Configuration Review Enterprise/Extended

Expert guidance to keep your ServiceNow instance healthy

Configuration Review Enterprise/Extended provides automated analysis and detailed findings from ServiceNow HealthScan. With our experts’ support, Configuration Review Enterprise/Extended helps you make the right decisions about configuration changes to optimize the health of your instance.

The service assesses configurations made to your instance by leveraging the HealthScan platform. Built on hundreds of best practice definitions formulated from insights gathered from thousands of ServiceNow instances, HealthScan quickly scans your instance and provides data points on coding standards, data and configuration integrity, manageability, performance, security, upgradeability, and user experience.

With the service, a ServiceNow certified consultant reviews the findings produced by HealthScan and provides recommendations to improve your instance health. A detailed report of the findings and improvement recommendations, along with highlights of best practices for remediations of issues is delivered to you. 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 maintain instance health.

Configuration Reviews are available in two types of engagement:

<table>
<thead>
<tr>
<th>Instance type</th>
<th>Configuration Review Enterprise</th>
<th>Configuration Review Extended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosted by ServiceNow*</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Domain-separated</td>
<td></td>
<td>✗</td>
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<tr>
<td>Self-hosted</td>
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* Instances hosted by ServiceNow with extensive customizations, integrations and complexities may require a Configuration Review Extended engagement

The deliverables for both types of engagement are summarized below:

**Scope and deliverables**

- Automated technical best practice scan and manual inspection of the configuration of your ServiceNow platform
- 90-minute remote session of the Configuration Review findings and recommendations report with a certified technical consultant
- Diagnostics of trouble areas that impact performance, manageability, and upgradeability
- Review of the reporting, gauges, dashboards, and home pages on your instance
- Review of the performance of forms and list display layout

**Benefits**

- Improve the health of your instance with our expert advice and recommendations
- Understand where your instance is not aligned to recommended leading practices
- Get improvement recommendations and create a plan for remediation
- Ensure that technical best practices are being followed
- Reduce risk in upgrading

**Note**

Configuration Review is primarily a platform review with an added focus on ITSM. Custom applications, integrations with the ServiceNow instance and non-ITSM applications are not included in this service.

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