

Understand technology governance requirements at your organization

Most organizations have an existing technology governance model. While the scope of ServiceNow governance is limited to governing the Now Platform, it's critical that your approach fits with any existing technology governance requirements. For example, how will strategic decisions about how to use ServiceNow need to consider prevailing enterprise platform strategy? How does a ServiceNow-specific demand process align with the existing demand management process at your organization? How should ServiceNow be managed according to enterprise-wide architecture and security requirements?

This is especially important in organizations where ServiceNow is a strategic platform and/or when ServiceNow is highly integrated with other platforms. It's critical that you understand this context before you start designing and implementing ServiceNow-specific governance.

Check your progress:

- Do I know about all relevant existing governance and compliance requirements in my organization?
- Do I know how to align ServiceNow governance design with our existing technology governance model?

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

1. Identify any existing technology governance model requirements and/or policies that should be considered when designing your ServiceNow governance approach.

Learn about your organization's technology governance policies, requirements, and governance bodies/structure so that you know how to align your implementation of ServiceNow governance. Note specific policies that should be considered when defining your own ServiceNow-specific policies later on.

2. Make a list of anything you learned about technology governance at your organization that you should keep in mind as you design and implement your ServiceNow governance model.

For example, does your organization use specific terminologies that you should adopt instead of the terms used in this workbook? Are there restrictions or design guidelines for how to set up new governance models at your organization? Consult with technology governance experts at your organization (typically in your enterprise architecture function) for guidance.





Practitioner insight: Consider how your organization's decision-making culture should influence how you structure decision-making for ServiceNow

Your organization's culture should also influence how you design and position your ServiceNow governance approach to ensure it's most likely to be accepted and followed. For example, if your organization is process oriented and has experience with governance, it might appreciate a more detailed and rigid structure up front because it's easier to follow and strictly adhere to. If governance is a newer concept, you may opt to ease into governance more slowly to avoid it being criticized as red tape.