

ServiceNow Platform Architect

Your trusted technical advisor

The ServiceNow Platform Architect is a trusted technical advisor and a valued partner on your digital transformation journey with ServiceNow. Platform Architects call on insight they've gained in successful ServiceNow projects to help you make the right technical decisions today that will deliver the business outcomes you want. Their knowledge of the Now Platform® and the ServiceNow innovation pipeline can help you make the best future-proof technical decisions. A Platform Architect can help you find the right answers to these and other technical decisions:

Key technical decisions

<p>Building the right strategy</p> <p>How do we build a solid foundation to support our business case and future growth?</p>	<p>Achieving enduring success</p> <p>Do we have the right governance process and operating model in place to ensure success?</p>	<p>Ensuring optimal performance</p> <p>How do we keep our solution aligned to best practices to ensure optimal performance?</p>
<p>Alignment to out-of-the-box</p> <p>Am I taking advantage of pre-built capabilities in order to help minimize the amount of customization on the platform?</p>	<p>Adhering to best practices</p> <p>Do our architecture and design decisions align with ServiceNow best practices?</p>	<p>Taking advantage of innovations</p> <p>How do we efficiently keep our business moving forward with the latest innovations?</p>

The right skills for success

Our Platform Architects extend beyond technical expertise with proven management consulting and professional services experience. They are skilled to guide you with technology strategy and governance as well as your actual solution design and architecture. Their best-practices guidance supports you across technical planning and execution activities—from building the right technical strategy and implementation plan to designing the platform governance process and operating model. Whether you are implementing a ServiceNow product or need guidance managing a large enterprise transformation program, our Platform Architects have you covered.

The right focus to drive the right outcomes

Flexibility is a hallmark of working with a Platform Architect. In collaboration with your platform owner, enterprise architects, and development teams, a Platform Architect's engagement is tailored to provide guidance in technical success focus areas determined to be essential in helping you achieve your desired outcomes. You can choose from our technical success focus areas to indicate the activities they complete to meet your goals at every stage of your digital transformation project.

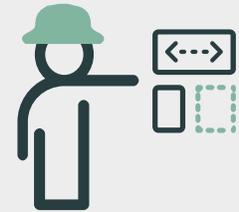
Success focus areas

<p>Governance</p> <ul style="list-style-type: none"> • Program governance • Technical governance • Platform operating model 	<p>Environmental and platform health</p> <ul style="list-style-type: none"> • Platform design guidance • Technical guidance • Configuration review 
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Technical governance

- Defines, guides, and supports the execution of your technical governance processes
- Helps develop standards and practices for maintaining the ServiceNow architecture model
- Assists in developing standards and practices for maintaining the health of the ServiceNow platform
- Supports design and implementation of a platform operating model to achieve your desired outcomes and foster end-user adoption
- Provides technical evaluation of demands against ServiceNow platform architecture, platform capabilities, and best practices



A ServiceNow Platform Architect can help you:

- Establish an enterprise-wide technical architecture and implementation strategy setting the foundation for enduring success.
- Drives standardization and best practice platform management, enabling you to focus on value delivery.
- Institute technical governance to optimize platform performance and minimize long-term technical risk.
- Enable rapid upgrades to new features and innovation that drive new value.
- Build a platform team focused on delivering value and innovation.



When I need to make key technical decisions, it's invaluable to know the Architect has my back—challenges me, provide honest feedback, and helps make sure the best decisions are made.

-Multinational Banking and Financial Services Corporation



Environment and platform health

- Guides ServiceNow Platform design, including considerations for integration and performance
- Assesses architecture and solution designs to support your objectives including alignment with ServiceNow implementation best practices
- Offers guidance on prototyping and accelerating time from design to deployment
- Provides technical guidance in platform development and platform-wide solutions
- Advises on configuration and coding standards
- Supports remediation of configurations not aligned to ServiceNow best practices
- Assesses instance health (performance, manageability, usability, scalability, upgradability, and security) by conducting ServiceNow HealthScan

A choice of engagement options

You can work with a Platform Architect as part of a ServiceNow Customer Success Package or in a standalone engagement. With the Customer Success Package option, the Platform Architect works with you as a member of a success team for a designated amount of time per work week. With the standalone engagement, a Platform Architect starts working with you for a minimum of two business days per week, with the option to add more hours per week. Regardless of which option you choose, the Platform Architect helps you find the right technical path and keeps your solution aligned with proven best practices.



How to engage?

Our Platform Architects are ready to help you achieve exceptional outcomes with ServiceNow from the start of your implementation through platform operations and expansion. Engage now with ServiceNow to learn more about how a ServiceNow Platform Architect can help your organization succeed.

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