

How does HealthScan help me manage my instance health?

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With a healthy ServiceNow® instance, you can realize maximum value from the platform and your applications. You can also reduce technical debt—the cost of additional future rework—by writing code that adheres to best practices.

What is ServiceNow HealthScan?

[HealthScan](#) is ServiceNow's automated instance scanning system. It is a full-body assessment of your instance health that analyzes system configuration against best practices. It also provides insights and recommendations for what you should continue doing and where you might be able to improve.

What does HealthScan do?

HealthScan scans your ServiceNow instance, compares your configuration to best practice definitions across product suites, such as ITSM and Performance Analytics, and summarizes your instance health, relative to best practices, across five categories:

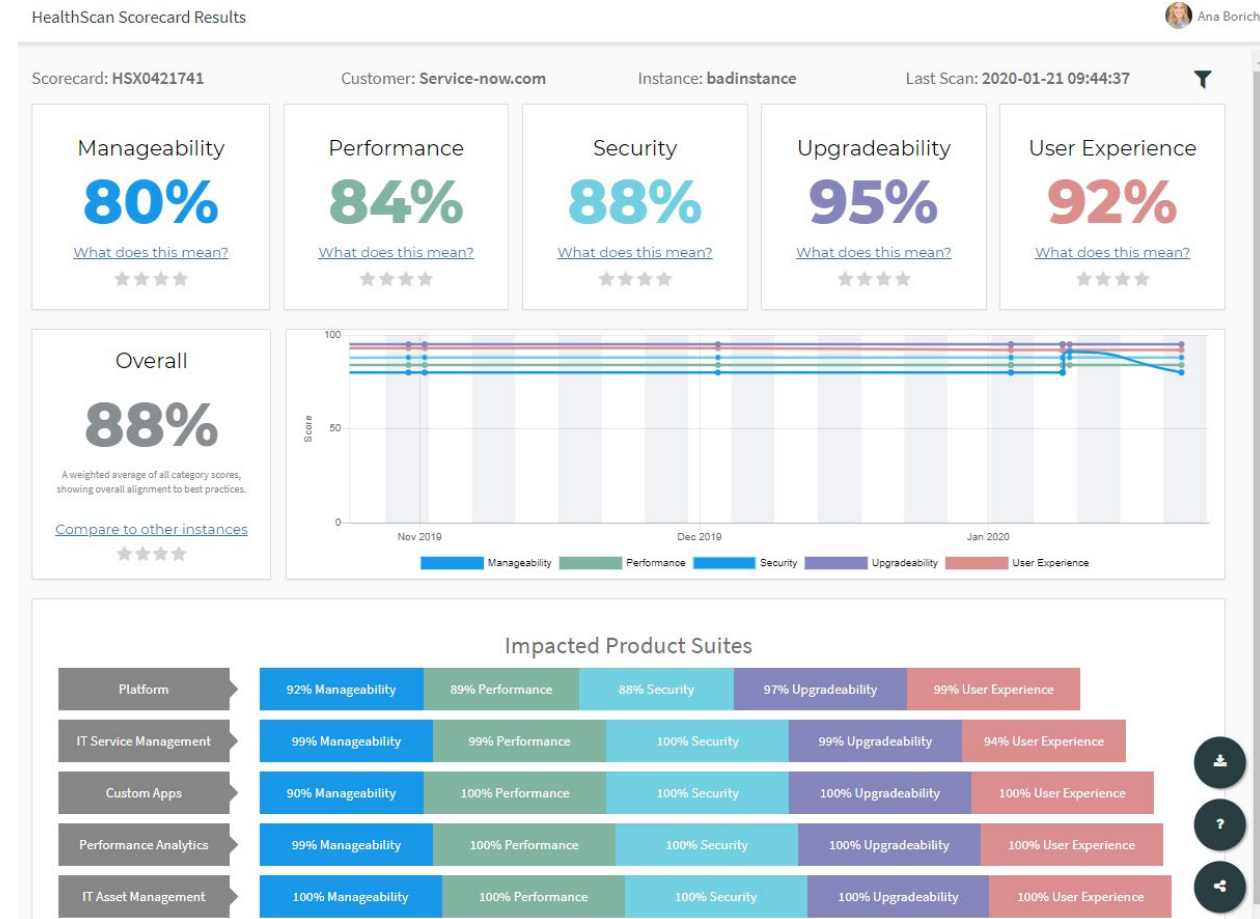
Category	1. Ease of upgrades	2. Performance	3. Ease of management	4. Security	5. User experience
Target outcome	<u>Reduce the time it takes to upgrade your instance</u>	<u>Optimize performance and reduce support cases</u>	<u>Simplify your instance maintenance</u>	<u>Protect your instance by minimizing risk of threats</u>	<u>Delight your users with a seamless experience</u>
Example questions addressed	<ul style="list-style-type: none"> • What baseline functions have changed? • Are deprecated APIs in use? • What should be done before an upgrade? 	<ul style="list-style-type: none"> • Are inefficient scripting techniques being used? • Are report queries efficient? • Do forms take too long to load? 	<ul style="list-style-type: none"> • How much code has been written? • How many update sets exist? • Is the CMDB populated appropriately? 	<ul style="list-style-type: none"> • Are appropriate properties set? • Is the high-security plugin enabled? • Do the right access control rules exist? 	<ul style="list-style-type: none"> • Are forms too long? • Is the left navigation bar useful? • Are processes efficient and well designed?

How does HealthScan help me manage my instance health? (Cont.)

Why should I run HealthScan?

HealthScan helps you understand where you may have technical debt and it provides data-driven insights designed to help you optimize your instance configuration. The benefits of running HealthScan include:

- **Understanding and improving instance health** – By evaluating your instance against hundreds of best practice checks, you will better understand why your platform may not be performing optimally.
- **Accelerating upgrades** – By periodically evaluating and reducing your [customizations](#) you can reduce the time it takes to upgrade versions from months to weeks. HealthScan will also reduce upgrade time by helping you predict which [skipped records](#) will appear in the future.
- **Reducing unnecessary customizations and configurations** – HealthScan helps you identify unnecessary customizations so you can [go back to out-of-the box functionality](#).
- **Prioritizing action steps** – HealthScan ranks recommendations by importance to ensure you address any critical items first.
- **Trending health over time** – The HealthScan scorecard visualizes how your instance health is changing over time and lets you align improvements or degradation to specific system changes.
- **Preventing common implementation missteps** – Implementation Sprint Scans—quality control checks across your instance at the end of every implementation cycle—support ServiceNow's implementation methodology, Create Now. They also proactively help you avoid common pitfalls.



How does HealthScan help me manage my instance health? (Cont.)

How long does it take to run HealthScan?

In short time, an entire end-to-end scan completes and creates a HealthScan Scorecard that displays summary level scores in five categories. The scan does not impact system performance but is generally executed in a sub-prod instance with the closest alignment to your production instance.

How can I run HealthScan?

Contact your solution consultant, customer outcomes representative, or support account manager to run the scan. Currently, HealthScan cannot be executed by ServiceNow partners.

How much does it cost to run HealthScan?

The high-level HealthScan Scorecard is available *free*. Additional [optimization services](#), such as a more detailed review of your instance via a Configuration Review are available for a fee and can be ordered through the [ServiceNow Store](#). For customers who are preparing to upgrade, consider the [Jumpstart Your Upgrade](#) service with upgradability findings. It is also available through the [store](#).

What if I need additional detail or guidance regarding my instance health?

HealthScan does not have the context about your instance nor your unique business circumstances. To bridge the gap between using an automated scanning tool and understanding why the system was configured a specific way, ServiceNow offers an in-depth review of the health of your system via a Configuration Review.

A Configuration Review provides the detailed findings behind HealthScan Scorecard. For example, a Configuration Review will provide the exact business rule or script that triggered the finding, where to find it, and additional context on the finding.

The Configuration Review is conducted by a trained ServiceNow customer outcomes consultant who will work with you to balance the HealthScan findings against your unique business requirements and provide tailored recommendations. All ServiceNow [Success Packages](#) include a Configuration Review.

Related resources

- [Now on Now: Maintaining Instance Health with HealthScan](#)
- [HealthScan Data Sheet](#)
- [Customer Success Center – Instance Upgrades](#)
- [Success Quick Answer – How do I perform ServiceNow upgrades?](#)
- [Success Quick Answer – When and how should I use Automated Testing Framework \(ATF\)?](#)
- [Success Quick Answer – What best practices should I consider when creating ATF tests?](#)



[HealthScan Homepage](#)

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us at best.practices@servicenow.com.