How can I assess if my organization is ready for ServiceNow?

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- What questions should I ask to assess our organizational readiness?

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.

We recommend using a readiness assessment to assess how ready your organization is to adopt ServiceNow®.

A readiness assessment is a survey, series of interviews, and/or focus group meetings with stakeholders across your organization that measures how ready they are for the organizational change needed to support your ServiceNow implementation. It's a great way to identify concerns that your stakeholders may have about adopting ServiceNow (e.g., control issues, resource concerns, and general fear of change). By identifying concerns early, you can address them to avoid resistance that could stall your implementation and prevent your organization from adopting new ways of doing work.

A readiness assessment is an essential part of any organizational change management (OCM) program and should be completed before you launch technical implementation and document an OCM plan.

How do I conduct an OCM readiness assessment?

Most organizations complete a readiness assessment by using an anonymous survey to collect feedback from stakeholders on how ready they think they are to transition to ServiceNow. To do this, complete the following four steps:

1 Select stakeholders and design the survey.

- Identify and list people who will be impacted by the implementation.
- Design a set of questions to ask each identified stakeholder to assess how ready they are for the planned change and to surface potential concerns.

2 Share the survey to collect responses.

- Send questions in a survey to stakeholders.
- Ensure participants that the survey results will be anonymous and confidential.
- Make sure you get a good survey response rate (at least 50%) by sending reminders to participants.

3 Review and summarize the results.

- Work with the role responsible for leading OCM to review and summarize the responses you collect.
- Note where the assessment reveals clear overall trends, unexpected results, and potential risks.

4 Share results and repeat assessment over time.

- Share assessment results with the OCM and implementation team—do this in person.
- Share results summary with all survey participants to ensure transparency and build trust.
- Repeat across the implementation timeline and note changes.

How can I assess if my organization is ready for ServiceNow? (Cont.)

What questions should I ask to assess our organizational readiness?

In your survey, ask a consistent set of multiple-choice questions that are designed to assess how ready your surveyed stakeholders are for the planned change and to surface potential concerns. We recommend using a five-point Likert scale ranging from *strongly disagree* to *strongly agree*.

Include three types of questions, including questions that:

1 Assess if each stakeholder thinks they and the organization are ready for the change, such as:

- Do you think this organization is ready for change? Is this project a priority?
- Do you think it will take significant effort to help you feel ready for change?

2 Test the stakeholders' ability to work together and effectively manage the change, such as:

- Do you trust that your peers will be supportive of this effort?
- Are you comfortable working in cross-functional teams? Is this common at your organization?
- Do your peers and team members have the necessary skill sets to support this project?

3 Assess the organizational context that the change will take place within, such as:

- Are your current policies and processes flexible enough to accommodate the change?
- Are the necessary approval workflow, systems, and logistics in place to accommodate the change?
- Do we have the executive support we need to accommodate change?

If you complete a readiness assessment with a series of interviews, focus group meetings, or workshops (in addition to, or instead of, a survey), **use open-ended, "what if" scenario questions to collect responses from people and/or groups in person**, such as:

- ❑ What are some good reasons **for not** getting involved in the proposed project (no time, no motivation, etc.)?
- ❑ What are some good reasons **for** getting involved in the proposed project?

Related Resources

- Success Playbook and Checklist – Create a change management plan
- Success Quick Answer – How do you build an OCM communication plan?
- Success Quick Answer – How do I start OCM?