How does HealthScan help me manage my instance health?

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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Target outcome</th>
<th>Example questions addressed</th>
</tr>
</thead>
</table>
| 1. Ease of upgrades | Reduce the time it takes to upgrade your instance | • What baseline functions have changed?  
• Are deprecated APIs in use?  
• What should be done before an upgrade? |
| 2. Performance    | Optimize performance and reduce support cases | • Are inefficient scripting techniques being used?  
• Are report queries efficient?  
• Do forms take too long to load? |
| 3. Ease of management | Simplify your instance maintenance | • How much code has been written?  
• How many update sets exist?  
• Is the CMDB populated appropriately? |
| 4. Security       | Protect your instance by minimizing risk of threats | • Are appropriate properties set?  
• Is the high-security plugin enabled?  
• Do the right access control rules exist? |
| 5. User experience | Delight your users with a seamless experience | • Are forms too long?  
• Is the left navigation bar useful?  
• Are processes efficient and well designed? |

Questions addressed:

- What is ServiceNow HealthScan?
- What does HealthScan do?
- What does HealthScan provide?
- How long does it take to run HealthScan?
- How can I run HealthScan?
- How much does it cost to run HealthScan?
What does HealthScan provide?

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 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 Upgrade Assessment will also reduce upgrade time by helping you predict which skipped records will appear in the future.

- **Reducing unnecessary customizations and configurations** – HealthScan Configuration Review 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** – HealthScan Sprint Scan runs quality control checks across your instance at the end of every implementation cycle, and supports ServiceNow’s implementation methodology, Now Create. They also proactively help you avoid common pitfalls.

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

• The end-to-end scan is available free.
• The high-level HealthScan Scorecard is available free on request.

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?

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.