

**Benefits**

**Faster Time to Value**

Deployment of ServiceNow is done at lightspeed with SAIF, so customers can start benefiting from their investment as soon as possible.

**Consistency and Repeatability**

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

**Scalability and Adaptability**

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

**Outstanding Technology**

SAIF 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**

SAIF is ServiceNow’s best practice delivery approach.

# ServiceNow Adaptive Implementation Framework

**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 Adaptive Implementation Framework (SAIF) 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. SAIF 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 at lightspeed.

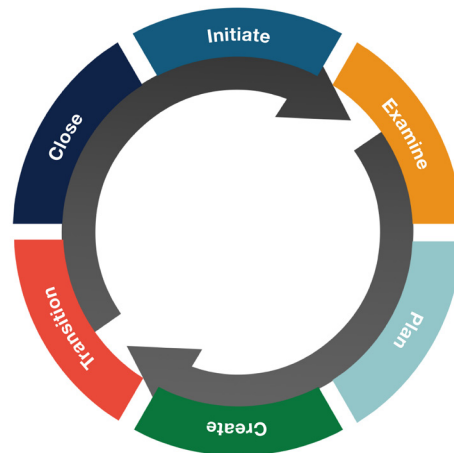
SAIF is comprised of the following core components:



**ServiceNow Implementation Methodology (SIM)**

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

SIM contains six 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, formal engagement kickoff

**Examine**

Workshops to understand process and platform needs

**Plan**

Finalize engagement timeline, refine configuration requirements (stories)

**Create**

Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting

**Transition**

UAT, training, customer support readiness, go-live, and post go-live support

**Close**

Formal engagement closure, internal feedback of lessons learned, and assessment of success

## ServiceNow Technology

To deliver consistent engagements, ServiceNow Adaptive Implementation Framework utilizes our core platform technology and applications such as: Project Portfolio Management; Agile Development; and Test Management components from the Project Portfolio Suite. These elements form the basis of all engagements and are populated with common data, representing best practices for implementing ServiceNow.

SAIF also supports managing an engagement from a ServiceNow centrally hosted instance, from within a customer instance, or with a temporary yet dedicated engagement instance. All management locations deliver the same look and feel of ServiceNow and give customers the transparency of progress they demand.

## 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 SAIF 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 SAIF concepts, 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 SAIF to maximize value and minimize risk while implementing ServiceNow.