

Assign someone to design your governance program and coordinate its implementation

Your governance program will define how your organization makes the decisions that will guide your ServiceNow implementation. Getting this right requires careful program planning and design from the start. This is best managed by assigning overall accountability for governance implementation to a single leader.

Check your progress:

- Is someone accountable for implementing ServiceNow governance?
- Is this person a leader with the right authority and experience to effectively lead governance design and implementation?

If you did not answer "yes" to both questions above, complete these action steps:

1. Assign accountability for designing your governance program and coordinating its implementation to a single person

This person will be accountable for completing the steps in [this document](#), including:

- Leading in defining the scope, direction, and goals for your governance program
- Designing a project plan for implementing ServiceNow governance
- Identifying and engaging people that need to be involved in implementation

Platform owners are typically best positioned to fulfill the responsibilities listed above.

If the platform owner needs additional help, they should first recruit a program manager to support planning and coordination and then involve others only as needed.



Practitioner insight: Make sure the people tasked with setting up governance understand the non-technical elements of ServiceNow governance

Your Now Platform owner usually has both the technical and strategic perspectives required to set up an effective governance program that extends beyond basic platform management. Involve other people with experience in strategic planning and who understand the business challenges as needed, if the platform owner in your organization is primarily technically focused. Platform architects and business analysts, for example, usually have the experience and know-how to provide this business perspective.

