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

**Modernize IT Service Management Success Map**

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

- **Vision and value**
  - Develop an implementation plan
  - Develop an implementation roadmap
  - Develop a change management plan
  - Develop a data migration plan
  - Develop a security plan

- **Governance**
  - ITSM champion and accountable owner
  - ITSM steering committee
  - ITSM project manager
  - ITSM project team

- **Foundational ServiceNow apps**
  - CMDB
  - Incident
  - Problem
  - Change
  - Request/Service Catalog
  - Agent Workspace
  - Knowledge

**Implementation roles**

- **Roles and responsibilities**
  - ITSM lead
  - ITSM project manager
  - ITSM project team
  - ITSM technical team
  - ITSM change manager

**Project planning**

- **Project scope and timeline**
  - Timeline: 3-6 months
  - Milestones:
    - Kickoff meeting
    - System design
    - Application deployment
    - User training
    - Go live
  - Roles and responsibilities:
    - ITSM project manager
    - ITSM project team
    - ITSM technical team

**Use Case Scenario**

- **Use Case Scenario**
  - **Business scenario:**
    - The goal is to modernize the IT service management infrastructure to improve efficiency and reduce costs.
  - **Implementation scenario:**
    - The ITSM project manager is responsible for overseeing the implementation of the new ITSM platform.
    - The ITSM project team is responsible for designing and implementing the new ITSM applications.
    - The ITSM technical team is responsible for configuring and testing the new ITSM applications.
  - **Project timeline:**
    - Phased implementation:
      - Phase 1: Select ITSM applications and build the project team.
      - Phase 2: Configure and test new ITSM applications.
      - Phase 3: Train end users.
      - Phase 4: Go live with new ITSM applications.

**Value Proposition**

- **Value Proposition**
  - ITSM Pro – Virtual Agent Management
  - ITSM Pro – Incident Management
  - ITSM Pro – Change Management
  - ITSM Pro – Knowledge Management

**Assess Value**

- **Assess Value**
  - Why is the system providing better service experience?
  - Are IT services more efficient?
  - Improved O&M and cost justifications.

**Run roles**

- **Run roles**
  - Daily: ServiceNow Platform operators
  - Weekly: ServiceNow Business Analysts, ITSM partners, and ITSM partners
  - Monthly: ServiceNow IT Service Management Leads and ITSM managers
  - Yearly: ServiceNow IT Service Management Leaders and ITSM leaders

**Enhancements**

- **Enhancements**
  - An O&M plan for existing and new services
  - ITSM training

**Upgrade**

- **Upgrade**
  - Upgrade ITSM applications to the latest version

**Now Value: Envision**

- **Now Value: Envision**
  - Critical inputs for successful implementation and maintenance
  - Vision and value
  - Foundational ServiceNow apps
  - Implementation roles

**Now Value: Create**

- **Now Value: Create**
  - Critical inputs for successful implementation and maintenance
  - Use Case Scenario
  - Value Proposition
  - Run roles

**Now Value: Validate**

- **Now Value: Validate**
  - Critical inputs for successful implementation and maintenance
  - Enhancements
  - Upgrade

**Now Value: Optimize and Expand**

- **Now Value: Optimize and Expand**
  - Critical inputs for successful implementation and maintenance
  - Consider which ITSM applications to implement next
  - Consider which NOW Platform products suit to implement next

**Find out more**

- **Find out more**
  - Contact us for more information
  - ServiceNow ITSM platform

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