

# Modernize IT Service Management Success Map

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



## Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

**Vision and value**

**Outcome** – A modern comprehensive ITIL-based ITSM platform to replace legacy tools

**Sample KPIs**

- MTR
- % of standard changes successfully executed
- % of templates used
- % of zero-touch interactions
- Employee satisfaction

**Governance**

Roles and responsibilities added to governance team

- **CMDB owner** – Makes technical and process decisions that impact the CMDB
- **ITSM business and technical platform owners** – Business and technical decisions related to ITSM applications

**Foundational ServiceNow apps\***

Application scope

- CMDB
- Incident
- Problem
- Change
- Portal
- Request/Service Catalog
- Mobile
- Knowledge
- Agent Workspace
- Walk-up Experience
- Performance Analytics

**OCM and enablement**

Owners, process users, and end users of IT Service Management applications are informed and provided an enablement plan

**Skills and expertise**

- ITSM applications in scope, such as Incident, Portal, Service Catalog, Agent Workspace, etc.
- Sources: Now Expert Services, Now-certified ITSM partner, Now-certified internal employees (We recommend a combination of sources.)

**Implementation roles**

**General**

- Executive sponsor
- Platform owners (business and technical)
- Process owners
- Project manager
- Business process analyst
- Technical resources (sys admin, developer, tester, architect, security)

**Trained in ITSM applications**

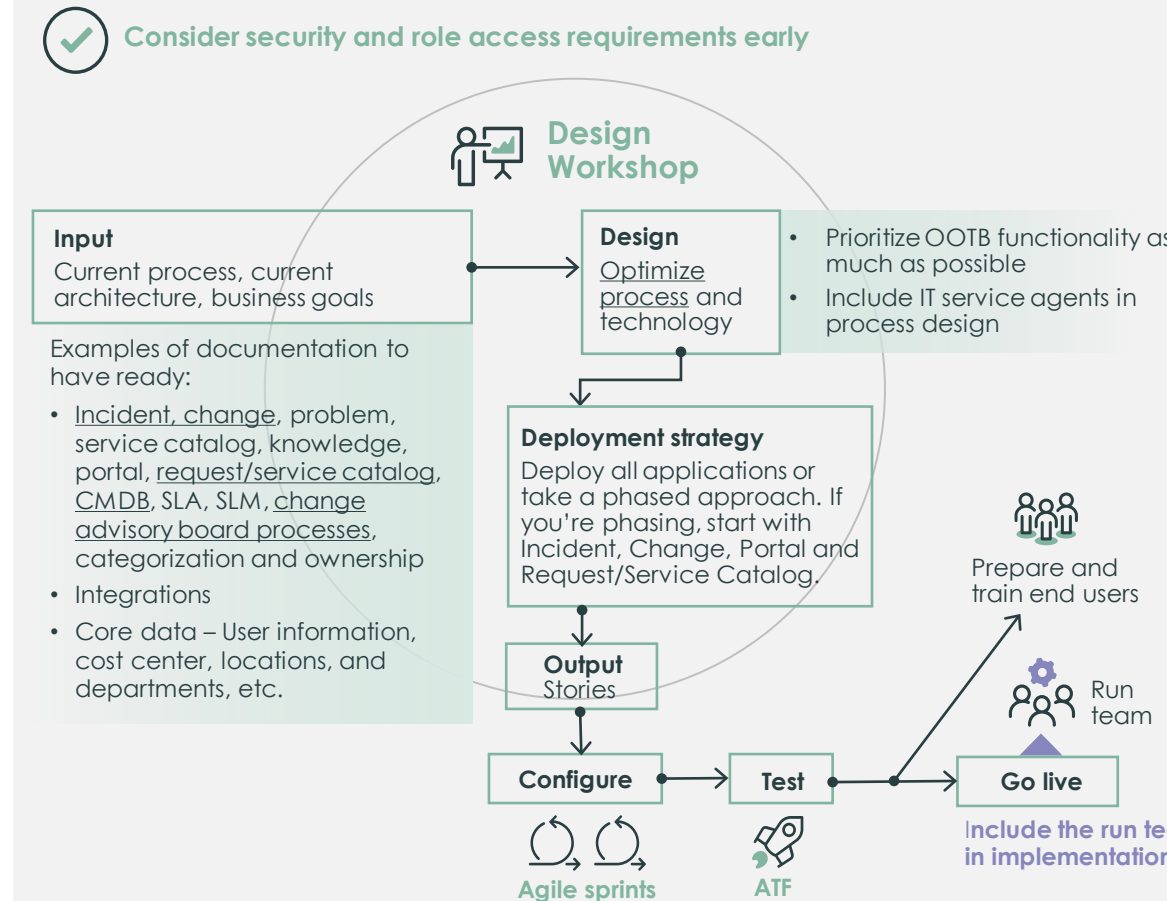
- IT service manager
- ITSM sys admin(s) (each ITSM application)

**Project planning**

- Prepare implementation team for agile approach
- Use [Legacy ITSM to ServiceNow checklist](#)
- Plan for target value from IT Service Management applications

## Now Value: Create Implement: Implementation activities and best practices

Use **Now Create** to execute your implementation.



## Now Value: Validate Run: Plan and execute Now Platform® maintenance

**Run roles**

- ITSM sys admin(s)
- Platform owner

**Platform health**

- **Daily** – Review error logs
- **Weekly** – Review Performance Analytics dashboards: IT Executive, IT Manager, and IT Agent
- **Monthly** – Review IT service effectiveness and potential future impacts through the CAB

**Demand management**

Have a process for the intake and prioritization of adding IT services.

**Enhancements**

Check release notes and new ITSM apps released in Now Store.

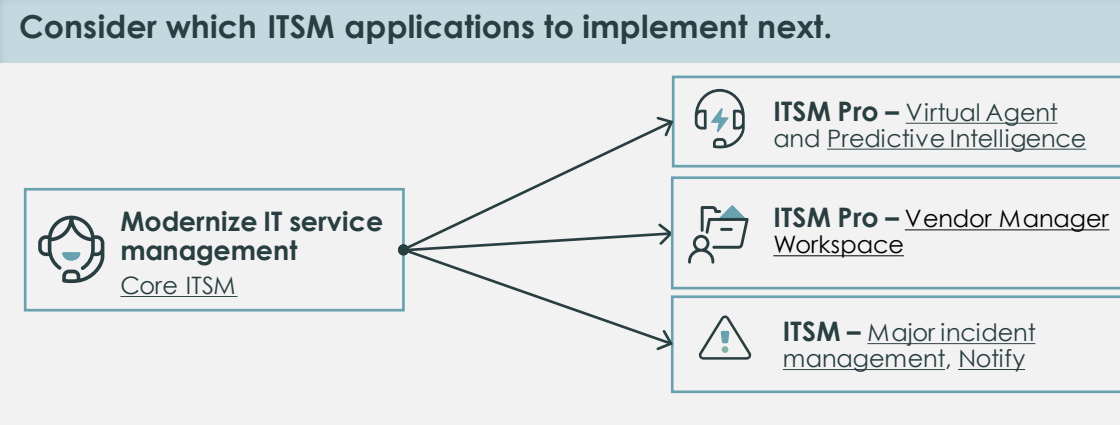
**Upgrades**

Prioritize OOTB options for existing and new services to ease upgrades.

**Assess value**

- Is the system providing a better IT service experience?
- Are IT services more efficient?
  - Improved CSAT and MTR are good indicators.

## Now Value: Champion Optimize and Expand: Maximize value from your ITSM licenses—increase value from the Now Platform®



**Consider which Now Platform product suites to implement next.**

**ITSM → IT Operations Management (ITOM)**

Gain visibility into IT infrastructure and enable intelligent automation.

**ITSM → IT Business Management (ITBM)**

Plan, prioritize, and track work aligned to business objectives.

**ITSM → DevOps**

Connect to CI/CD tool chain, automate the change process and share insights.

**ITSM → ITAM: Software Asset Management (SAM)**

Reduce software and cloud spend.

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