An overview of implementing, maintaining, and getting maximum value from ITSM Pro applications.

Foundational ServiceNow® apps* main use cases

ITSM: Foundations

Business

ITSM: Intelligent Automation

Now Value: Create

Implementation and best practices

Use Now Core to execute implementation.

- Use Predictive Intelligence to determine Virtual Agent use cases.
- Optimize and Expand ITSM sys admin(s) and value
- Monitor ITSM dashboards
- Use Predictive Intelligence
- Platform owners
- Improved for print version.
- Training
- Make sure your data is
- Virtual Agent
- Technical resources
- Predictive activities and best practices
- Have a process to intake and
- Check release
- Include IT service agents
- and enablement
- value from the Now Platform
- ITSM sys admins:
- Is the system providing
- ITSM business and technical platform owners:
- ITAM:
- Platform owner
- MTTR
- Executive sponsor
- Use cases for Virtual Agent
- Utterances for NLU
- CMDB owner:
- % of zero
- Process owners
- Go live
- Change
- Are IT services more
- Project manager
- DevOps
- Sources: Now Expert Services, Now
- Current IT service offerings
- HR Service Delivery
- Prioritize OOTB functionality
- Training
- Employee satisfaction

Now Value: Validate

Run and execute Now Platform® maintenance

- Run roles
- (Platform admin) Virtual Agent
- (Platform admin) Predictive Intelligence on admin
- Runowner
- 
- Platform and service health
- Demand management
- Enhancements
- Upgrades
- 
- Avail. value
- Is the system providing
- Are IT services more
- Improved OAM and

Now Value: Champion

Optimize and Expand: Maximize value from your ITSM Pro licenses—Increase value from the Now Platform®

Consider which ITSM and ITSM Pro applications to implement.

- Consider which ITSM and ITSM Pro applications to implement next.
- As often recommended, start with "core" ITSM
- Consider using the Now Platform for HR, ITSM Pro, and ServiceNow® applications
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Now Value: Envision

Success Foundations: Critical inputs for successful implementation and maintenance

- Views and value
- Outcomes: Automate and improve IT service delivery, excellence, and productivity
- Improvement: % of zero-touch interactions
- % of self-service tickets
- Employee satisfaction

- Role and responsible role(s) to leverage team and governance
- ITSM business and technical platform owners: Foundation to leverage in ITSM Pro implementation
- ITAM: Foundation to leverage in ITSM Pro implementation

- OCM and enablement
- Owners, processes, and use of virtual Agent applications and processes
- Key analytics metrics and KPIs
- Includes ITSM sys admin(s) and value
- Increase for print version.
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