiceNow Executive Sponsor. These are the things you need the Executive Sponsor to do to be successful in the role and effectively support the Platform team's needs from the organization

☐ Define the training needs for an Executive Sponsor so he or she has a baseline education of the ServiceNow platform. This provides them with the context they need to effectively evangelize the value the platform brings to the organization. Also, tailor the information you provide to the needs and preferences of the sponsor (i.e. The Executive Sponsor may not want to be bothered with too much training so be prepared to provide alternative ways to deliver the content)

☐ Provide the Executive Sponsor important information about the project. Offering contextual awareness may help the Executive Sponsor navigate through challenges more efficiently if than if they weren't known previously

1B. Reimagine how you want work processes to flow

The Executive Sponsor will need to provide key decisions (e.g., lead roadmap development, budget approval) and help address one-time events (e.g., removing roadblocks, handing escalations) impeding progress. To aid the Executive Sponsor to with this, make these explicit through an action plan checklist.

☐ Create an action plan with your Executive Sponsor inclusive of things you need him or her to do to support the ServiceNow project

☐ dentify actions the Executive Sponsor will have to take that aren't specifically in a plan but are part of day-to-day responsibilities

Assign to:	Complete by:

Take this plan to the next level:

Dive Deeper: →
See expanded action steps

Success Playbook: →
How to Start Your Implementation
Journey with ServiceNow

Success Pillar 2: Actively lead your business transformation

Description of our goal for this pillar:

Use this template to frame your plan of action for this Success Pillar for the next 60/90/180 days, on your own or as part of a team workshop. You should define concrete objectives for activities you intend to focus on, the stakeholders you'll need to involve, and any risks that you need to mitigate.

Key Activity	Objective	Priority (H/M/L)	How we'll measure success	Team lead	Expected completion date
1. Engage executive sponsors to drive change and remove roadblocks					
2. Find, manage, and coordinate capable, certified partners					
3. Build dedicated, dynamic governance process, policies & team					
4. Reimagine how you want work processes to flow					
5. Define and map out your business services					
6. Manage Platform Demand					

Stakeholders for this pillar

Responsible/Accountable	Consulted/Informed

Risks to our plan

Risk	Severity and likelihood	How we'll mitigate

Frequently asked questions

Q. Who should take the Success Navigator assessment?

Team members who take the Success Navigator should have insight into how ServiceNow has been implemented and managed at your organization (or how you plan to implement and manage ServiceNow). We've kept the assessment questions simple and straightforward, so you don't need a lot of background information to complete the Success Navigator.

Q. When should we take the Success Navigator assessment?

You can take the Success Navigator anytime. You may want to think about taking it at key 'turning points' for your team – right after you upgrade, or at the start of a new fiscal quarter.

Q. Who's the action plan for?

The action plan generated by the Success Navigator has been designed for the team managing ServiceNow at your organization. You can use it to define your improvement priorities for the next 30, 60, 90, or 180 days.

Q. Can I revise my plan?

We store your plan on the Customer Success Center, so you can revisit it any time to update your plan.

Q. When should we take the Success Navigator assessment?

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Q. Will my partner have access to Success Navigator?

Partners can access the Success Navigator, but they can't see your results. You're free to share your action plan with your partner, of course.

Q. What's 'best practice' for using Success Navigator?

We recommend incorporating Success Navigator as part of a team meeting or workshop. Answer the questions as a team, review your action plan, and discuss how you're going to put your plan into action!

Q. Where can I get more help?

ServiceNow's Customer Success Center has a deep set of best practice resources to help you put your plan into action. You can also contact your account executive to discuss additional support that can be provided by certified partners or ServiceNow Professional Services.