

ITOM Visibility-Service Mapping Success Map

An overview of implementing, maintaining, and getting maximum value from ITOM Visibility-Service Mapping

Success Foundations

Implement

Run

Optimize and Expand



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

Vision and value

ITOM Visibility-Service Mapping outcome: Gain visibility into the IT infrastructure that makes up your business services.

Sample KPIs

- Incident resolution rate
- Incident impact rate
- Average time to resolve incidents
- Change success rate

Governance

Special roles added to governance team

- CMDB owner:** Owns CMDB access, use, and maintenance
- Service owners:** Provide requirements for mapped service
- Technical owners:** Technical maintenance and enhancements

Foundational ServiceNow apps

CMDB → Implement before or with ITOM-Visibility Service Mapping

Discovery →

Event Management*

OCM and enablement

- Owners and users of service maps are informed of and provided an enablement plan.

now Skills and expertise

- CMDB, Discovery, ITOM Visibility-Service Mapping
- Sources: Now Expert Services, Now-certified ITOM Partner, Now-certified internal employees (combination of internal and other sources recommended)

Implementation roles

General

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

Trained in ITSM products

- CMDB owner
- ITOM Visibility-Service Mapping admin
- Discovery admin

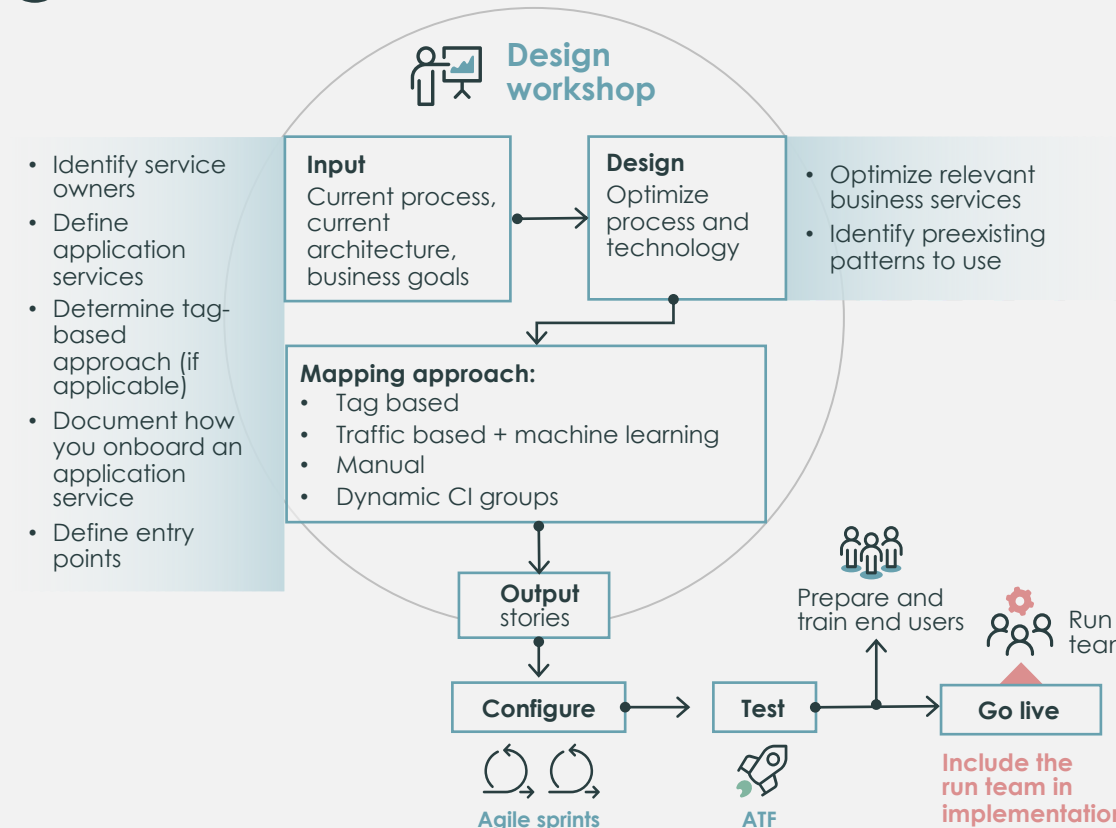
Project planning

- Prepare for an agile approach
- Use the [Service Mapping readiness checklist](#)
- Plan for the target value from Service Mapping

Now Value: Create Implement: Implementation activities and best practices

Use **Now Create** to execute implementation.

Engage security early to work out access and credentials prior to configuration.



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

Run roles

- CMDB owner
- Service owner(s)
- Discovery admin
- ITOM Visibility-Service Mapping admin

Platform Health

- Daily:** Review error logs.
- Weekly:** Review ITOM Visibility-Service Mapping and Discovery dashboards.
- Monthly:** Review map effectiveness and potential future impacts through CAB.

Demand management

- Have a process for the intake and prioritization of service to map next.

Enhancements

- Check new patterns released via the Now Store quarterly.

Upgrades

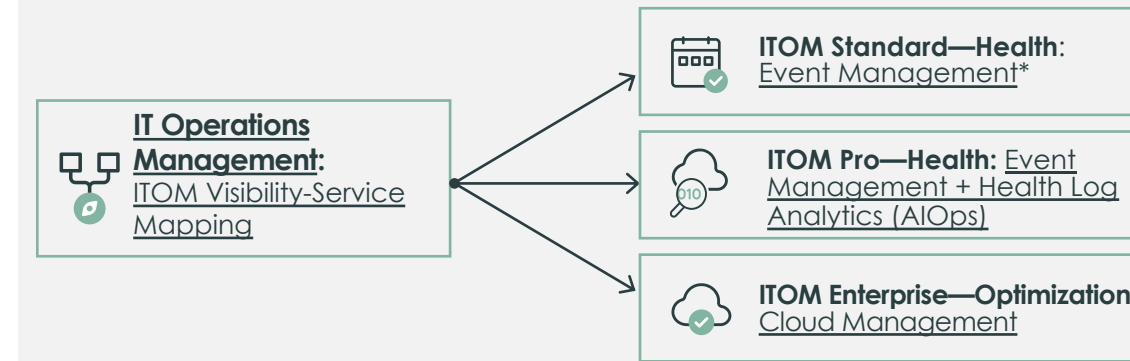
- Prioritize OOTB options for existing and new maps to ease upgrades.

Assess value

- Are you using ITOM Visibility-Service Mapping to predict risk for changes?
- Are maps consistently viewed to assess incidents?
- Are you measuring your ITOM Visibility-Service Mapping KPIs?

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

Consider which ITOM applications to implement next.



Consider which Now Platform product suites to implement next.



* Implementing Event Management before ITOM Visibility-Service Mapping is recommended but not required.