**Now Value: Envision**

**Success Foundations:** Critical inputs for successful implementation and maintenance

**Success Foundations:**
- Critical inputs for successful implementation and maintenance
- **Use Now Create to execute implementation.**
- Consider security and role-access requirements early.
- **OIM and enablement**
  - The process information and services management (OIM) team is responsible for its integration with other Work orders.
  - The process information and services management (OIM) team is responsible for its integration with other Work orders.
- **Governance**
  - Defines accountability for the governance team.
  - FSM owners - Every FSM application is associated with a FSM owner (process administrator).

**New Value: Create**

**Implement and Optimize:**
-Critical role for initial integration and maintenance
- **Use Now Create to execute implementation.**
- Consider security and role-access requirements early.
- **OIM and enablement**
  - The process information and services management (OIM) team is responsible for its integration with other Work orders.
  - The process information and services management (OIM) team is responsible for its integration with other Work orders.
- **Governance**
  - Defines accountability for the governance team.
  - FSM owners - Every FSM application is associated with a FSM owner (process administrator).

**Now Value: Validate**

**Run and Plan: Execute Now® Platform maintenance**

**Run roles**
- **FSM maintenance managers**
- **FSM analysts**
- **FSM developers**
- **FSM project managers**
- **FSM testers**
- **FSM trainers**

**Platform health**
- **Daily:** Review service health, trends, and compliance rates.

**Demand management**
- Follow-up processes to prioritize new services or features.

**Enhancements**
- **Daily:** Review service health, trends, and compliance rates.

**Upgrades**
- **Weekly:** Evaluate and plan for new features.

**Assess value**
- **Monthly:** Evaluate and plan for new features.

**Now Value: Champion**

**Optimize and Expand:**
- Maximize value from your ITOM license—increase value from the Now Platform

**Consider which FSM applications to implement.**

**Field Service Management**

**FSM apps**
- **Now Mobile Agent**
- **Noworo**
- **Now Service Centers**
- **Now Service Insights**
- **Now Work Order Services**
- **Now Decision Intelligence**
- **Now Customer Experience**

**FSM Pro—Now Intelligence**
- **Now Service Monitor**
- **Now Service Intelligence**

**FSM Pro—Now Operations Management**
- **Now Platform**
- **Now Incident Management**
- **Now Service Catalog**
- **Now Service Level Management**

**FSM Pro—Now Field Service Management**
- **Now Field Service Manager**
- **Now Service Requester**
- **Now Work Order Services**

**FSM Pro—Now Customer Support**
- **Now Customer Service Manager**

**FSM Pro—Now Network Management**
- **Now Service Network Manager**

**FSM Pro—Now Operational Reviews**
- **Now Performance Management**

**Assess value**
- **Monthly:** Evaluate and plan for new features.

**Consider which Now Platform products to implement.**

**Footnotes:**
- *Foundational applications are for the listed outcome; other outcomes enabled by FSM may require different foundational apps.*

**Field Service Management Success Map**

An overview of implementing, maintaining, and getting maximum value from Field Service Management applications