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

**Now Value: Envision**

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

**Now Value:** Create

**Implementation and best practices**

**Run roles**

- ITSM sys admin(s)
- Platform owner
- Business process owners (business and technical)
- Project manager

**Consider which ITSM applications to implement next.**

**Run**

- Plan and execute Now Platform® maintenance

**Optimize and Expand**

- Maximize value from your ITSM licenses

**Optimize and Expand**

- Consider which Now Platform product suites to implement next.

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**Success Foundations: Modernize IT Service Management Success Map**

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

- **Foundational applications for the listed outcome, other outcomes enabled by ITSM may require different foundational applications.**

**Diagram:**

- **Governing:**
  - Owners
  - Process owners
  - ITSM sys admin(s)

- **Use Case:**
  - Current process, current ITSM application)

- **Design workshop:**
  - Modernize ITSM business and technical platform owners
  - Project manager

- **Design:**
  - Plan for target value from IT Service Management

- **Plan and execute Now Platform maintenance**

- **Optimize and Expand**

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**Critical inputs for successful implementation and maintenance**

- **ITSM applications in scope, such as Incident, Change, Portal, Service Catalog, Agent Workspace, etc.**

- **Integration **
  - Connect to CI/CD tool chain, DevOps management, and enable intelligent automation.

- **Capacity:**
  - Core team
  - Information technology
  - Other organizations and departments, etc.

- **Optimize and Expand:**
  - Increase the value from the Now Platform®

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**Tune the CAB:**

- Increase effectiveness and potential value impacts through the CAB.

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**Assess value:**

- Is the system providing a better business and technical platform?

- Is the system providing a better business and technical productivity — improved CSAT and SLA are good indicators.

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**Now Value: Validate**

**Platform Health**

- Daily: Review error logs
- Weekly: Review performance analytics and diagnostics

**Demand management**

- How is a process for the fulfillment of change requests working?

**Enhancements**

- Check release coverage of Now Platform® with Now Store.

**Upgrades**

- Add features or remove, where applicable

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**Now Value: Optimize and Expand:**

- Maximize value from your ITSM licenses

**Implementation and best practices**

- Consider which Now Platform product suites to implement next.