



Washington DC Impact

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Impact

ServiceNow Impact is built on the ServiceNow AI Platform and combines customized service with a digital interface to help you realize the full potential of your instance. Receive tailored recommendations and guidance from our dedicated teams and experts on demand.

See the [Getting Started with ServiceNow Impact](#)  video for an overview of Impact.

Overview

Impact is a comprehensive value acceleration solution that provides relevant and immediate access content with the [Impact Digital Experience](#) (IDE). Track progress against your outcomes, share insights and industry benchmark comparisons, and make data-driven decisions to optimize your digital transformation journey.

Impact helps you realize impact faster across your business with proactive insights, prescriptive guidance, tailored training and recommendations, and premium technical support and tools. Maximize and accelerate the return on your ServiceNow investment through our software and human-led programs.

- Build and manage your personalized value journey with ServiceNow.
- Understand and prioritize your product capabilities.
- Receive proactive recommendations tailored to your business outcomes.
- Take command of your platform health.
- Collaborate with your Impact Squad, your extended ServiceNow team to map the course for your value acceleration journey.

Get started

Impact packages  Subscribe to one of three subscription packages for Impact, Guided, Advanced, and Total.	Impact operating model  Learn about the research-backed system of key activities, personalized to your organization, to help drive faster time to value with the ServiceNow platform.	Impact Digital Experience  Use the centralized, interactive portal where you can access your Impact tools and benefits.
Initiatives & Accelerators 	Impact Developer Support 	Impact Instance Observer 

Accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices.

Access a ServiceNow Support Engineer who can assist in troubleshooting technical issues around existing platform customizations for Advanced and Total Impact packages.

Be empowered and keep track of your instance health and performance in near real-time, while also accessing historical insights, with this observability and performance monitoring tool.

Impact packages

ServiceNow Impact packages comprise support tools, self-help resources, human-led engagements, and credits, discounts, and additional benefits made available to you depending on the level of Impact package procured.

There are three subscription packages for Impact, Guided, Advanced, and Total. Regardless of the package, all Impact customers get:

- A great digital experience with value realization dashboards and intuitive journey builders.
- Personalized learning and coaching with curated content and tailored learning aligned to the customer's roadmap and role.
- A smart recommendation engine that provides proactive insights, prescriptive alerts, and custom recommendations.

Descriptions

If you have purchased an Impact offering, the applicable Impact Package description applies to your purchase.

Guided

- Entry-level offerings including the Premium digital experience, enhanced technical support, curated content, and training credit.
- Impact Squad: Customer Success Manager

Advanced

- Augments the Guided package with end-to-end technical support with tools like Instance Observer, developer support, advisory sessions, personalized content, and on-demand training and certifications.
- Impact Squad Team: Customer Success Manager, Success Architect, Platform Architect, and Support Account Manager

Total

- The complete solution with a designated expert team, personalized recommendations, preventative tools, and much more.
- Impact Squad Team: Success Architect, Platform Architect, Success Program Manager, and Support Account Manager

Accelerator consumption per Impact package

Depending upon the Impact package that you have purchased, there's an allotment of how many Accelerators from each sub-category that can be consumed consecutively. See [Accelerator catalog](#) for additional information on Accelerators and sub-catalogs.

Package	Description	Accelerator Consumption
Guided  , Guided  , Public  , Sector 	Entry-level offerings including the Premium digital experience, enhanced technical support, Impact Squad Customer Service Manager (CSM), curated content, and training credit.	1 at a time across all sub-categories
Advanced  , Advanced  , Public  , Sector 	Augments the Guided package with an Impact Squad team, end-to-end technical support, and tools like Instance Observer, developer support, advisory sessions, personalized content, adoption tool kits, and on-demand training and certifications.	3 total (1 of each sub-category concurrently at a time)
Total  , Total  , Public  , Sector 	Augments the Advanced package as the complete Impact solution with a designated expert team, personalized recommendations, preventative tools, and much more.	6 total (2 of each sub-category concurrently at a time)

Add-on SKUs

Add-on SKUs introduce flexibility for Impact customers and are available in all environments where Impact is available. Add-On SKUs will be sold to all Impact customers and are priced on a per SKU, per year basis, with each Add-on priced separately with distinct entitlements.

Available Add-on SKUs

Name	Entitlements
Strategic Value	- Upgraded Value IDE - Two additional Strategy Accelerator Catalog concurrencies - Additional CSM coverage
Platform Governance	- Upgraded Health IDE - Two additional Architecture Accelerator catalog concurrencies - Additional CSM coverage
Managed Support	- Upgraded P1/P2 level issue initial target response times - Additional SAM coverage - Five Developer Support seats
Instance Observer Seats	Ten Instance Observer seats

Note:

- IDE = Impact Digital Experience
- CSM = Customer Support Manager
- SAM = Support Account Manager

Impact operating model

The Impact operating model is a research-backed system of key activities, personalized to your organization, to help drive faster time to value with the ServiceNow platform.

Delivered by your Impact Squad, our unique operating model includes a fit-for-purpose set of Initiatives to start you on the fast track to value.

- Stay focused on your strategic vision with personalized outputs and recommendations.
- Prevent distractions with regular platform health, operational, and performance reviews.
- Enjoy flexibility to add business outcomes, re-prioritize objectives, and adapt to the needs of your organization.

The Impact program is comprised of two phases, Foundations and Steady State. Foundations kicks off the experience and defines the value baseline, and the Steady State cadence keeps you on track with your Impact Plan and associated business goals.

Impact Foundations

Connects vision to action by baselining your current state and giving you a tailored plan to quicken your time to value. Foundations lays the groundwork for every action you take on the platform.

Impact Steady State

Our standard initiatives are executed in consistent, timely intervals to keep you on pace.

Impact phases and deliverables are accessible using the Impact Digital Experience (IDE), the interactive portal where you access your Impact tools and benefits. See [Impact Digital Experience](#) for more information.

For information about Guided, Advanced, and Total packages, see [Impact packages](#).

Impact Foundations

Impact Foundations is a fit-for-purpose set of account level initiatives to start you on the fast track to value and to maintain momentum via a streamlined quarterly motion.

Provides guidance for initial engagement for both new or seasoned customers and sets a baseline analysis of your current state and clear next steps to speed up your time to value, laying the groundwork for every action you take on the platform.

Deliverables

Based on your Impact package, the deliverable outputs may vary:

✓ = Common standardized feature set  = Includes unique package-specific features

Impact deliverables per package

Impact deliverable	Description	Guided	Advanced	Total
Get Started with Impact	Kicks off the onboarding experience and evaluates the current state of the targeted areas for analysis for your ServiceNow Platform.	#	✓	✓
Customer Impact Plan	Contains best practices and recommendations based on your organizational goals and ServiceNow product mix curated by your Customer Success Manager.	#	#	#
Product Adoption Roadmaps	View a recommended implementation sequence for your capabilities.		#	#
Value blueprint	Contains Business Objectives, which are high-level goals tied to measurable outcomes that help illustrate value over time.	#	#	#
Capabilities maps	See the applications, or capabilities, at your disposal for achieving your business objectives.	#	#	#

Impact Steady State

Impact Steady State is the cadence that keeps you on track with your Impact Plan and associated business goals that follows the Foundations phase, generally beyond 90–120 days of engagement.

After completing Impact Foundations, certain activities continue quarterly and monthly for ongoing maintenance and success. Impact Steady State is the cadence that keeps you on track with your Impact Plan and associated business goals.

Deliverables

Based on your Impact package, the deliverable outputs may vary:

✓ = Common standardized feature set ✓ = Includes unique package-specific features

Impact deliverables per package

Impact deliverable	Description	Guided	Advanced	Total
Quarterly Review Cycle	Kicks off the onboarding experience and evaluates the current state of the targeted areas for analysis for your ServiceNow Platform.	#	✓	✓

Quarterly Review Cycle

Our standard initiatives are executed in consistent, timely intervals to keep you on pace and consists of the following:

- Periodic Support Review (PSR): A quarterly report of your cases, problems, changes, and real availability, including service metrics, instance performance data, and upgrade and patch information.
- Outcome Performance Review (OPR): A progress review to assess how well success metrics align with target improvements outlined in the [Value blueprint](#).
- Quarterly Impact Review Executive Briefing (QIR Executive Briefing): A strategic level conversation with customer executives that focuses on the outcomes and value that Impact is delivering towards achieving your business priorities, including holistic support and value realization reviews.

i Note:

Some Foundations may be re-invoked upon request during the Steady State phase as an Accelerator. For more information on the operating model, reach out to your Impact Squad.

This phase Includes regular checkpoints to keep your Impact plan on track. A sequence of success focus areas or services and resources are utilized to achieve the desired outcomes. Checkpoints help to maintain alignment with the Impact plan and success methodology and can continue monthly or quarterly for ongoing maintenance and success.

Group Views

Impact enables multiple stakeholder groups within your organization to lead their own digital transformation.

For example, both your IT and Finance departments are able to define their own business objectives with Impact and present them to their respective leadership.

A stakeholder group is defined as the following:

- A logical, customer-defined group of customer stakeholders who share business objectives for the purposes of consuming the Impact product, for instance, HR and Finance.
- A subset of groups or equal to a single account; a Stakeholder Group may not include multiple accounts.
- An instance could be associated to one or more stakeholder groups.

Key benefits

- The Impact experience can be managed across your Group Views with the Impact Squad, including stakeholder groups and instances. Your customer homepage is personalized to the stakeholder groups relevant to you.
- Impact helps you accelerate your stakeholder groups' business objectives and manage value for these groups, including the initiatives and activities that contribute toward your Value Journey.
- Capabilities map is available on an instance level and shows capabilities maps for instances that are associated to stakeholder groups. Work with your Impact Squad to define for which instance a capabilities map will be created.

- Product Adoption Roadmaps can be associated to a stakeholder group making it easier to manage your roadmaps. See [Product Adoption Roadmaps](#) for more information.
- You can filter across stakeholder groups and instances and display a combined view of Impact across your organization.

Getting started

Start a conversation with your [Impact Squad](#) to learn more and to enable the Group Views functionality.

i Note:

As a start, this functionality is available to limited customers. Discuss with your Impact Squad to learn more.

Impact Squad

Your Impact Squad is a team of on-demand experts who work with you to take on your teams unique transformation challenges.

Impact Squad Members

Title	Role
Customer Success Manager	The main point of contact, curating and coordinating content, best practices and recommendations based on your organizational goals and ServiceNow product mix. Your advocate for business value that delivers: • Impact Foundations • Customer Impact Plan • Impact Accelerators • Training and initiative recommendations
Success Architect	An accomplished digital transformation leader advising on strategy, governance, value management and program management to enable you to achieve desired business outcomes. Drawing on insights from scores of successful engagements, they specialize in advising customers on key transformation decisions throughout your ServiceNow journey, as follows:

Impact Squad Members (continued)

Title	Role
	• Drives your ServiceNow transformation strategy and roadmap to achieve your desired business outcomes. • Identifies the right implementation plan and partner strategy to ensure to accelerate your desired outcomes. • Builds appropriate program governance and capabilities to realize program success and drive user adoption. • Uses value management to measure your progress and strengthen your digital transformation comes. • Coordinates ServiceNow experts and resources to realize enduring success.
Platform Architect	Extends beyond technical expertise with proven management consulting and professional services experience to guide you with technology strategy and governance, as well as provide actual solution design and architecture as follows: • Establishes an enterprise-wide technical architecture and implementation strategy to set the foundation for enduring success. • Drives standardization and best practice platform management, enabling you to focus on value delivery. • Institutes technical governance to optimize platform performance and minimize long-term technical risk. • Enables rapid upgrades to new features and innovation that drive new value. • Builds a platform team focused on delivering value and innovation.
Support Account Manager	Provides support services and platform performance management, such as enhanced support and driving activities like operational reviews, performance reports, case management, and more as follows: • Bi-weekly operational reviews • Monthly performance reports • Quarterly periodic support reviews • Case management and escalations • Problem management and reporting

Impact Squad Members (continued)

Title	Role
	• Change management and reporting • Upgrade and patch planning and oversight

Impact Digital Experience

The Impact Digital Experience is a centralized, interactive portal where you can access your Impact tools and benefits.

Overview

Tailored to your organization and role, ServiceNow Impact delivers personalized value guidance where you get relevant and immediate access to the right content, at the right time, in a visually compelling digital experience. Track progress against your outcomes, share insights and industry benchmark comparisons, and make data-driven decisions to optimize the journey.

Built on the ServiceNow AI Platform, Impact leverages the breath of machine learning automation and analytic capabilities to help you realize value faster with preventative controls, proactive recommendations, and AI-enabled suggestions and alerts for platform health and optimization.

Included at the Guided, Advanced, and Total levels, the Impact Digital Experience is your centralized hub for all things Impact. With the Impact Digital Experience you can:

- Engage with your Impact Squad, a set of experts here to help you with achieving your business goals.
- Make better decisions throughout your ServiceNow journey with AI-powered tools and real-world expert recommendations.
- Check that you're on the right track for success with our Business and Tech KPI metrics.
- Stay proactive with preventative measures and safeguards that protect and guide your digital value realizations.

i Note:

Your Impact Squad sends you login information to access your Impact portal.

Homepage



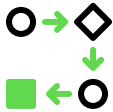
Note:

Portions of the Impact Digital Experience may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal#use)

Impact navigation menu options

	Menu	Details
	Activity Center	- Collaborate with your Impact squad and get a comprehensive view of all the activities supporting your Value Journey, including conversations, tasks, notifications, files, and meetings. All Recommendations: Tailored recommendations that help you reach your business#objectives faster.
	Initiatives & Accelerators	Initiatives catalog: Actionable engagements and workstreams that support your digital transformation. Accelerator catalog: Fixed-scope offerings with experts behind each option to quickly provide value exactly where you need it

Impact navigation menu options (continued)

	Menu	Details
	Platform Health	Platform Health shows how closely you're aligned to ServiceNow technical best practices and give recommendations for improvement: • Impact Developer Support: Offered with Advanced and Total Impact packages that provide administrators and authorized users access to a ServiceNow Support Engineer to assist in troubleshooting technical issues around existing platform customizations. • Impact Instance Observer: An observability and performance monitoring tool that empowers you to track your instance health and performance • HealthScan: A diagnostic tool that helps you understand the current health of your instance, identify potential issues and setbacks, and take quick corrective action These features become available after completing the Impact Foundations phase.
	Value Journey	Provides a closer look at the following: • Value blueprint: Captures your business objectives, which are high-level goals tied to measurable outcomes that help illustrate value over time. • Business value reports: At the end of the year, or your alternative reporting period, your Impact squad performs a Value Realization Assessment and capture the data in a Value Report.
	Product Adoption	View your capabilities, product adoption roadmaps, and subscriptions for your ServiceNow instance: • Capabilities maps: See the applications, or capabilities, at your disposal for achieving your business objectives. • Product Adoption Roadmaps: View a recommended implementation sequence for your capabilities organized into specific phases for optimal implementation. • Subscriptions: See a list of your subscriptions for all of your instances and the applications that you're entitled to.
	Benefits & Usage	Assists you to access ServiceNow resources available to you, including case studies, learning opportunities, developer support, Now Community, and more.

Important:

In order to access various levels of Impact, a role must be assigned to you. Your Impact Administrator can assign the appropriate roles to you. See [Impact User Management](#) for additional information.

Impact Digest

Impact Digest is generated automatically on the second Tuesday of every month and offers a personalized Impact consumption snapshot with curated content from Customer Support Managers (CSMs) on ServiceNow products, and Impact content. With manual curation of content by a CSM Newsletter team, based on Impact Squad's opted topics and insightful consumption statistics, recognize and celebrate the Impact journey every month. Access your goals and improve platform health, product adoption, and increase value realized.

Impact Admin Center Integration

Access Admin Center from Impact that enables admins and instance owners with self-service adoption guidance and recommendations to simplify application installation. See more information at [Admin Center](#) .

Activity Center

The Activity Center provides a comprehensive view of all the activities supporting your day to day journey with Impact.

Review outstanding notifications for your key Impact activities and deliverables that need your attention, such as tasks, recommendations, and communications. You can go directly to the record and take action. Sort by upcoming activities or view a report, such as a capability map or HealthScan report. Access your Value Journey snapshot, view your overview of Impact feature usage, and your learning credit balance.

Activity Center ▾
Initiatives & Accelerators ▾
Platform Health ▾
Value Journey ▾
Product Adoption ▾


Key activities

Activities and deliverables that need your attention.

Upcoming activities
Reports

Stakeholder group: ⓘ All selected ▾


Test task
Due in 4 days

Assigned to  Ch Ellis

[Mark as complete](#) ⓘ


Welcome to the Adoption Accelerator
Due in 5 days

Assigned to 

[Mark as complete](#) ⓘ


Recommendations

Training, accelerators, and next best steps for you and your organization.

Activity Center components

Section	Use
Conversations	Scan all conversations you are included in. Start a conversation any time to ask a question or get advice from your Impact squad.
All recommendations	View recommendations from your Squad. See All Recommendations for additional information.
Tasks	See and manage work items you are responsible for. Also create tasks and assign them to others.
Calendar	See upcoming Impact related events, such as meetings, assessments, and goals.
Activity log	See your team's latest activities and how they support your value journey. All activities, conversations, meetings and tasks are consolidated into one page for ease of access.
Files	Access Impact related documents in one place. View, edit, and upload files for you and your team.

Note:

Activities available may differ between Impact subscription levels.

All Recommendations

View AI driven and expert suggested recommendations for training, content, and experts-on-demand offerings.

Conversations
All recommendations
Tasks
Calendar
Activity log
Files

Your Personalized Recommendations

AI-driven and expert suggested recommendations for training, content, and experts-on-demand offerings

Assign ServiceNow developer training to key platform team...

This course will help your admin team be more confident when navigating the new...

SA

Training

Implement virtual agent for ITSM to increase your business...

Virtual agent can help automate repetitive, simple tasks so your agents can focus on...

CL

Accelerator

Participate in Champions Enablement program and learn...

As an Impact Advanced customer, this is one of your perks and I strongly recomme...

CL

Customer Experience

Unutilized Instance Observer Seats

Instance Observer (IO) is an observability and performance monitoring tool that empowers yo...

New

Usage

You have an opportunity to improve your CMDB health.

We noticed that you have an opportunity to improve your CMDB health. This...

CL

Accelerator

Time to review your Healthscan scorecard

It's been 4 months since we last spoke about HealthScan. Let's see what has...

Accepted

JD

Professional Service

Invite the Customer to an upcoming Strategic Event.

Customer did not attend the Strategic event

SA

Community

Register for Knowledge 2024 and get early bird access to...

As an Impact Advanced customer, this is one of your perks and I strongly recomme...

CL

Community

- Rule-based recommendations:
 - A framework that gives Business users a control over configuring and enriching recommendations, including the ability to define their scope.
 - Create new recommendation types using existing data within Impact at a predefined frequency as well improve the quality of existing recommendations.
- Content recommendations:
 - View Now Create content that is popular among similar users on the Impact Homepage.
 - Provide feedback on the recommended content.

Filter for specific recommendations and publish contextual recommendations or clean-up unused recommendations.

Initiatives & Accelerators

Initiatives are the actionable engagements and workstreams that support your digital transformation. Impact Accelerators are fixed-scope offerings with experts behind each option to quickly provide value exactly where you need it.

Initiatives

Your Impact squad recommends Initiatives that are right for you, typically shared by you and your squad.

Initiatives catalog



Initiatives can range from advisory sessions to Squad-led engagements.

Accelerators

With Impact Accelerators, you receive:

- Valuable information, recommendations, and insights in a short timeframe, so you get value quickly.
- Expert attention on specific goals such as upgrade readiness, product adoption, and more.

Accelerator availability is defined by your Impact Package and is classified into one of three sub-catalogs, Architecture, Strategy, and Technical Accelerators.

Architecture Accelerators



Strategy Accelerators



Technical Accelerators



Gain a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.

Go deeper on organizational and governance best practices with the ServiceNow platform and upskill your team to enhance business performance and drive success.

Accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices.

Accelerator catalog



Browse the complete Accelerator catalog that combines all three sub-catalogs into one consolidated list.

Recommendations

When requesting an Accelerator, in addition to the sub-catalog, Accelerators can also be sorted by recommendations. Accelerator recommendations are generated based on customer context using data gathered from product subscriptions, business objectives, instance data, and peer comparisons. Some of the recommendations are generated by the Artificial Intelligence (AI) engine, while the Impact squad manually recommends others. See [Request an Accelerator](#) for additional information for engaging Accelerators.

Manage Initiative and Accelerator permissions

Review and approve Initiative and Accelerator activities access using **Manage Permissions**.

About this task

If you have pending Initiatives and Accelerators that require permissions to be granted, a message displays on the Impact homepage that directs you to **Manage Permissions**.

You have new permissions pending. View more details in [Manage Permissions](#).

The following table contains available consent statuses and actions.

Status	Description	Available Actions
Pending	A requested activity is waiting approval to be started	• Approve • Decline
Accepted	A requested Initiative or Accelerator has been approved and may be started. A permissions authorizer may revoke permission.	Revoke Permission: The user will not be able to start the initiative.

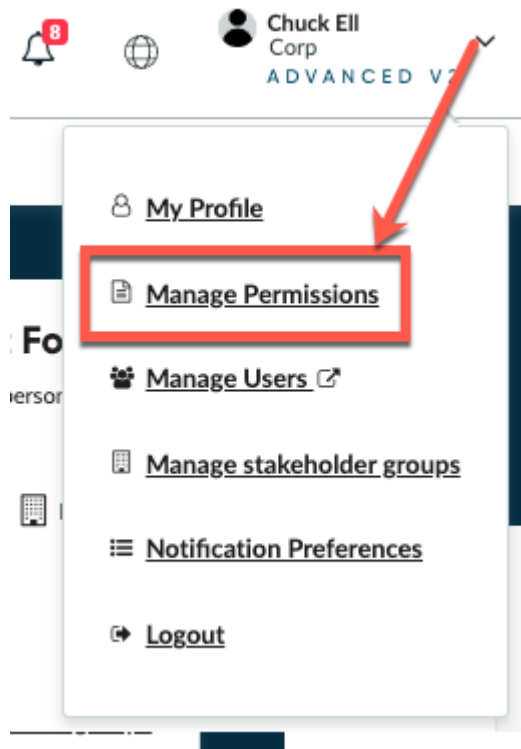
Status	Description	Available Actions
Declined	A requested Initiative or Accelerator has been declined and may not be started	Update Permission: Grant permission to the activity to confirm permission.

Before you begin

Role required: Impact Permissions Authorizer

Procedure

1. Navigate to **Impact > <Your> profile > Manage Permissions** or select **Manage Permissions** from the homepage banner.



Manage Permissions opens and you can filter the list by entering in the name of the Impact activity in the **Search** field or by **Consents** status.

2. Manage activity permission records on this page.

- a. Select **Update Permission** or **Revoke Permission** to change the permissions for an Accelerator or Initiative, if previously declined or approved.
- b. Select **Accept** or **Decline** to approve or deny a pending request.

[Home](#) > Manage Permissions

Manage Permissions

These initiatives include activities that require your permission to start. Declining permission may limit your squad's ability to complete the initiatives.

Search

Filter by

All consents

Jumpstart Your Upgrade

Activities: Instance Clone, Detailed HealthScan

☐ Pending

Decline

Accept

[View terms & conditions](#)
[View initiative details](#)

TuneUp Your Security

Activities: Welcome to TuneUp Your Security, Prepare and Schedule TuneUp Your Security Session, TuneUp Your Security Coaching Session 1, Accelerator request received, TuneUp Your Security Coaching Session 3 (Optional), Your Security Coaching Session 2

✖

Declined by TestConsent ImpactAdminXueti on 2023-01-21

Update Permission

[View terms & conditions](#)
[View initiative details](#)

Health Assessment – Advanced

Activities: PA submits HealthScan scan request

✔

Accepted by Ke Shah on 2023-10-03
Expires on 2024-06-29

Revoke Permission

[View terms & conditions](#)
[View initiative details](#)

What to do next

Once permission has been granted, the Accelerator is active for users to start.

Accelerators that require additional permissions prompt to update the

TuneUp Your Security

 Update permission in [Manage Permissions](#) to start.

Guidance on platform security

Impact Impact Accelerator

Estimated duration 30 Days

[See Details](#)
[Start Initiative](#)

permissions.

Accelerators that have been granted permissions will display as such.

The option to **Start Initiative** becomes

TuneUp Your Virtual Agent

 This initiative was already [granted permission](#).

Guidance on fine-tuning ITSM Virtual Agent to optimize value

Estimated duration 90 Days

[See Details](#)
[Start Initiative](#)

available.

Note:

Some Impact Accelerators and applications contain additional Terms & Conditions beyond those described in a Customer's Impact package definitions. U.S. Public Sector customers: As part of ServiceNow's mission to continually deliver the best customer experience and as part of the evolution of the Impact packages, certain Impact deliverables, Impact Accelerators, or other Impact components require supplemental terms and conditions because of the manner in which they operate.

Initiatives catalog

Initiatives are the actionable engagements and workstreams that support your digital transformation.

- **Your initiative:** Initiatives that are delivered as part of your package entitlement
- **Initiatives roadmap:** Captures the work that other teams are doing in a consolidated view of all workstream initiatives that are underway

Access to Expertise



Seek feature guidance and the most effective path forward provided by subject matter experts.

Get started with Developer Support



Gain an understanding of the Developer Support offering and identification of named contacts for requesting Developer Support.

Preventive Care



A premium, engineer-led diagnostic of instance performance executed quarterly.

Access to Expertise

The Access to Expertise Initiative connects Impact customers to ServiceNow subject matter experts via personalized virtual coaching sessions.

Overview

Access to Experts sessions offer specialized guidance on various ServiceNow product topics, aimed at accelerating value realization and outcomes on the ServiceNow platform.

Receive prescriptive and actionable guidance on effective strategies to address platform obstacles, processes, and workflows.

An intelligent intake experience matches Impact Customers with suitable experts for tailored sessions aligned with your needs and platform lifecycle stage. Each request focuses on addressing one specific topic or application area per session.

Note:

This Initiative is exclusively available as a restricted release in Impact Advanced and Total packages to select Impact squads and customers with the May 17, 2024 Impact SKUs.

Topics

Topics covered will primarily focus on the ServiceNow platform, with the potential to include discussions on the following:

- Automated Test Framework (ATF)
- Customer Service Management (CSM)
- IT Operations Management (ITOM)
- IT Service Management (ITSM)
- Platform upgrades
- Reporting, Performance Analytics
- Service Portfolio Management
- Virtual Agent, Now Intelligence (AI)

Request examples

Topic	Example topics or questions
Leading Practices	• IRM Auditing: General guidelines for conducting Information Risk Management audits to enhance security and compliance. • Policy and Compliance Risk Management: General guidelines for ensuring compliance and managing risks effectively within policy frameworks.
Technical How-To	How can we create a mapping in Extract Transform Load (ETL) map assistant for a custom table, such as a PC Hardware table?
Product Capability Overview	How should publisher part numbers be identified and how are software models created automatically in Software Asset Management (SAM)?
Data Model Overview	How do you best build out the Configuration Management Database (CMDB) data model to coincide with the Common Service Data Model (CSDM) service mapping?
Implementation Guidance	How do you set up the workflow for Mobile barcode scanning upon initiation of a request?

Submit queries with detailed information using an intake form. See [Request Access to Expertise](#) for details on entering the request.

Request Access to Expertise

Use the Access to Expertise Initiative to connect to ServiceNow subject matter experts via personalized virtual coaching sessions.

Before you begin

Role required: impact admin or impact platform owner

Procedure

1. Navigate to **Impact > Initiatives & Accelerators > General Initiatives > Access to Expertise**.
2. On the form, Set up initiative, fill in the fields.

Field	Description
Initiative title	Topic title
Start date	Requested start date
When do you need this by?	Preferred resolution date
Related business objective	Impact objective selected from the drop-down
Stakeholder group	Available for selection if stakeholder groups are enabled and configured
Instance type	Select if multiple instance types are available, such as production or sub-production
Which instance is this related to?	If multiple instances are available, the drop-down is enabled for selection
Phase of implementation that this request pertains to	Phase available in the drop-down

3. Select a **Primary category** on the form, What do you need help with?.
4. Fill out the fields on the Workflow and product details form.

Field	Description
Workflow	The name of the instance specific workflow from the drop-down
Product	The name of the specific instance product from the drop-down
Capability	The name of the specific Impact capability from the drop-down
Description	A very detailed description of the issue or question
Attach a file	Image or document to help clarify the request or explain the issue

5. Enter information of any progress you have made on the request in the What actions have you taken so far? form.
6. Select the technical lead and other important contacts to include for the request on the next form, Who else should be involved?.
7. **Submit** the form.
Members of the Impact squad will reach out to you to request additional information, next steps, or with a resolution to your inquiry.
8. Monitor the status and the related tasks in **Impact > Initiatives & Accelerators > Your initiatives**.

Get started with Developer Support

Get Started with Developer Support is an Impact Initiative that facilitates the understanding of the Developer Support offering and identification of named contacts for requesting Developer Support.

Overview

Get Started with Developer Support helps you expedite identifying technical stakeholder solutions to issues with access to Developer Support. The Initiative includes the following benefits:

- Enables a ServiceNow Support Account Manager (SAM) to help you determine the stakeholders to be named as contacts for Developer Support access
- Equips admins and developers with a streamlined method for resolving issues associated with existing customizations
- Provides access to a specialized subject matter expert (SME) to assist in troubleshooting customizations
- Delivers insights into customization scope, including business rules, UI (user interface) scripts, script includes, and UI macros
- Provides a review of up to 200 lines of custom code in a break-fix model

Developer Support is available in the Advanced and Total Impact packages and offers expert assistance in troubleshooting and debugging customization-related issues. For more information on Developer Support, see [Impact Developer Support](#).

Developer Support	Troubleshooting and assistance
Specialized SME	Specialized SME to help you troubleshoot your customizations
Broad scope	Customization scope, which includes business rules, UI scripts, script includes, and UI macros
Reviews actual code	Review of up to 200 lines of code
Priority 3 Service Level Agreement (P3- SLA)	Requests are handled on a P3 basis
Break-fix code only	Developer Support only troubleshoots custom code break-fix model and not a preventative model

What you get

Developer Support review session (30 minutes)

- Review of the Developer Support offering and what is in scope and out of scope
- Explanation of the exclusive access provided to the named contacts
- Identification of proper stakeholders to be named contacts for Developer Support
- How to add or edit named contacts for Developer Support
- Walk through of submitting a Developer Support request

Requested customer resources

Customer resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the system administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Recommended)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Subject Matter Expert(s) (Recommended)	Non-developers with strong knowledge of processes around customizations.

Exclusions and limitations

Get Started with Developer Support does not include:

- A detailed review of your data
- Technical, hands-on troubleshooting or configuration
- Solutioning and scoping related to performance data
- Decision making

Preventive Care

Preventive Care is a premium, engineer-led diagnostic of instance performance executed quarterly.

Overview

Preventive Care helps maintain optimal performance of large, strategic, ServiceNow implementations. Based around a quarterly deep dive into production instance health Preventive Care includes the following benefits:

- Enables ServiceNow performance experts to gain a holistic end to end view of instance performance by reviewing over 80 metrics covering all aspects of instance operation, including metrics that aren't normally visible to customer stakeholders.
- Delivers insights into instance and infrastructure health trends over time, such as size of instance, active user base, individual application performance.
- Uncovers areas of resource contention, performance degradation, or misconfiguration, that are actively impacting end-user experience or instance stability or scalability.
- Provides bespoke findings and ServiceNow leading practice recommendations designed to describe the root cause of issues, as well as suggesting potential steps for remediation.

- Helps grow technical stakeholder knowledge to develop and support the ServiceNow platform.
- Allows direct partnership between technical stakeholders and ServiceNow performance experts to discuss findings, and, where necessary, assist with implementation of improvements.

Note:

Preventive Care is an add-on package available for Total customer with activation. Contact your Impact Customer Success Manager for additional information.

Quarterly phases

Each quarterly Preventive Care engagement includes three phases:

1. Performance Engineer-led diagnostic:
 - a. A routine quarterly check-up cadence to review customer instance performance, platform health, and progress over time
 - b. Access to a senior ServiceNow performance engineer who will help identify and track performance and database improvements
2. Presentation to customer stakeholders: Proactive recommendations to highlight and review specific issues with instance performance and infrastructure and database efficiency and cost
3. Guided Remediation: A focused remediation plan that provides hands-on, guided help to steer a customer through making improvements



Note:

Offered pursuant to the applicable legal description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get

Customer Kick-off session (Cadence occurs as needed)

- Walk-through process, timelines, and scope of engagement
- Confirm timezones for working alignment
- Understand any specific performance or scalability issues
- Reiterate any time or resource requirements from the customer

Quarterly Preventive Care Findings Report

Review and discuss the following:

- Holistic assessment of overall instance health and performance
- Instance performance trends

- Prioritized recommendations to improve instance health and performance
- Guided implementation of recommendations, including potential third party components

Preventive Care Engagement Closeout Report

Includes the following:

- Summary of implemented recommendations at engagement close
- Recap of any recommendations where implementation is outstanding
- Post-implementation performance improvement metrics for completed recommendations

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Recommended)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Subject Matter Expert(s) (Recommended)	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.

Exclusions and Limitations

Preventive Care is limited to the following:

- Preventive Care activities are performed quarterly.
- Executed against a single, customer-nominated production instance.
- Preventive Care engineer assistance deployment is limited for up to four weeks, following delivery of the Preventive Care report.
- Commercially reasonable assistance on custom or third party components.
- Preventive Care Engineering does not replace normal technical support function nor take ownership of support cases not linked directly to the four week Preventive Care engagement.

Accelerator catalog

This is a complete Impact Accelerator catalog that combines the Architecture, Strategy, and Technical sub-catalogs.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✓ = Includes unique accelerator-specific features
- ⊕ = Includes additional unique accelerator-specific features

Note:

U.S. Public Sector (USPS) customers: As part of ServiceNow's mission to continually deliver the best customer experience and as part of the evolution of the Impact packages, certain Impact deliverables, Impact Accelerators, or other Impact components require supplemental terms and conditions because of the manner in which they operate. The US Public Sector Accelerator provides U.S. Public Sector customers an option to leverage aspects of these Accelerators without the need to accept the supplemental terms and/or in scenarios in which an environment may have serviceability restrictions.

Accelerators that offer USPS specific versions for the respective packages are indicated with ** in the table.

Consumption model

According to your Impact package, Guided, Advanced, or Total, you may consume a fixed number of Accelerators simultaneously.

Total concurrent Accelerators per Impact package and sub-catalog

Package	Total concurrent Accelerators	Concurrent consumption per sub-category		
		Strategy	Architecture	Technical
Total	Six	Two	Two	Two
Advanced	Three	One	One	One
Guided	One at a time across one catalog			

Note:

Refer to the [Impact releases](#) page to access the current release notes to identify the most recently added or updated Accelerators.

Architecture Accelerators

[Architecture Accelerators](#) provide a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Architecture Blueprint		#	✓
Artificial Intelligence Readiness Assessment		#	#
Common Service Data Model (CSDM) Assessment-Application Services (Crawl) - Advanced		#	
Common Service Data Model (CSDM) Assessment- Total			#
Common Service Data Model (CSDM) Assessment - Foundation Data - Advanced		#	
Data Management and Governance		#	#
Design Review		#	✓
Health Assessment	#	✓	+
Integration Strategy		#	✓
Multi-instance Topologies		#	#
Technical Governance		#	#
UX Design: Employee Center		#	#
UX Review: Employee Center		#	#

Strategy Accelerators

Use [Strategy Accelerators](#) to go deeper on organizational and governance best practices with the ServiceNow platform and upskill your team to maintain business performance and drive success.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Adoption Accelerator		#	#
Center of Excellence & Innovation Design		#	✓
Center of Excellence and Innovation Maturity Assessment Accelerator		#	#
Certification Exam Preparation Accelerator		#	#
Champion Engagement		#	✓
Citizen Development Program Design		#	#

Accelerator and supported Impact package (continued)

Accelerator	Guided package	Advanced package	Total package
Customer Service Management Product Maturity Assessment		#	#
Develop Partner Strategy		#	✓
HRSD Maturity Assessment		#	#
ITSM Maturity Assessment		#	#
On-Demand Value Report	#	✓	✓
Portfolio Governance		#	#
Project Portfolio Management Maturity Assessment		#	#
ServiceNow Governance			#
Staffing and Roles Review		#	✓
Strategy Governance		#	#
Success Readiness Assessment (SRA)		#	#
Training Strategy Assessment		#	#
Vision & Strategy		#	✓

Technical Accelerators

Technical Accelerators accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices. The Accelerators are delivered by the Impact Squad and technical consultants, as necessary.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Access to Experts		#	#
Expert Connect		#	#
Introduction to Instance Observer-Guided	#		
Jumpstart Your AI Search **	#	#	#
Jumpstart Your App Engine **	#	#	#
Jumpstart Your Automated Testing **	#	#	#
Jumpstart Your CMDB	#	#	#
Jumpstart Your Employee Center **	#	#	#
Jumpstart Your Generative AI	#	#	#
Jumpstart Your Migration of Platform Analytics	#	#	#

Accelerator and supported Impact package (continued)

Accelerator	Guided package	Advanced package	Total package
Jumpstart Your Multi-lingual Virtual Agent**	#	#	#
Jumpstart Your Natural Language Understanding	#	#	#
Jumpstart Your Platform Analytics	#	#	#
Jumpstart Your Predictive Intelligence		#	#
Jumpstart your Service Operations Workspace**	#	#	#
Jumpstart Your ServiceNow AI Journey			#
Jumpstart Your Strategic Portfolio Management – Planning Workspace	#	#	#
Jumpstart Your Success Dashboard **	#	#	#
Jumpstart Your Task Intelligence	#	#	#
Jumpstart Your Upgrade**	#	#	#
Jumpstart Your Virtual Agent**	#	#	#
TuneUp Your AI Search		#	#
TuneUp Your CMDB	#	#	#
TuneUp Your Hardware Asset Management	#	#	#
TuneUp Your IT Asset Management	#	#	#
Tuneup Your ITOM Discovery	#	#	#
TuneUp Your Platform Analytics	#	#	#
TuneUp Your Software Asset Management	#	#	#
TuneUp Your Security	#	#	#
TuneUp Your Virtual Agent - Assessment		#	#
TuneUp Your Virtual Agent – NLU (Natural Language Understanding)		#	#
TuneUp Your Virtual Agent – Performance Monitoring		#	#
TuneUp Your Virtual Agent – UX (User Experience)	#	#	#

Architecture Accelerators

Architecture Accelerators provide a foundational understanding of business outcome maturity with targeted recommendations on what to tackle next to unlock further value from the platform.

Accelerators available in each package

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Note:

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Accelerators that offer USPS specific versions for the respective packages are indicated with ** in the table.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Architecture Blueprint		#	✓
Artificial Intelligence Readiness Assessment		#	#
Common Service Data Model (CSDM) Assessment-Application Services (Crawl) - Advanced		#	
Common Service Data Model (CSDM) Assessment- Total			#
Common Service Data Model (CSDM) Assessment - Foundation Data - Advanced		#	
Data Management and Governance		#	#
Design Review		#	✓
Health Assessment	#	✓	⊕
Integration Strategy		#	✓
Multi-instance Topologies		#	#
Technical Governance		#	#

Accelerator and supported Impact package (continued)

Accelerator	Guided package	Advanced package	Total package
UX Design: Employee Center		#	#
UX Review: Employee Center		#	#

Artificial Intelligence Readiness Assessment

The Artificial Intelligence (AI) Readiness Assessment Accelerator provides an assessment and guidance related to your readiness to start adopting ServiceNow AI capabilities.

Overview

This Accelerator provides you with an assessment and guidance on your readiness for a selected set of ServiceNow artificial intelligence capabilities. Some example capabilities include:

- AI Search
- Issue Auto Resolution (ITSM, HRSD)
- Predictive Intelligence
- Task Intelligence (ITSM, CSM)
- Document Intelligence
- ServiceNow's Gen AI Now Assist capabilities for ITSM, CSM, HRSD, FSM, ITOM, and Creator, such as:
 - AI Search Genius Results
 - Notes summarization
 - Chat summarization
 - Resolution notes generation
 - Alert summarization
 - Creator code development assistance

Your Impact Squad provides guidance based on your responses to an AI Readiness Self-assessment that highlights key readiness criteria related to your selected ServiceNow AI capabilities.

See [Enable AI experiences](#)  for additional information on ServiceNow AI-based tools.

** Note:**

This Accelerator is available for Impact Advanced and Total packages.

What You Get** Important:**

Your Squad will request that you complete a provided intake questionnaire in preparation for the Introduction Session as part of the Accelerator initiation.

The Accelerator activities are led by your Platform Architect (PA).

Introductory Customer Session (up to 120 minutes)

- Review the initiative approach and your objectives
- Establish clear expectations regarding the process and your participation, along with the level of detail for the deliverable
- Review the ServiceNow AI Blueprint and provide an orientation to selected ServiceNow AI capabilities
- Request that you complete an AI readiness self-assessment related to your selected ServiceNow AI capabilities

AI Readiness Self-assessment Analysis

Your PA reviews and analyzes your AI Readiness Self-assessment and information gathered from the Introduction Session to prepare recommendations

Customer Recommendation Session (up to 120 minutes)

- Lead a discussion that reviews your readiness for your selected ServiceNow AI capabilities
- Provide guidance and discusses next steps to further your AI readiness

Follow-up Customer Session (optional upon customer request - up to 60 minutes)

Opportunity for Q&A related to the AI Readiness Assessment guidance

AI Readiness Deliverables

- Workshop slides
- AI Readiness Self-assessment on selected AI capabilities
- Guidance to improve your AI readiness
- Recommended next steps

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
Enterprise Architect Lead (Required)	Responsible for overall enterprise architecture, strategy, and governance.
Technical Architect Lead (Required)	Responsible for overall technical architecture.
ITSM Process Owner (Optional)	Owns the ITSM process(es) related to the service, or ancillary process. Defines agent incident handling process. Provides requirements for ITSM solution.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Customer Service Management (CSM) Process Owner (Optional)	Owns the CSM process(es) related to the service, or ancillary process. Defines agent case handling process. Provides requirements for CSM solution. Responsible for defining document processing processes.
Human Resources Service Delivery (HRSD) Process Owner (Optional)	Owns the HRSD process(es) related to the service, or ancillary process. Defines agent case handling process. Provides requirements for HRSD solution. Responsible for defining document processing processes.
Field Service Management (FSM) Process Owner (Optional)	Owns the FSM process(es) related to the service, or ancillary process. Defines FSM case handling process. Provides requirements for FSM solution.
Finance / Supply Chain Process Owner (Optional)	Responsible for defining document processing processes (e.g., drafting and inputting purchase orders into ERP system).
ServiceNow Development Owner (Optional)	Owns the ServiceNow developer tools and development processes. Includes building process flows. Identifies automation opportunities.

Requested Information / Access

- Your Intake Questionnaire to be completed at least one week in advance of the Customer Introductory Session
- Your AI Readiness Self-assessment to be completed at least one week in advance of your Customer Recommendation Session
- Impact materials, such as:
 - Customer Impact Plan
 - Architecture Blueprint
 - Value Blueprint
 - Capabilities Maps
 - Product Adoption Roadmap

Exceptions

This Accelerator does not include:

- Developing an AI implementation roadmap
- AI solution design
- Implementation of AI capabilities
- Technical troubleshooting or remediation of AI capabilities

Architecture Blueprint

Architecture Blueprint – Advanced

The Architecture Blueprint – Advanced Accelerator provides guidance and insights to develop your Architecture Blueprint artifacts.

Overview

The Architecture Blueprint - Advanced Accelerator provides Impact Customers with example architectural artifacts to support your current ServiceNow environment in order to gain an understanding of the core ServiceNow data architecture, application architecture, and technology infrastructure architecture. An Architecture Blueprint aims to provide you with clear visibility into your ServiceNow architecture to enable more effective platform management, governance, and decision making.

i Note:

This Accelerator is available for the Impact Advanced package.

What you get

Alignment Customer Meeting (up to 90 minutes)

- Introduce Architecture Blueprint Accelerator
- Set expectations on process and depth of initiative
- Introduce three architecture categories:
 - Data Architecture
 - Application Architecture
 - Technology Architecture
- Introduce three forms of architecture artifacts:
 - List (aka Catalog)
 - Table (aka Matrix)
 - Diagram
- Communicate expectations for Customer participation
- Define scope in reference to the current architecture implementation and state
- Identify participant roles for the working meetings, per the defined scope
- Request the completion of an intake questionnaire, and any other necessary inputs. See the [Requested information/access](#) section for examples.

Three Customer Working Sessions (up to 120 minutes each)

- Introduce Architecture Blueprint and Accelerator to Working Session participants
- Introduce Architecture Blueprint categories, per the defined scope
- Introduce Architecture Blueprint guiding principles, per the defined scope.
- Collaborate with a Platform Architect to identify relevant example templates, per the defined scope, and with guidance from the Platform Architect, discuss Stakeholder needs and start to fill out template content.
- Discuss the next steps for you to continue refining your templates following the conclusion of the initiative

Follow-up Customer Session (optional upon Customer request - up to 60 minutes)

Opportunity for Q & A related to the Architecture Blueprint guidance

Architecture Blueprint Deliverables

- Workshop slides
- Architecture Blueprint templates that have been started with guidance from and in collaboration with your Platform Architect
- Library of Architecture Blueprint example templates to continue building out your ServiceNow Architecture Blueprint artifacts

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner / Designee (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
ServiceNow Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Enterprise Architect(s) (Recommended)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Recommended)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Recommended)	Responsible for the subset of foundational data (e.g. Users, Groups, Locations, Companies, Departments, etc.).
Integration Data Owner (Recommended)	Responsible for one or more integrations (e.g. applications being integrated, data being passed, data flow, process flow, etc.).
Technical Governance Board Lead (Recommended)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Project Owner (Recommended)	Responsible for one or more projects (applications being integrated, data being passed, data flow, process flow, etc.). Define and communicate project where data can be impacted for quality, security and risk.
ServiceNow Development Lead (Recommended)	Leads development on the ServiceNow platform.
IT Risk and Compliance Lead (Recommended)	Ensures the organization's security protocols and best practices are followed within the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Security Architect (Recommended)	Responsible for designing, building, testing, and implementing security systems within an organization's IT network.
Application Owner / Manager (Recommended)	Owns and defines data and process flows for a particular process / product (aka application).
Master Services Provider / Delivery Vendor Lead (Recommended)	Leads 3rd party development and / or delivery services.

Requested information / access

- Organization, data, application, integration, process and operating documentation. Specific information request will depend on the defined scope for each initiative delivery.
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance.

Exclusions

- Enterprise Architecture
- Develop detailed architecture blueprint for your ServiceNow applications
- Design your detailed data model
- Develop detailed technical integration specifications
- Develop your detailed application development code release flow

Architecture Blueprint – Total

The Architecture Blueprint – Total Accelerator provides guidance and insights to develop your Architecture Blueprint artifacts.

Overview

The Architecture Blueprint - Total Accelerator provides Impact Customers with example architectural artifacts to support your current ServiceNow environment in order to gain an understanding of the core ServiceNow data architecture, application architecture, and technology infrastructure architecture. An Architecture Blueprint aims to provide you with clear visibility into your ServiceNow architecture to enable more effective platform management, governance, and decision making.

** Note:**

This Accelerator is available for the Impact Total package.

What you get**Alignment Customer Meeting (up to 90 minutes)**

- Introduce Architecture Blueprint Accelerator
- Set expectations on process and depth of initiative
- Introduce three forms of architecture categories:

- Data Architecture
- Application Architecture
- Technology Architecture
- Introduce three forms of architecture artifacts:
 - List (aka Catalog)
 - Table (aka Matrix)
 - Diagram
- Communicate expectations for Customer participation
- Define scope in reference to the current architecture implementation and state
- Identify participant roles for the working meetings, per the defined scope
- Request the completion of an intake questionnaire, and any other necessary inputs. See the [Requested information/access](#) section for examples.

Five Customer Working Sessions (up to 120 minutes each)

- Introduce Architecture Blueprint and Accelerator to Working Session participants
- Introduce Architecture Blueprint categories, per the defined scope
- Introduce Architecture Blueprint guiding principles, per the defined scope
- Collaborate with the Platform Architect to identify relevant example templates, per the defined scope, and with guidance from the Platform Architect, discuss Stakeholder needs and start to fill out template content
- Supplement the Working Sessions with additional one-on-one Platform Architect advisory time and artifact development assistance
- Discuss the next steps for you to continue refining your templates following the conclusion of the initiative

Follow-up Customer Meeting (optional upon Customer request - up to 60 minutes)

Opportunity for Q & A related to the Architecture Blueprint guidance

Architecture Blueprint Deliverables

- Architecture Blueprint workshop slides
- Architecture Blueprint templates that have been started with guidance from and in collaboration with your Platform Architect
- Library of Architecture Blueprint example templates to continue building out your ServiceNow Architecture Blueprint artifacts

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner / Designee (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
ServiceNow Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Enterprise Architect(s) (Recommended)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Recommended)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Recommended)	Responsible for the subset of foundational data (e.g. Users, Groups, Locations, Companies, Departments, etc.).
Integration Data Owner (Recommended)	Responsible for one or more integrations (e.g. applications being integrated, data being passed, data flow, process flow, etc.).
Technical Governance Board Lead (Recommended)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Project Owner (Recommended)	Responsible for one or more projects (applications being integrated, data being passed, data flow, process flow, etc.). Define and communicate project where data can be impacted for quality, security and risk.
ServiceNow Development Lead (Recommended)	Leads development on the ServiceNow platform.
IT Risk and Compliance Lead (Recommended)	Ensures the organization's security protocols and best practices are followed within the ServiceNow platform.
Security Architect (Recommended)	Responsible for designing, building, testing, and implementing security systems within an organization's IT network.
Application Owner / Manager (Recommended)	Owns and defines data and process flows for a particular process / product (aka application).
Master Services Provider / Delivery Vendor Lead (Recommended)	Leads 3rd party development and / or delivery services.

Requested information / access

- Organization, data, application, integration, process and operating documentation. Specific information request will depend on the defined scope for each initiative delivery.
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance.

Exclusions

- Enterprise Architecture
- Develop detailed architecture blueprint for your ServiceNow applications
- Design your detailed data model
- Develop detailed technical integration specifications
- Develop your detailed application development code release flow

Common Service Data Model Assessment Accelerators

These Accelerators provide insights into Common Service Data Model (CSDM) assessment.

- [Common Service Data Model \(CSDM\) Assessment - Foundation Data - Advanced](#)
- [Common Service Data Model \(CSDM\) Assessment-Application Services \(Crawl\) - Advanced](#)
- [Common Service Data Model \(CSDM\) Assessment- Total](#)

Common Service Data Model (CSDM) Assessment - Foundation Data - Advanced

This Accelerator provides guidance to assess and improve the Foundation Data that is part of your CSDM framework.

Overview

The Common Service Data Model Assessment - Foundation Data - Advanced Accelerator provides Impact Customers with leading practices content and prescriptive guidance on the CSDM - Foundation Data and how it supports processes within the ServiceNow Platform. Interactions with ServiceNow CSDM Subject Matter Experts and personalized content on CSDM for the Customer's organization are included.

For more information on the CSDM, see [Common Service Data Model](#) .

Note:

This Accelerator is available in the Advanced package.

What You Get

Introductory Customer Session (up to 120 minutes)

- Review initiative approach and set expectations on process and depth of deliverable
- Review customer's objectives for the initiative
- Communicate expectation for Customer participation

Note:

The CSDM - Foundation Data Assessment initiative requires active customer participation, and may require inclusion of a variety of customer roles to address the breadth of the CSDM Foundation Data's application across the organization.

- Review CSDM basics and CSDM - Foundation Data basics
- Request completion of intake questionnaire, CSDM Foundation Data self-assessment, and provide any other requested inputs

Customer Current State Working Session (up to 120 minutes)

- Discuss CSDM - Foundation Data current state
- Review leading practices content

CSDM Foundation Data Analysis

Platform Architect reviews and analyzes customer's intake questionnaire and CSDM Foundation Data Self-Assessment and prepares recommendations

Customer Recommendation Session (up to 120 minutes)

- Review leading practices content
- Present CSDM - Foundation Data recommendations
- Discuss possible next steps for execution and measurement

Follow-up Customer Session (optional upon Customer request (up to 60 minutes))

- Opportunity for Questions and Answers related to CSDM - Foundation Data
- Provide additional guidance on leading practices

CSDM Deliverables

- Workshop slides
- CSDM - Foundation Data Self-Assessment
- Recommended next steps

Requested Customer Resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of ServiceNow platform.
Enterprise Architect Lead (Required)	Responsible for overall enterprise architecture, strategy, and governance.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
CSDM Champion / Sponsor (Required)	Executive sponsor advocating for CSDM across the entire organization
CSDM Data Modeler / Manager (Required)	Maintains the accuracy and integrity of the CSDM, works with teams to certify data.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB, works with teams to certify data
Application Owner(s) (Optional)	Manages ServiceNow application(s) (e.g., ServiceNow HRSD owner).
Application Service Owner(s) (Optional)	Manages all applications across a given division (e.g., Incident management or HR application owner).
Process Owner(s) (Optional)	Owns the process(es) related to the service, or ancillary process. Defines process flow(e.g., ancillary processes such as: ITSM incident management, ITSM change management, HR employee onboarding, or Customer Service Management requests.)
Service Owner(s) (Optional)	Owns service. Monitors service performance, drives service changes, keeps service data up to date for those services that directly own foundational data like Human Resources, Customer Service Management, Financial Services, Field Services, or Facilities.
Technical Governance Board Lead (Optional)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Security Administrator (Optional)	Responsible for installing, administering, troubleshooting security capabilities and configuration that complies with Technical Governance guidance. Promotes adherence to security policies and procedures.
Master Service Provider/ Vendor Lead (Optional)	Include if customer is using a 3rd party development partner, and that partner is involved in design and/or development of applications and/or services leveraging CSDM framework capabilities.

Requested Information / Access

- CSDM Assessment Intake Questionnaire and CSDM - Foundation Data Self-assessment completed by Customer at least 1 week in advance of Customer Working Session (to be provided by the ServiceNow team)
- Current CSDM Data Model
- Impact materials such as Customer Impact Plan, Architecture Blueprint, Value Blueprint, Capabilities Map and Product Adoption Roadmap

Exceptions

This accelerator does not include the following:

- CMDB assessment
- Discoverable Configuration Items (e.g., servers, mobile devices, software, etc.)
- Assessing CSDM Application Services, Business Services, Technical Services, Portfolio
- Detailed CSDM model design review
- Technical troubleshooting of current implementation of CSDM framework
- Assessing CSDM Application Services, Business Services, Technical Services, Portfolio
- CSDM technical remediation
- Service Mapping troubleshooting
- Detailed review of technical governance processes

Common Service Data Model (CSDM) Assessment-Application Services (Crawl) - Advanced

This Accelerator provides an assessment and guidance for Common Service Data Model (CSDM) Crawl maturity, including Application Services and Business Applications.

Overview

Common Service Data Model Assessment – Application Services (Crawl) - Advanced provides Impact customers with an assessment and guidance based on leading practices related to the CSDM Application Services and Business Applications framework elements. Interactions with #ServiceNow CSDM Subject Matter Experts and personalized content on CSDM for your organization are included.

For more information on the CSDM, see [Common Service Data Model](#).

Note:

This Accelerator is available for the Impact Advanced package.

What You Get

The Accelerator activities are led by your Platform Architect.

Introductory Customer Session (up to 120 minutes)

- Review initiative approach and set expectations on process and depth of deliverable
- Review your objectives for the initiative
- Communicate expectations for participation

Note:

The CSDM Application Services Assessment initiative requires active customer participation, and may require inclusion of a variety of customer roles to address the breadth of the CSDM Application Services and Business Applications support across the organization.

- High level review of the CSDM framework and basic review of CSDM Application Services and Business Applications (Crawl maturity)
- Request completion of your intake questionnaire, CSDM Application Services and Business Applications self-assessment, and provide any other requested inputs

Customer Current State Working Session (up to 120 minutes)

- Discuss CSDM Application Services and Business Applications current state
- Review leading practices content

CSDM Self-Assessment Analysis

Your Platform Architect reviews and analyzes your intake questionnaire, CSDM self-assessment, and information gathered to prepare recommendations

Customer Recommendation Session (up to 120 minutes)

- Review leading practices content
- Review and discuss your tailored recommendations to enable you to best configure your Application Services and Business Applications
- Discuss possible next steps for execution and measurement

Follow-up Customer Session (optional upon Customer request (up to 60 minutes)

Opportunity for Questions and Answers related to the guidance provided and next steps

CSDM Deliverables

- Workshop slides
- CSDM self-assessment on CSDM Application Services and Business Applications
- Recommended next steps

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
CSDM Champion / Sponsor (Required)	Executive sponsor advocating for CSDM across the entire organization
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of ServiceNow platform.
Enterprise Architect Lead (Required)	Responsible for overall enterprise architecture, strategy, and governance.
CSDM Data Modeler / Manager (Required)	Maintains the accuracy and integrity of the CSDM, works with teams to certify data.
CMDB Manager (Required)	Maintains the accuracy and integrity of the CMDB, works with teams to certify data
Application Owner(s) (Required)	Manages ServiceNow application(s) (e.g., ServiceNow HRSD owner).

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Application Service Owner(s) (Required)	Manages all applications across a given division (e.g., Incident management or HR application owner).
Process Owner(s) (Optional)	Owns the process(es) related to the service, or ancillary process. Defines process flow(e.g., ancillary processes such as: ITSM incident management, ITSM change management, HR employee onboarding, or Customer Service Management requests.)
Service Owner(s) (Optional)	Owns service. Monitors service performance, drives service changes, keeps service data up to date for those services that directly own foundational data like Human Resources, Customer Service Management, Financial Services, Field Services, or Facilities.
Technical Governance Board Lead (Optional)	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Security Administrator (Optional)	Responsible for installing, administering, troubleshooting security capabilities and configuration that complies with Technical Governance guidance. Promotes adherence to security policies and procedures.
Master Service Provider/ Vendor Lead (Optional)	Include if customer is using a 3rd party development partner, and that partner is involved in design and/or development of applications and/or services leveraging CSDM framework capabilities.

Pre-requisite

The completion of the [Common Service Data Model \(CSDM\) Assessment - Foundation Data - Advanced Accelerator](#).

Requested Information / Access

- CSDM Assessment Intake Questionnaire and CSDM Application Services and Business Applications Self-Assessment completed by the Customer at least one week in advance of the Customer Working Session (to be provided by the ServiceNow team)
- Current CSDM Data Model
- Impact materials, such as the Customer Impact Plan, Architecture Blueprint, Value Blueprint, Capabilities Map, and Product Adoption Roadmap

Exceptions

This Accelerator does not include the following:

- CMDB assessment
- Discoverable Configuration Items (e.g., servers, mobile devices, software, etc.)
- High level CSDM model design assistance
- Detailed CSDM model design review
- Assessing CSDM Foundation Data

- Assessing CSDM Business Services, Technical Services, or Portfolio
- Technical troubleshooting of current implementation of CSDM framework
- CSDM technical remediation
- Service Mapping troubleshooting
- Detailed review of technical governance processes

Common Service Data Model (CSDM) Assessment– Total

Guidance to assess and improve the CSDM framework

Overview

CSDM Assessment provides Impact Customers with leading practices content and prescriptive guidance on the CSDM framework and how it supports processes within the ServiceNow AI Platform. It includes interactions with ServiceNow's CSDM Subject Matter Experts and a personalized assessment and associated content on CSDM for the Customer's organization.

What You Get

Introductory Customer Session (up to 60 min)

- Introduce the CSDM Assessment initiative
- Review initiative approach, scoping process, and depth of deliverables
- Communicate expectations for Customer participation; participation, request Customer participant contacts

***i* Note:**

The CSDM Assessment entails active Customer participation from a variety of customer roles to address the breadth of the CSDM framework's application across the organization.

- Request completion of information gathering questionnaire, materials, data, and any other inputs

Customer Kick-off Working Session (up to 2 hours)

- Review Customer-provided materials
- Introduce CSDM, Its Value and Potential
- Introduce the CSDM Assessment initiative. The Assessment dimensions include:
 - CSDM Maturity (Foundation Data, Crawl, Walk, Run, Fly)
 - People, Process, Technology
- Review initiative approach, scoping process, and depth of deliverables
- Discuss customer's objectives for initiative
- Discuss current state challenges and perceived obstacles
- Review CSDM Basics

Customer Current State Discovery Working Session (up to 1.5 hours)

- Discuss customer's CSDM Roadmap
- Discuss customer's identified top priority Applications and/or Services
- Review customer's CSDM data model related to top priority Applications and/or Services

Customer Scope Definition Working Session (up to 1.5 hours)

- Review CSDM Guiding Principles
- Define CSDM Assessment Scope taking into consideration the customer's Application/Service priorities and their current CSDM maturity level, and the following scope alternatives:
 - Foundation Data Assessment
 - Crawl Assessment
 - Walk Assessment
 - Run Assessment
 - Fly Assessment

CSDM In-Depth Assessment

- In-Depth Assessment activity for defined scope that includes assessment of People, Process, and Technology.
- The Assessment is performed by the Platform Architect in partnership with the Customer Platform Owner and related data, application, and/or service subject-matter-experts (SMEs).

Customer Review Session (up to 2 hours)

- Present CSDM Assessment findings
- Provide CSDM implementation recommendations
- Align CSDM recommendations with CSDM framework value and outcomes
- Discuss possible next steps for execution of recommendations and measurement of recommendation results

CSDM Assessment Deliverables

- Complete Working Session slide deck, including supplemental CSDM references
- Current State In-Depth Assessment spreadsheet – includes standard recommendations
- Action planning notes for next steps

Follow-Up Customer Session (optional upon Customer request- up to 60 min)

- Opportunity for Q&A related to CSDM
- Provide additional guidance on leading practices

Requested Customer Resources

Customer representatives will be involved, especially to facilitate access to ServiceNow records and/or tools that will be inspected as part of the CSDM.

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator- Required	Responsible for day-to-day administration & maintenance, including configuration and support.
Platform Administrator- Required	Responsible for day-to-day administration & maintenance, including configuration and support.
Enterprise Architect- Required	Drives strategic investment decisions by understanding Business capabilities.
CSDM Data Modeler / Manager- Required	Maintains the accuracy and integrity of the CSDM, works with teams to certify data.
CMDB Manager- Required	Maintains the accuracy and integrity of the CMDB, works with teams to certify data.
Application Owner(s)- Required	Manages ServiceNow application(s) (e.g., ServiceNow HRSD owner.)
Application Service Owner(s)- Required	Manages all applications services across a given division (e.g., ITSM or HR application services owner.)
Service Portfolio Owner(s)- Required	Owns a portfolio– collection of Services. Monitors portfolio performance.
Process Owner(s)- Required	Owns the process(es) related to the service, or ancillary process. Defines process flow(e.g. ancillary processes such as: ITSM incident management, ITSM change management, Employee onboarding.)
Technical Governance Board Lead– Required	Leads the technical governance board that establishes policies and procedures for data, security, development, change, and release.
Security Administrator- Required	Leads the administration of ServiceNow security configuration that complies with Technical Governance guidance.
Master Service Provider/Vendor Lead- Optional	Include if customer is using a 3rd party development partner, and that partner is involved in design and/or development of applications and/or services leveraging CSDM framework capabilities.

Requested Information / Access

- Organization Chart
- ServiceNow Roadmap
- CSDM (Technical) Applications and (Technical/Business) Services Roadmap
- CSDM Information Collection Questionnaire completed by Customer at least 1 week in advance of Customer Kick-off Working Session (to be provided by ServiceNow)
 - CSDM Data Model (template to be provided by ServiceNow)
 - CSDM RACI / Governance model
 - CSDM Data Foundations Dashboard screen captures
 - CMDB Data Model
 - CMDB Data Foundations Dashboard screen captures
- The CSDM Assessment includes inspection of records and tools on the customer's ServiceNow instance. Therefore, the ServiceNow AI Platform Architect will require access to the Customer's instance. A couple of possible methods to satisfy the PA access requirement are:
 - Provide PA with temporary direct login access to system Customer's instance with appropriate roles and permissions to access the necessary records and tools
 - Alternative 2: Pair the PA with a representative employee who has roles and permissions to access the necessary records and tools

Exceptions

This accelerator does not include:

- CMDB assessment
- Detailed CSDM model design review
- Technical troubleshooting of current implementation of CSDM framework
- CSDM technical remediation
- Service Mapping troubleshooting
- Detailed review of technical governance processes

Data Management and Governance

This Accelerator provides insights and guidance to assess and improve your data management and data governance practices.

Overview

The Data Management and Governance Accelerator provides Impact Customers with a self-assessment, leading practice content, and advisory guidance for managing and governing the data in your ServiceNow implementation to achieve high levels of data quality.

i Note:

This Accelerator is available in Advanced and Total packages.

What You Get

Introductory Customer Session (up to 60 minutes)

- Introduce five pillars for data management:
 - Data Architecture
 - Data Security
 - Data Quality
 - Data Operations
 - Data Governance
- Set expectations on process and depth of deliverable
- Communicate expectation for participation
- Request the completion of an intake questionnaire, self-assessment, and any other necessary inputs (See the [Requested Information Access](#) section for details.)

Customer Current State Working Session (up to 120 minutes)

- Review the customer intake questionnaire and self-assessment
- Discuss the current state of the data management and data governance practices organized around the five pillars for data management

Customer Review Session (up to 120 minutes)

- Present data management and data governance recommendations
- Review leading practice content
- Discuss possible next steps for execution and measurement

Follow-up Customer Session (optional upon Customer request - up to 60 minutes)

Opportunity for Q & A related to data management and data governance guidance

Data Management and Governance Deliverables

- Data Management Self-assessment
- Workshop slides
- Action planning notes
- Action planning templates

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Enterprise Architect(s) (Required)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Data Manager (Required)	Responsible for overall management and maintenance of ServiceNow data.
Foundational Data Manager (Required)	Responsible for the subset of foundational data, such as, users, groups, locations, companies, and departments.
Representative of Chief Information Security Officer (Required)	Responsible for the organization's security policies, processes, practices, and technologies. Promotes adherence to security policies and procedures. Helps guide the Platform Owner to align with security standards.
Security Administrator (Required)	Responsible for installing, administering, troubleshooting security capabilities, and configuration that complies with Technical Governance guidance. Promotes adherence to security policies and procedures.
Compliance and Audit Officer (Required)	Responsible for compliance, risk management, and audit procedures.
CMDB Manager (Recommended)	Maintains the accuracy and integrity of the CMDB configuration data; works with teams to certify data.
Data Owners (Recommended)	Responsible for data related to a process, product, or an integration.

Requested Information / Access

Customers must provide the following supporting documentation from their ServiceNow platform implementation:

- Data Architecture, Data Model / Logical Data Model / Data Dictionary
- Information Needs Matrix (Actor / Data)
- Reporting Needs Matrix (Actor / Data / Report)
- Data Categorization Matrix
- Data Sources Matrix
- RACI for Data Management
- Impact materials, such as Customer Impact Plan, Architecture Blueprint, Value Blueprint, Capabilities Map, and Product Adoption Roadmap

Exclusions

- Provide data escalation remediation
- Provide technical hands-on assistance with data configuration, data customization, or data troubleshooting
- Provide coverage of data management, data governance, or both, for your non-production environments (For example, development, test, or user acceptance test (UAT))
- Define your data strategy

- Define your data design
- Define, document or both, of your data architecture
- Assess or troubleshoot your CMDB (Refer to the [TuneUp Your Configuration Management Database Accelerator](#))
- Assess or troubleshoot your implementation of the CSDM framework (Refer to the [Common Service Data Model \(CSDM\) Assessment - Foundation Data - Advanced Accelerator](#))
- Define your data and integrations with external systems or applications
- Assess or troubleshoot your data integrations

Design Review

Evaluation of current or proposed solution design

Design Review- Advanced

Evaluation of current or proposed solution design

Overview

Design Review- Advanced provides Advanced Impact Customers with a review of either (1) a solution to be implemented or (2) an existing implemented solution, either as it pertains to the ServiceNow AI Platform. It aims to assist Customers in making the best possible solution design decisions that result in better scalability, sustainability, maintainability, and upgradability and leverage the power of the native platform to avoid technical debt and future-state limitations.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Provide Design Review questionnaire
- Request data and any other inputs

Customer Working Session (up to 120 min)

- Review current state of solution design
- Discuss leading practice content
- Propose action plan items for Customer to execute

Design Review Deliverable

- Review of what application(s) are being reviewed, pain points and use cases
- Aggregation of recommendations from Impact Squad

Customer Review Session (up to 60 min)

Review Design Review Deliverable.

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to solution design
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
ServiceNow development team lead – Required	Leads development on the ServiceNow platform.
Process Owner- Recommended	Owns the process being reviewed.

Requested Information / Access

- Design Review questionnaire completed by Customer at least 1 week in advance of Customer Working Session (to be provided by ServiceNow)
- Story documents to review for customizations (process documents; design decisions; implementation SOW if a partner is involved)
- Outcomes, value expectations, KPIs, and metrics
- Integration considerations
- Architecture blueprints (if available) for both process and technical approach (plug-ins, etc.)
- Detailed description of use case for application being reviewed (should include personas)
- Detailed description of pain point(s) for application being reviewed (if applicable)

Exceptions

A design review may only be performed for the following cases:

In the case where an already-implemented application is being reviewed, Customer can request a design review from only the following list of applications:

- Incident
- Problem
- Service Catalog
- Service Portal
- Knowledge
- Release
- Agile

In the case where a design of a solution to be implemented is being reviewed, Customer can request a design review from only the following list of applications:

- Incident
- Problem
- Service Catalog

- Service Portal
- Knowledge
- Release
- Agile

For design reviews of custom applications, the complexity of the design must be small-to-medium complexity as determined in the sole discretion of the Impact Accelerator Consultant(s) delivering the Accelerator.

ServiceNow is not responsible for development of the solution design or execution of any recommendations.

Design Review- Total

Evaluation of current or proposed solution design

Overview

Design Review Total provides Total Impact Customers with a review of either (1) a solution to be implemented or (2) an existing implemented solution, either as it pertains to the ServiceNow AI Platform. It aims to assist Customers in making the best possible solution design decisions that result in better scalability, sustainability, maintainability, and upgradability and leverage the power of the native platform to avoid technical debt and future-state limitations.

What You Get

Introductory Customer Session (up to 90 minutes)

- Describe and introduce the Accelerator
- Define scope (Customer may select one Application within one Capability):
 - Platform Application (1 Capability; 5-6 Key Decision)
 - Custom Application (1 Capability; 3-5 Key Decisions)
 - Custom Application to Platform Application Transition (1 Capability; 5-6 Key Decisions)
- Define Accelerator work plan schedule and specify roles/responsibilities
- Request Customer pre-work and any other inputs

Customer Working Session (up to 12 hours – split across 2-day workshop)

- Review current state of solution design
- Discuss design purpose perspectives (business, functional, technical, implementation)
- Identify Key Decisions
- Capture risks & issues
- Define success metrics
- Review basic design guidance

Customer Review Session (up to 4 hours)

Review Design Review Deliverable

Design Review Deliverable, Final Presentation including:

- Initial Accelerator scope and expectations
- Outputs of Customer Working Session
- Observations & Diagnosis
- Return to out-of-box path, if applicable
- Prescriptive recommendations
- Outstanding decisions to be made
- Additional leading practice resources, if applicable

Follow-up Customer Session (optional upon Customer request- up to 60 minutes)

- Opportunity for Q&A related to solution design
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform
Business/Platform Owner- Required	As related to the Accelerator's scope – responsible for the business(es) / process(es) that may be part of ServiceNow solution design
Design Lead/Team- Required	As related to the Accelerator's scope – responsible for ServiceNow solution design
Sr. Functional Service Owner(s)- Required	As related to the Accelerator's scope – responsible for the service(s) that may be part of ServiceNow solution design
Sr. Functional Business Owner(s)- Required	As related to the Accelerator's scope – responsible for the business(es) that may be part of ServiceNow solution design

Requested Information/Access

Platform Background documents, including:

- Platform History information- Platform Implementation Date / Version; Application Families Implemented; Current Implementations; Current or Former Partners; Platform Governance; Platform Administration Team
- Platform Standing information- Architectural Diagram/s; Integration Map/s; Open performance or platform issues; Next planned upgrade; CSDM / CMDB Maturity; User Community information; Release Management Approach; Change Management Approach; DevOps Information

Application Background documents, including:

- Business Case information– Organizational Goals and Objectives; Use Cases; Related Process Flows; Related Roles & Responsibilities Document; Process Owner(s); Business Case; Benefit Case
- Business Consideration information– Enablement Approach; Organizational Change Management Approach; Policy / Procedure / Standard Requirements; Audit / Remediation Requirement(s)
- Open Issues information- Open user issues / feedback; Known business process gaps

Design Approach documents, including:

- Architectural Decision information– Architectural Decision History; Alternate Options Considered; Areas where Platform Architecture support is needed
 - Design Approach information– Complete set of User Stories with technical approach; Process Documentation, based on design; Handover Documentation
 - Development Cycle information- Full-cycle Testing results; List of all related Defects; Change and Release History, as available
- Business Presentation slides (to be provided by ServiceNow for Customer to complete)
 - Architecture Presentation slides (to be provided by ServiceNow for Customer to complete)

Exceptions

This Accelerator does not include in-depth technical reviews of any design – the recommendations will be based on the analysis discovered and reviewed in the Customer Working Session.

ServiceNow is not responsible for development of the solution design or execution of any recommendations.

Health Assessment

The Health Assessment Accelerators provide insights into your instance health.

- [Health Assessment – Guided](#)
- [Health Assessment – Advanced](#)
- [Health Assessment - Total](#)

Health Assessment – Guided

Provides an insight into your ServiceNow instance health.

Overview

Health Assessment- Guided provides Impact Guided Customers with a technical analysis of their ServiceNow instance health via HealthScan, as well as guidance on how to interpret the findings. It aims to help you understand how your instance aligns to leading practices and recommendations on how to improve instance health.

What You Get**Instance Assessment**

Instance assessment using ServiceNow HealthScan.

Customer Coaching Session #1 (up to 90 min)

Review of:

- How to interpret HealthScan findings
- Detailed findings from HealthScan Scorecard

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to HealthScan findings
- Provide additional guidance on leading practices, as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the project, meet with the ServiceNow Impact Accelerator Consultant, provide access to the required resources, and drive the actions from the review.
System Administrator (s)- Recommended	Responsible for maintenance and configuration of the ServiceNow platform. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points of the ServiceNow environment.
Service Owners- Required	Responsible for overall ownership and day-to-day activities of the ServiceNow instance. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points of the ServiceNow environment.
System Developers- Required	Responsible for development activities on the ServiceNow platform. Meet with the ServiceNow Impact Accelerator Consultant and provide feedback on challenges and pain points to the ServiceNow environment

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

Certain Impact Accelerator Activities may be limited or unavailable for customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

Note that reviews of design, process, strategy, governance and pre-production testing are excluded. Implementation of any recommended activities resulting from Health Assessment, such as any findings or recommendations in the Review Report are excluded.

Health Assessment – Advanced

The Health Assessment – Advanced Accelerator provides guidance to measure and improve your ServiceNow instance health.

Overview

Health Assessment- Advanced provides Impact Advanced customers with prescriptive guidance, leading practice content, and a technical analysis of their ServiceNow instance health via a HealthScan scan. Also included is a review of key platform health indicators, such as instance manageability, performance, security, upgradability, and user experience. This Accelerator aims to help you understand how your instance aligns with leading practices and improve your instance health.

Note:

This Accelerator is available for the Impact Advanced package.

What You Get

Introductory Customer Session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Review the current state of the customer instance
- Communicate expectations for customer participation
- Request data and any other inputs

Exception Discussion Customer Session (optional depending on customer need - up to 30 minutes)

Discuss exceptions to be configured for the scan

Health Assessment

Health assessment using ServiceNow HealthScan

Customer Read-out Session (up to 90 minutes)

Review of:

- Health Assessment Scorecard
- Detailed Health Assessment findings from the HealthScan scan
- How to interpret Health Assessment scan findings
- Prioritization approaches

Coaching Session (optional upon customer request – up to 60 minutes)

- Opportunity for Q&A related to HealthScan findings
- Provide additional guidance on leading practices, as needed
- Review findings to potentially identify exceptions to be configured for the next scan

Requested Customer Resources

Customer resources and responsibilities

Customer Resource	Responsibilities
Platform Owner - Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resources and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator - Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Platform Architect- Required	Provides a holistic view of the organization's ServiceNow strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Enterprise Architect(s) - As applicable	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Lead Developer(s) - As applicable	Writes code for the ServiceNow platform.
Application Owner(s) – As applicable	Owens ServiceNow applications or applications integrated with ServiceNow that are of interest with regard to ServiceNow instance and application health.

Requested Information / Access

Prior to beginning the Accelerator, you must provide your consent for ServiceNow resources to scan your instance. You are prompted for consent when you submit your Health Assessment Accelerator request.

We request for you to complete an information gathering questionnaire, including requests for the following:

- Identify the ServiceNow non-production instance to be scanned
 - When you submit your Accelerator request in Impact, you're prompted to provide a candidate instance to run the HealthScan scan.
 - An instance close to production or, optimally, a recent clone of the production instance is recommended.
- Provide your ServiceNow environment information, such as upgrades planned, clones scheduled, and code release schedules.
- Provide read-out meeting participants.
- Optional: Provide any exceptions that you request to be configured for the scan.

For Customer Agreements and Terms, refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

- This Impact Accelerator is not available to:
 - Managed service providers, except for their internal use
 - Customers requiring security clearance
 - Customers operating a domain-separated environment.
- Certain Impact Accelerator activities may be limited or unavailable for customers in certain restricted environments or to self-hosted customers.
- Certain Impact Accelerator activities will not be available to:
 - Customers not hosted in a ServiceNow datacenter.
 - Customers that will not allow execution of a HealthScan scan on their instance.
- This Accelerator does not include:
 - Reviews of design, process, strategy, or governance.
 - The implementation of recommended changes.
 - Any configuration changes within the customer's sub-production or production instances.
- Health Assessment is a platform-wide review and excludes application specific reviews.

Health Assessment - Total

The Health Assessment - Total Accelerator provides guidance to measure and improve your ServiceNow instance health.

Overview

Health Assessment – Total provides Impact Total customers with prescriptive guidance, leading practices content, and a technical analysis of their ServiceNow instance health via a HealthScan scan. A review of key platform health indicators, such as instance manageability, performance, security, upgradability, and user experience is also included. This Accelerator aims to help you understand how your instance aligns with leading practices and to improve your instance health.

i Note:

This Accelerator is available for the Impact Total package.

What You Get

Introductory Customer Session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Communicate expectations for customer participation
- Request data and any other inputs

Health Assessment

Health Assessment scan using ServiceNow HealthScan

Customer Working Session #1 (up to 120 minutes)

Review of:

- Detailed findings from the Health Assessment scan
- How to interpret Health Assessment scan findings
- Platform Architect recommendations

Customer Working Session #2 (up to 120 minutes)

- Provide additional guidance on leading practices and exception management, as needed
- Opportunity for Q&A related to HealthScan scan findings

Leading practices

Requested Customer Resources

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrators- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architects- Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developers- Recommended	Writes code for the ServiceNow platform.

Requested Information / Access

Prior to beginning the Accelerator, you must provide your consent for the ServiceNow systems to scan your instance. You are prompted for consent when you submit your Health Assessment Accelerator request.

We request for you to complete an information gathering questionnaire, including requests for the following:

- Identify the ServiceNow non-production instance to be scanned.
 - When you submit your Accelerator request in Impact, you're prompted to provide a candidate instance to run the HealthScan scan.
 - An instance close to production, or optimally, a recent clone of the production instance is recommended.
- Provide your ServiceNow environment information, such as upgrades planned, clones scheduled, and code release schedules.

Customer agreements and terms

For Customer Agreements and Terms, please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/upgrade-schedules.html> .

Exclusions

- This Impact Accelerator is not available to:
 - Managed service providers, except for their internal use
 - Customers requiring security clearance
 - Customers operating a domain-separated environment.
- Certain Impact Accelerator activities may be limited or unavailable for customers in certain restricted environments or to self-hosted customers.
- Certain Impact Accelerator activities will not be available to:
 - Customers not hosted in a ServiceNow datacenter.
 - Customers that will not allow execution of a HealthScan scan on their instance.
- This Accelerator does not include:
 - Reviews of design, process, strategy, or governance.
 - The implementation of recommended changes.
 - Any configuration changes within the customer's sub-production or production instances.
- Health Assessment is a platform-wide review and excludes application specific reviews.

For Customer Agreements and Terms, refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> .

Integration Strategy

Guidance on the integration process

Integration Strategy- Advanced

This Accelerator provides guidance on the integration process.

Overview

Integration Strategy- Advanced provides Impact Customers with leading practices content and advisory guidance on the integration process, including design considerations, and platform recommended tools as they relate to the ServiceNow Platform.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request completion of intake questionnaire, maturity self-assessment, and provide any other requested inputs.

Customer Current State Working Session (up to 90 mins)

- Review customer intake and self-assessment
- Discuss current state of Customer's integrations

Customer Review Session (up to 120 mins)

- Review leading practices content
- Present Integration Strategy recommendations
- Discuss possible next steps for execution / measurement

Integration Strategy Deliverables

- Integration Strategy Maturity Self-assessment
- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to integration strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform
Platform Administrator- Required	Responsible for the day-to-day administration of ServiceNow platform.
ServiceNow Platform Architect- Required	Responsible for Customer's ServiceNow architecture, planning integration, and designing integration architectures; actively involved in the overarching governance of Customer's ServiceNow Platform.
Enterprise Architect Lead- Required	Responsible for overall enterprise architecture, strategy, and governance.
Data Owners- Recommended	Responsible for data related to an integration.

Requested Information / Access

- Existing Integration Strategy Document(s)
- Enterprise Architecture Concept of Operations or Program Overview document
- Summary listing of integrations
- Example documents: Architectural diagram(s), Business process flow model(s), Data model(s), data flow diagram(s).

- Platform Change Management Concept of Operations or Program Overview document
- CSDM Foundation Data – summary of tables integrated with external systems, and any customizations related to the Foundation Data tables

Exceptions

ServiceNow is not responsible for execution of Customer's integration strategy.

Integration Strategy- Total

Guidance on the integration process

Overview

Integration Strategy – Total provides Total Impact Customers with leading practices, content, and prescriptive guidance on the integration strategy, including leading practices and design considerations as they relate to the ServiceNow AI Platform.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Select Offering (Customer may select one Offering within one opportunity, see table below)
- Communicate expectation for customer participation
- Request data and other inputs

Opportunity	Offering
Enterprise Architecture How could ServiceNow serve Customer's enterprise architecture?	Assess both ServiceNow AI Platform and Enterprise Architecture landscape to seek value opportunities for Strategic Integrations
	Review data flows for key processes to understand where opportunities could live for untapped efficiencies and/or better source integration
	Review current and future states to help form a strategic direction that prescribes steps to get from here to there
ServiceNow AI Platform Integration Based on Customer's current and planned states, how could integrations enhance the planned value gained from ServiceNow?	Assess ServiceNow AI Platform to understand where current state integrations are in place and where there are gaps that could be automated
	Assess state of Foundational Data with recommendations for alignment with leading practices
	Assess current state Data Security policies and standards with

Opportunity	Offering
	recommendations for alignment with leading practices
Customer Request How can ServiceNow help Customer reach optimal value through a specific focus area?	Assess approach for converting an existing integration back to core platform capabilities
	Assess approach for migrating an integration from one vendor to another
	Assess the impact of new release capabilities on an existing integration

Customer Discovery Working Session (up to 90 minutes)

- Review Customer-provided data/inputs
- Discuss current state of Customer's integrations
- Schedule date for Scope Definition Working Session

Customer Scope Definition Working Session (up to 120 minutes)

- Review guiding principles
- Review Key Questions
- Define scope in reference to Customer's current architecture and current state

Customer Review Session (up to 90 minutes)

- Present final Integration Strategy recommendations
- Discuss possible next steps for execution / measurement

Integration Strategy Deliverables

- Workshop slides
- Action planning notes

Follow-up Customer Session (optional upon Customer request- up to 60 minutes)

- Opportunity for Q&A related to integration strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Executive Sponsor- Required	Primary strategic contact for ServiceNow
Platform Administrator- Required	Responsible for the day-to-day administration of ServiceNow platform
ServiceNow AI Platform Architect- Required	Responsible for Customer's ServiceNow architecture, planning integration, and designing integration architectures; actively involved in the overarching governance of Customer's ServiceNow AI Platform
Enterprise Architect Lead- Required	Responsible for overall enterprise architecture, strategy, and governance
Integration Owners- Required	Responsible for integrating systems – data, processes, process automation
Sr. Functional Service Owners- Required	As related to the Accelerator's scope – responsible for the service(s) that may be integrating with ServiceNow
Sr. Functional Business Owners- Required	As related to the Accelerator's scope – responsible for the business(es) that may be integrating with ServiceNow

Requested Information / Access

- MID Server architecture documentation (if applicable)
- Customer may be asked to grant the ServiceNow Impact Squad access to Customer's instance for the purposes of providing the Impact Accelerator during the period of performance
- Platform Information
 - Platform Implementation Date / Version
 - Work flows Implemented (e.g., IT, Customer, Employee)
 - Application Families implemented
 - Current implementations
- Enterprise Architecture
 - Organization chart
 - Architecture diagram(s)
 - Network Map(s) / Diagram(s)
 - Integration Map(s)
 - Business Process Flow Model(s)
 - Data Model(s)
 - Data Flow Diagram(s)
 - Data security & Compliance standards
 - Authentication and authorization standards/process

- Enterprise Architecture Inventory intake (spreadsheet will be provided to Customer; may be substituted with document with similar information)
- Foundation Data Inventory intake (spreadsheet will be provided to customer; may be substituted with document with similar information)

Exceptions

This Accelerator does not include technical troubleshooting of existing integrations, code reviews, technical break/fix, or technical performance improvements.

ServiceNow is not responsible for execution or measurement of Customer's integration strategy.

Multi-instance Topologies

This Accelerator provides education on drivers and topology alternatives to support multiple production instance implementations delivered within the context of a single-customer production implementation.

Overview

The Multi-instance Topologies Accelerator provides Impact customers with facilitated education sessions that establish a foundational understanding of the common business drivers that could warrant multiple production instances and an introduction to four multi-instance topology alternatives.

The overview for each topology includes a description, topology-related use cases, strengths and weaknesses, and example process flows. The education sessions are interspersed with interactive use case activities, so that following the completion of the Accelerator, you may continue to evaluate your own multi-instance requirements by engaging your implementation provider to develop an implementation architecture.

Note:

This Accelerator is available in Advanced and Total packages.

What You Get

Introductory Customer Session (up to 60 minutes)

- Introduce Accelerator and set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Introduce business drivers for multiple production instances
- Introduce four multi-instance topologies
- Request completion of intake questionnaire, three use cases, and provide any other requested inputs

Customer Education Session #1 (up to 120 minutes)

- Present business drivers for multiple production instances, referencing use cases provided by the customer
- Present two multi-instance topologies
- Conduct interactive activities based on relevant customer-provided use cases

Customer Education Session #2 (up to 120 minutes)

- Present two multi-instance topologies, which may or may not reference the customer's use cases
- Conduct interactive activities based on relevant customer-provided use cases
- Advisory guidance for next steps

Follow-up Customer Session (optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to the multi-instance topologies education and guidance

Multi-instance Topologies Deliverables

- Workshop slides
- Multi-instance topology use case activities
- Guidance for next steps

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
ServiceNow Platform Architect (Required)	Responsible for overall ServiceNow platform architecture, strategy, and governance.
Enterprise Architect(s) (Required)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Service Owner(s) (Recommended)	Responsible for data and process flows related to a specific service, process, or an integration.

Pre-requisite

The completion of the workshop, *How to Tackle Architectural Implementation Models*, is required. For more information, contact your Enterprise Architect.

Requested Information Access

The output deliverables from the *How to Tackle Architectural Implementation Models* workshop are requested.

Exceptions

- Multi-instance topology architecture design recommendations
- Multi-instance technical implementation / technical integration detailed architecture
- Enterprise architecture review
- Detailed architecture blueprint for multi-instance configuration
- How to integrate multiple production instances
- Topology considerations for Managed Service Provider and/or multiple customer multi-instance configurations
- Multiple sub-production instances, for example, development, test, or user acceptance test (UAT))

Technical Governance

Guidance on technical governance management of the ServiceNow AI Platform

Overview

Technical Governance provides Impact Customers with a framework that defines how to govern and manage the stability of the ServiceNow platform. This Impact Accelerator aims to assist Customers in establishing technical decision-making processes, and governance policies and processes that can facilitate faster implementations and upgrades, smoother development, and greater value from enhanced feature adoption.

i Note:

This Accelerator is available in Advanced and Total packages.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer

Customer Workshop (up to 4 hrs)

- Review current state of technical decision making and governance
- Discuss leading practice content
- Propose action plan items for Customer to execute

Technical Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-up Customer Session (optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to Technical Governance Deliverables
- Provide additional guidance on leading practices

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner - Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Architect	Provides a holistic view of the ServiceNow platform, processes, and other systems, including any necessary policy or organizational requirements.
Executive Sponsor	Primary strategic contact for ServiceNow

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- Strategy Governance, Portfolio Governance, and Architecture Blueprint Impact Accelerators are prerequisites for Technical Governance Accelerator CoE Charter
- Organization chart
- IT governance documents
- Current state architecture blueprint
- Platform team roles & responsibilities
- Technical policy documentation (e.g. platform management policies, integrations overview, cloning process, SLAs)

Exceptions

ServiceNow is not responsible for development or execution of the technical governance process or policy.

UX Design: Employee Center

The UX (User Experience) Design: Employee Center Accelerator educates customers on the fundamental UX considerations and assists in developing a plan to implement Employee Center with a user-centric design.

Overview

UX Design: Employee Center educates Impact customers on the features and capabilities of Employee Center, as well as the value of incorporating fundamental user-centric design into their Employee Center planning and implementation. This Accelerator incorporates several optional workshops to help customers with stakeholder alignment, personas, content, and prototype design. Additionally, the UX Consultant will lead the customer through usability testing and provide recommendations for implementation.

See [Employee Center](#) on Employee Center.

Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

Introduction Session (up to 2 hours)

Includes the following activities:

- Review of the scope and expectations of the Accelerator.
- Outline of the importance and value of user-centric design
- Walk through of the base system Employee Center features and capabilities

Optional Workshops, as needed (up to 10 hours)

- Stakeholder Alignment Workshop (up to 3 hours):
 - Align stakeholders on a shared vision
 - Define long term goals
 - Identify opportunities to help transform Employee Center
- Persona Workshop (up to 2 hours): Outline target audiences for whom we are designing.
- Content Curation Session (up to 2 hours):
 - Expert review of taxonomy
 - Evaluation of content
- Design Workshop (up to 4 hours):
 - Expert review based on previous workshops
 - Prototyping low-fidelity wireframes in Figma

Usability Testing (up to 1.5 hours)

Run through the design in Figma and test the prototype

Design Readout (up to 1.5 hours)

Present the final design concepts to take forward for implementation

Outputs

- Design Readout Deck
- Documentation of completed Employee Center UX Workshop activities

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Product Owner (Required)	Manages Customer's ServiceNow Employee Center.
End Users of Employee Center (Recommended)	Frequently uses the Customer's ServiceNow Employee Center.
Customer UX Lead (Recommended)	Responsible for designing the user experience on the Customer's end.

Exceptions

The Accelerator may conclude early if the assessment clearly identifies required changes.

UX Review: Employee Center

The UX (User Experience) Review: Employee Center Accelerator provides insight into your ServiceNow platform adoption of Employee Center with a focus on user experience.

Overview

UX Review: Employee Center can enhance adoption through three key phases to assist Impact customers struggling with the adoption of Employee Center. These phases include providing education on the value of user experience, assessing the current state through usability studies and expert reviews, and prescribing a plan for improvement. Recommendation readouts will result from the UX Consultant led workshop. See [Employee Center](#) on Employee Center.

Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

Introduction Session (up to 2 hours)

Includes the following activities:

- Review of the scope and expectations of the Accelerator.
- Identification of end users to participate in usability studies.
- Facilitation to collect the essential information to conduct the expert review of your Employee Center, such as portal access, export content taxonomy, and so on.

Assessment of Current Employee Center UX (up to 10 hours)

We will provide a hierarchical tree test of Employee Center to identified end users to assess content structure and organization.

The UX Consultant will perform the following:

- Conduct usability studies of Employee Center with the end users.
- Complete an Expert Review of your Employee Center to gain deeper insights of the user experience that will then be paired with the tree test and usability study results#.

Assessment Findings and Recommendation Readout (up to 3 hours)

- Presentation of findings for current Employee Center UX and initial recommendations for improvement
- Discussion and feedback from the customer on initial recommendations to be used as input for the workshop

Employee Center UX Workshop (up to 4 hours)

Your UX Consultant will guide you through activities designed to improve the problem areas identified from the previous Accelerator sessions.

Outputs

- Assessment Findings and Recommendation Readout Deck.
- Documentation of completed Employee Center UX Workshop design enhancement activities.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Product Owner (Required)	Manages Customer's ServiceNow Employee Center.
End Users of Employee Center (Recommended)	Frequently uses the Customer's ServiceNow Employee Center.
Customer UX Lead (Recommended)	Responsible for designing the user experience on the Customer's end.

Exceptions

The Accelerator may conclude early if the assessment clearly identifies required changes.

Strategy Accelerators

Use Strategy Accelerators to go deeper on organizational and governance best practices with the ServiceNow platform and upskill your team to maintain business performance and drive success.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✔ = Includes unique accelerator-specific features
- ⊕ = Includes additional unique accelerator-specific features

Note:

U.S. Public Sector (USPS) customers: As part of ServiceNow's mission to continually deliver the best customer experience and as part of the evolution of the Impact packages, certain Impact deliverables, Impact Accelerators, or other Impact components require supplemental terms and conditions because of the manner in which they operate. The US Public Sector Accelerator provides U.S. Public Sector customers an option to leverage aspects of these Accelerators without the need to accept the supplemental terms and/or in scenarios in which an environment may have serviceability restrictions.

Accelerators that offer USPS specific versions for the respective packages are indicated with ** in the table.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Adoption Accelerator		#	#
Center of Excellence & Innovation Design		#	✔
Center of Excellence and Innovation Maturity Assessment Accelerator		#	#

Accelerator and supported Impact package (continued)

Accelerator	Guided package	Advanced package	Total package
Certification Exam Preparation Accelerator		#	#
Champion Engagement		#	✓
Citizen Development Program Design		#	#
Customer Service Management Product Maturity Assessment		#	#
Develop Partner Strategy		#	✓
HRSD Maturity Assessment		#	#
ITSM Maturity Assessment		#	#
On-Demand Value Report	#	✓	✓
Portfolio Governance		#	#
Project Portfolio Management Maturity Assessment		#	#
ServiceNow Governance			#
Staffing and Roles Review		#	✓
Strategy Governance		#	#
Success Readiness Assessment (SRA)		#	#
Training Strategy Assessment		#	#
Vision & Strategy		#	✓

Adoption Accelerator

The Adoption Accelerator provides guidance on tools and support available for change enablement.

Overview

Adoption Accelerator provides Impact Customers with tools and support in initiating their own change enablement programs to drive user adoption in their organizations. It helps Customers gain a deeper understanding of the value and purpose of the templates provided in the Adoption Toolkit (and when and how to use them) ServiceNow's change methodology, and techniques for executing a stakeholder analysis, champion engagement plan, communication plan, and training plan.

What You Get

Pre-engagement and Planning

- Pre-engagement questionnaire sent to Customer for completion
- Planning Customer Session (up to 30 min)

Adoption Customer Session #1 (up to 120 min)

- Review of ServiceNow change enablement methodology, Adoption Toolkit templates, and change enablement leading practices
- Begin assessing stakeholder groups and developing a change enablement work plan

Adoption Customer Session #2 (up to 120 min)

Review of:

- Leading practices for building a change champion network
- How champions can become knowledgeable on the ServiceNow AI Platform so that they can help drive change in their organization. Leveraging champion enablement resources made available by ServiceNow

Adoption Customer Session #3 (up to 120 min)

- Begin building a communications plan
- Leverage communication resources across ServiceNow

Adoption Customer Session #4 (up to 120 min)

Review of:

- Leading practices for customizing process user training templates in the Adoption Toolkit specific to Customer's application processes
- Leading practices and pitfalls to avoid in building a robust training plan

All sessions provided remotely.

Requested Customer Resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Change Lead(s)- Required	Manages Customer's ServiceNow change enablement program.
Communication Lead(s) - Required	Drafts and publishes Customer's internal communications.
Training Lead(s) - Required	Manages the rollout of ServiceNow process user training to the organization.

Requested Information / Access

N/A – no additional information or data access is requested.

Exceptions

ServiceNow is not responsible for the development and execution of Customer's change plan. Customer must download the Adoption Toolkit from ServiceNow University prior to the first session. All sessions must be scheduled and completed within 4 weeks from Accelerator initiation.

Center of Excellence & Innovation Design

The Center of Excellence and Innovation Design (CoEI) Accelerator provides guidance on building your ServiceNow CoEI.

Overview

Center of Excellence & Innovation (CoEI) Design provides Impact customers with leading practices content and prescriptive guidance and support to build a CoEI within their organization. This Accelerator aims to help customers use a CoEI as a vehicle to realize and accelerate the value they receive from their ServiceNow platform.

Refer to the [Customer Success Center](#)  for additional information about the CoEI.

Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

Introductory Customer Session (up to 60 minutes)

- Set expectations on process and depth of deliverable
- Explain the concept of a ServiceNow CoEI and its importance
- Share resources and assign readings
- Communicate expectations for customer participation
- Request data and any other inputs
- Set up a plan for assessment

Customer Discovery Session(s) Workshops (up to 12 hours)

- Review how the current CoEI organization structure meets your needs
- Assist in identifying potential gaps in the current CoEI organization structure
- Develop a recommended CoEI organizational structure

CoEI Diagram

Diagram of the recommended CoEI organizational structure

Customer Review Session (up to 60 minutes)

- Review the CoEI diagram deliverable
- Review recommended functional roles and responsibilities

Follow-Up Customer Session (optional upon customer request - up to 60 minutes)

- Opportunity for Q&A related to CoEI
- Assistance with execution advice and metrics to measure progress
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor (Required)	Primary strategic contact for ServiceNow.
Process Owner (Required)	Owns the process being reviewed.

Requested Information / Access

- Organizational chart and roles and responsibilities
- RACI diagrams
- Charter and/or guiding principles document

Exceptions

ServiceNow resources are not responsible for implementation or management of the ServiceNow CoEI.

Center of Excellence and Innovation Maturity Assessment Accelerator

This Center of Excellence and Innovation (CoEI) Maturity Assessment Accelerator provides insight into your current ServiceNow CoEI maturity level and targeted recommendations based on the current maturity level.

Overview

Center of Excellence & Innovation Maturity Assessment provides Impact customers with leading practices content and prescriptive guidance and support to assess the maturity of their Center of Excellence and Innovation.

See <https://www.servicenow.com/success/playbook/center-excellence-innovation-coei.html> for additional information about the ServiceNow CoEI.



Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

Introductory Customer Session (up to 120 minutes)

- Set expectations on the process and depth of deliverable
- Explain the concept of the ServiceNow CoEI Maturity Assessment and its importance
- Communicate expectations for customer participation
- Request data and any other inputs
- Set up a plan for the assessment

CoEI Maturity Assessment Questionnaire

Assessment participants complete the CoEI maturity questionnaire independently.

Questionnaire Results Analysis (time as needed per Impact Squad)

The Impact Squad performs the following:

- Reviews and analyzes the questionnaire scores
- Compiles tailored recommendations and leading practices
- Schedules a Readout session to discuss the results and recommendations

CoEI Maturity Assessment Recommendations Readout Session (up to 120 minutes)

The Impact Squad performs the following:

- Presents the assessment results
- Discusses the targeted recommendations
- Provides a suggested plan and resources

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Process Owner (Recommended)	Owns the process being reviewed.
Subject Matter Experts (Required)	Includes the people within your organization that will be completing the assessment. Their responsibilities are: • Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible

Requested Information / Access

- Organizational chart and roles & responsibilities
- RACI diagrams
- Charter and/or guiding principles document

Exceptions

ServiceNow isn't responsible for the implementation or management of the ServiceNow CoEI.

Certification Exam Preparation Accelerator

Technical certification exam preparation

Overview

Certification Exam Preparation Accelerator provides Impact Customers with on-demand courses (including general and Mainline certification* preparation courses) and remote access to a ServiceNow training professional for questions and answers on specific technical certification categories. It aims to aid in increasing Customers' pass rates on ServiceNow technical certification exams.

* A "Mainline Certification" is a ServiceNow proctored exam resulting in a CSA, CIS, CAD, or CAS certification. Mainline Certifications must then be renewed twice a year with each release through an online delta exam.

What you get

'Get Started with Certification' On-Demand Course

This preparatory course provides an overview of what to expect and what to do when preparing for a ServiceNow technical certification exam. Once granted, Customer will have access to the course for 30 days.

Certification Exam Preparation Course(s)

On-demand course(s) corresponding to specific Mainline Certifications for which Customer is preparing. These certification-specific courses provide insight into what to study and sample questions to prepare for the exam. Once granted, the Impact Squad will provide Customer instructions for accessing the applicable course, to which Customer will have access for 30 days.

Choose from the following on-demand courses:

IT

- Certified Implementation Specialist – Application Portfolio Management
- Certified Implementation Specialist – Cloud Provisioning and Governance
- Certified Implementation Specialist – Discovery
- Certified Implementation Specialist – Event Management
- Certified Implementation Specialist – Hardware Asset Management
- Certified Implementation Specialist – IT Service Management
- Certified Implementation Specialist – Project Portfolio Management
- Certified Implementation Specialist – Service Mapping
- Certified Implementation Specialist – Service Provider
- Certified Implementation Specialist – Software Asset Management

Security

- Certified Implementation Specialist – Risk and Compliance
- Certified Implementation Specialist – Security Incident Response
- Certified Implementation Specialist – Vendor Risk Management
- Certified Implementation Specialist – Vulnerability Response

Customer Service

- Certified Implementation Specialist – Customer Service Management
- Certified Implementation Specialist – Field Service Management

Human Resources

Certified Implementation Specialist – Human Resources

Platform Application Development

- Certified System Administrator
- Certified Application Developer
- Certified Application Specialist – Performance Analytics

Virtual Office Hour Customer Session (up to 60 min)

A ServiceNow training professional will walk through the certification exam blueprint, dive deeper into learning objectives, and provide sample practice questions to learners.

Sessions are scheduled according to course capacity and by Business Unit focus: ITSM/ITAM, ITBM, Security/GRC, HR, CSM, Platform.

Requested customer resources

Any Customer personnel who is preparing for a ServiceNow technical certification exam may benefit from this Accelerator. Virtual Office Hour Customer Sessions can include up to 50 total participants (based on seat availability).

Requested information/access

N/A – No additional information or data access is requested.

Exceptions

ServiceNow does not guarantee increased certification exam pass rates.

Champion Engagement

The Champion Engagement Accelerators provide insights into champion engagement.

Champion Engagement – Advanced

Guidance to effectively communicate the value and benefits of using the ServiceNow platform.

Overview

Champion Engagement provides Impact Customer champions with leading practices content and prescriptive guidance to effectively communicate the value proposition and benefits for using the ServiceNow platform within their organizations. Champion Engagement includes enablement for one champion.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of Champion Engagement Deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer related to champion activity

Customer Working Session (up to 5 hours)

Customer meetings to discuss:

- Current champion activity
- Champion activity options
- Finalizing a Champion Plan

Champion Engagement Deliverable

Documented Champion Plan that defines what the Champion can participate in and accomplish (internally at their organization and externally) within the next year.

Follow-up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to Champion Plan
- Provide additional guidance on champion activity

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested Information / Access

- ServiceNow platform goals
- IT Strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for executing the Champion Plan.

Champion Engagement – Total

Guidance to effectively communicate the value and benefits of using the ServiceNow platform.

Overview

Champion Engagement provides Impact Customer champions with leading practices content and prescriptive guidance to effectively communicate the value proposition and benefits for

using the ServiceNow platform within their organizations. Champion Engagement includes enablement for three champions.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of Champion Engagement Deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs from Customer related to champion activity

Customer Working Session (up to 5 hours)

Customer meetings to discuss:

- Current champion activity
- Champion activity options
- Finalizing a Champion Plan

Champion Engagement Deliverable

Documented Champion Plan that defines what the Champion can participate in and accomplish (internally at their organization and externally) within the next year.

Follow-up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to Champion Plan
- Provide additional guidance on champion activity

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested Information / Access

- ServiceNow platform goals
- IT Strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for executing the Champion Plan.

Citizen Development Program Design

Provides prescriptive guidance on enabling Citizen Development for your ServiceNow platform.

Overview

The Citizen Development Program Design Accelerator provides Impact customers with prescriptive guidance to effectively develop a Citizen Development Program for the ServiceNow platform. ServiceNow technology empowers non coders, known as Citizen Developers, to build new applications and workflows without having prior coding knowledge using low-code development.

This Accelerator includes workshops to assess and create a prioritized list of candidates for Citizen Development, determine the required screening and training for them, and assess operational and technical governance to identify any necessary adjustments.

For more information on the Citizen Development and low code development, see [Exploring App Engine Studio](#).

Note:

This Accelerator is available in Advanced and Total Packages.

What You Get

Kickoff Meeting

Workshop planning meeting

Citizen Development Workshop #1 - Vision, Plan, and Focus

- Prioritized candidate list and potential use cases determined
- Value proposition
- Marketing and awareness messaging
- Recruitment plan
- Initial implementation timeline
- Develop an initial implementation timeline
- Conduct the Citizen Development adoption maturity questionnaire

Citizen Development Workshop #2 - Enable and Empower

Review the following:

- Training curriculum – ServiceNow and Customer allocations
- Support model and responsibilities
- Demand intake process

Citizen Development Workshop #3 - Establishing Guardrails

- Instance architecture
- Design considerations and standards
- Developer security model
- App life cycle model
- Testing standards

- App review standard
- Additional toolkit resources

The readout deck and supporting Citizen Development assets are delivered to the Customer.

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor (Required)	Primary strategic contact for ServiceNow.
Platform Architect (Required)	Provides a holistic view of the ServiceNow platform, processes, and other systems, including any necessary policy or organizational requirements.
Citizen Development Program Owner	Manages all the Citizen Development program.

Prerequisites

The following are required prerequisites:

- Identification of key players
- ServiceNow platform owner required
- App Engine license and products installed and configured

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible setting up or for implementing App Engine' recommendations on Customer's sub-production or production instances.

Customer Service Management Product Maturity Assessment

The Customer Service Management (CSM) Product Maturity Assessment Accelerator provides insight into your current ServiceNow CSM maturity level and targeted recommendations based on the current maturity level.

Overview

Customer Service Management (CSM) Product Maturity Assessment provides Impact customers with insight into the maturity of CSM adoption and value with their ServiceNow platform. See [Exploring Customer Service Management](#) for information on CSM.



Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

CSM Maturity Assessment Kick Off Session (up to 120 minutes)

Provides the following:

- An overview of the CSM maturity assessment
- Engagement expectations and activities
- Key roles and responsibilities overview
- Guidance to choose assessment participants

CSM Maturity Assessment Questionnaire

Assessment participants will complete the CSM maturity questionnaire independently.

Questionnaire Results Analysis (time as needed per Impact Squad)

The Impact squad will:

- Review and analyze the questionnaire scores
- Compile tailored recommendations and leading practices
- Schedule a Readout session to discuss the results and recommendations

CSM Maturity Assessment Recommendations Readout Session (up to 120 minutes)

The Impact Squad will:

- Presentation of the assessment results
- Discussion of the targeted recommendations
- Provide a suggested plan and resources

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform. Specific to the CSM Maturity Assessment, this individual is the primary contact for the duration of the engagement and carries out the following responsibilities: • Gathers and shares the list of assessment participants • Ensures completion of the assessment by participants • Provides sponsorship for outputs based on the recommendations
Subject Matter Experts (Required)	Includes the people within your organization that will be completing the assessment. Their responsibilities are:

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	• Complete the assessment by the agreed deadline • Raise any questions or concerns as soon as possible

Requested Information / Access

N/A

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow resources aren't responsible for implementing CSM recommendations on the customer's sub-production or production instances.

Develop Partner Strategy

The Develop Partner Strategy Accelerators provide guidance on finding and evaluating effective partners.

Develop Partner Strategy – Advanced

Guidance on finding and evaluating effective partners

Overview

Develop Partner Strategy provides Impact Customers with guidance to identify, and evaluate, a ServiceNow implementation partner that is aligned to their business objectives and has the expertise needed to help them achieve the target outcome.

What You Get**Introductory Customer Session (up to 60 min)**

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 5 hours total)

Customer meetings to discuss:

- Existing partner performance
- Current partner needs
- Plan to assist customer in identifying and evaluating partners for a target outcome

Partner Strategy Deliverable

Documented recommendations to assist customer in identifying and evaluating partners for target outcome.

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to partner plan
- Provide additional guidance on leading practices

Requested Customer Resources**Customer resource and responsibilities**

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
Primary Executive Stakeholder – Required	Responsible for selecting and managing the partner.

Requested Information / Access

- Implementation roadmap(s)
- Existing partner relationship(s)
- Outstanding RFP(s) issued by Customer (Partner responses not to be shared with ServiceNow)

Exceptions

ServiceNow is not responsible for partner assessment, identification, selection, enablement, or management.

Develop Partner Strategy – Total

Guidance on finding and evaluating effective partners

Overview

Develop Partner Strategy provides Impact Customers with guidance to identify, evaluate, and select a ServiceNow implementation partner that is aligned to their business objectives and has the expertise needed to help them achieve value from their ServiceNow investment.

What You Get**Introductory Customer Session (up to 60 min)**

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 10 hours total)

Customer meetings to discuss:

- Maturity of partner management function
- Existing partner performance
- Expectations for any new partner relationships
- Improving partner selection and management processes

Partner Strategy Deliverable

- Analysis readout on the current state of partner management function
- Documented recommendations on how to modify and/or improve partner selection and management processes

Follow-Up Customer Session (up to 20 hours total)

- Opportunity for Q&A related to partner strategy deliverable
- Offer guidance on Customer's partner management, as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.
Primary Executive Stakeholder – Required	Responsible for selecting and managing the partner.

Requested Information / Access

- Implementation roadmap(s)
- Existing partner relationship(s)
- Outstanding RFP(s) issued by Customer (Partner responses not to be shared with ServiceNow)

Exceptions

ServiceNow is not responsible for partner assessment, identification, selection, enablement, or management.

HRSD Maturity Assessment

This accelerator provides guidance on your current HR Service Delivery (HRSD) process and function maturity in your ServiceNow instance.

Overview

The HRSD Maturity Assessment Accelerator provides a base-level understanding of maturity tied to business outcomes being driven. The Accelerator aims to assess gaps with your HRSD

product implementation based on your company's use cases with targeted recommendations on what to tackle next to unlock further value in the platform.

All HRSD apps and features are within scope including Case & Knowledge, Employee Center and Portal, Lifecycle Events/Onboarding/Journeys, Employee Document Management, HCM Integrations, and specific store features, such as Manager Hub. See [HR Service Delivery](#) for additional information on HRSD apps.

Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

Learning Overview (up to 90 minutes)

- Describe and introduce the Accelerator to explain the assessment process
- Conduct the HRSD adoption maturity questionnaire

HRSD Maturity Assessment report

The assessment report is a result of the questionnaire and input from our HRSD leaders and includes the following:

- Maturity score
- The top five recommendations of unadopted product features in the standard NowCreate crawl/walk/run model
- Additional initiatives or Impact accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Read-out (up to 90 minutes)

- Deliver HRSD Maturity Assessment report
- Review HRSD Maturity Assessment report
 - Opportunity for Questions and Answers related to the HRSD Maturity Assessment
 - Discuss a draft adoption roadmap

Follow-up Customer Session (optional on Customer request– up to 60 minutes)

- Review Customer progress
- Identify additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) & HRSD Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead (Recommended)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator activities to understand leading practices and potentially support the customer going forward.
Developers (Optional)	Writes code for the ServiceNow platform.
Business Stakeholders (Optional)	Line of business owners outside of HR.

Requested Information / Access

We request that the HRSD Maturity questionnaire is completed by the Customer virtually a minimum of two weeks prior to the Customer readout.

Exceptions

This Impact Accelerator does not include a technical review of HRSD.

The tool is not automated and does not feature automated recommendations. Assessment of other EWF capabilities beyond HRSD is not included.

ServiceNow is not responsible for implementing the recommendations made based on the HR Service Delivery Maturity Assessment.

ITSM Maturity Assessment

Guidance on current ITSM process and function maturity, with targeted recommendations on what to tackle next to unlock further value in the platform.

Overview

ITSM Maturity Assessment provides an all-in-one ITSM adoption accelerator, providing Customers with a snapshot of their current process maturity and recommendations on what to do next to improve value return within the platform.

What You Get**Learning Overview (up to 60 min)**

- Describe and introduce the accelerator
- Maturity questionnaire

ITSM Maturity Assessment report

ITSM Maturity Assessment report includes:

- Maturity score
- The “top five recommendations” grounded in ServiceNow leading practices
- Content, accelerators, and next steps where applicable
- Excel readout of the full recommendation list

Customer Read-out (up to 90 minutes)

- Deliver ITSM Maturity Assessment report
- Review ITSM Maturity Assessment report

Follow-up Customer Session (optional on Customer request – up to 60 minutes)

- Review Customer progress
- Identify any additional resources to achieve Customer goals
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Process Owner- Required	Owns the process being reviewed.
IT Service Desk Manage- Required	Completes the maturity assessment questionnaire
Subject Matter Experts– Recommended	Completes the maturity assessment questionnaire

Requested Information / Access

ITSM Maturity questionnaire is completed by customer at least two weeks before customer readout, which is provided by ServiceNow.

Exceptions

This accelerator is limited to the following capabilities within ITSM:

- Incident Management
- Problem Management
- Request Management
- Change Management
- Continual Improvement Management

- Service Desk
- CDSM Foundations

On-Demand Value Report

Customers can use this accelerator to request a business value report on-demand.

On-Demand Value Report- Guided

Customers can use this accelerator to request a business value report on-demand.

Overview

The On-Demand Value Report accelerator enables Guided Customers to get a On-Demand Value Report outside of their annual cadence for ServiceNow standard business objectives and outcomes.

The On-Demand Value Report helps Customers learn how they can continue to accelerate the value they're realizing with ServiceNow and with Impact.

What You Get

- Value Report for one Product

i Note:

Only standard business objectives and outcomes in the Value Blueprint for selected products can be part of the Value Report

- Recommendations to accelerate value

The Value Report provides incremental improvement compared to a prior period. ServiceNow recommends a year-on-year comparison as the ideal time frame for identifying performance improvement. This is to account for factors such as seasonality, but any other frequencies can be used based on customers' needs.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor – Optional	Primary strategic contact for ServiceNow.
Business Owner(s)- Optional	Line of business service owner(s) outside of IT.

Requested Information / Access

Please refer to the applicable [Impact Accelerator Description](#). [↗](#)

Exceptions

- Value Blueprint needs to be completed prior to requesting this accelerator
- Data collection, baseline, and actuals need to be completed by customer
- Operational Reports
- Custom objectives and metrics

On-Demand Value Report- Advanced

Advanced customers can use this accelerator to request a business value report on demand.

Overview

The On-Demand Value Report accelerator enables Advanced Customers to get a Value Report outside of their annual cadence for ServiceNow standard business objectives and outcomes.

The Value Report will inform the strategic discussion the Squad has with the customer on how they can continue to accelerate the value they are realizing with ServiceNow and with Impact.

What You Get

- Value Report for up to two products

i Note:

Only standard business objectives and outcomes in the Value Blueprint for selected products can be part of the Value Report.

- Recommendations to accelerate value
- Additional consultation by the Squad if more business objectives and outcomes for selected products are needed outside of the initial Value Blueprint created during Impact Foundations.

The Value Report provides an incremental improvement compared to a prior period. ServiceNow recommends a year-on-year comparison as the ideal time frame for identifying performance improvement. This is to account for factors such as seasonality, but any other frequencies can be used based on customers' needs.

Requested Customer Resources

Customer will provide the following resources throughout the duration of any applicable engagement during the Impact Subscription Term. The same personnel may fill multiple responsibilities:

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor – Optional	Primary strategic contact for ServiceNow.
Business Owner(s)- Optional	Line of business service owner(s) outside of IT.
Reporting/Analytics Expert	Responsible for data collection effort

Requested Information / Access

Please refer to the applicable [Impact Accelerator Description](#). 

Exceptions

Pre-requisites:

- Value Blueprint needs to be completed prior to requesting this accelerator
- Data collection, baseline, and actuals need to be completed by customer

This feature will NOT include:

- Operational Performance is not included
- Custom objectives and metrics are not included in Value Report

On-Demand Value Report- Total

Customers can use this accelerator to request a business value report on-demand.

Overview

The On-Demand Value Report accelerator will enable Total Customers to get a Value Report outside of their annual cadence for ServiceNow standard business objectives and outcomes.

The On-Demand Value Report informs a strategic discussion the Squad has with the customer on how they can continue to accelerate the value they're realizing with ServiceNow and with Impact.

What You Get

- Value Report for up to two products

Note:

All the standard and custom business objectives and outcomes in the Value Blueprint for selected products can be part of the Value Report.

- Recommendations to accelerate value
- Additional consultation by the squad if more business objectives and outcomes for selected products are needed outside of the initial Value Blueprint created during Impact Foundations.

The Value Report provides an incremental improvement compared to a prior period. ServiceNow recommends a year-on-year comparison as the ideal time frame for identifying performance improvement. This is to account for factors such as seasonality, but any other frequencies can be used based on customers' needs.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor – Optional	Primary strategic contact for ServiceNow.
Business Owner(s)- Optional	Line of business service owner(s) outside of IT.
Reporting/Analytics Expert	Responsible for data collection effort

Requested Information / Access

Please refer to the applicable [Impact Accelerator Description](#). [↗](#)

Exceptions

- Value Blueprint must be completed prior to requesting this accelerator
- Data collection, baseline, and actuals must be completed by customer
- Operational Performance isn't included

Portfolio Governance

Guidance on building a strategic portfolio management process

Overview

Portfolio Governance provides Impact Customers with leading practices and prescriptive guidance on the demand management process, including demand generation, demand scoring, and the transition to design/development. This Impact Accelerator aims to assist Customers in creating a portfolio governance capability that is connected to strategic governance, building cross-enterprise alignment on strategic priorities for more effective and holistic solutions to enhance speed to value.

***i* Note:**

This Accelerator is available in Advanced and Total packages.

What you get**Introductory Customer Session (up to 60 min)**

- Set expectations on process and depth of deliverable.
- Communicate expectation for Customer participation.
- Request data and any other inputs.

Customer Workshop (up to 4 hrs)

- Review current state of demand management.
- Discuss leading practice content.
- Propose action plan items for Customer to execute.

Portfolio Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to portfolio governance deliverables.
- Provide additional guidance on leading practices.

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- CoE Charter
- Organization chart
- IT governance documents
- Demand process workbook – intake forms, assessment scorecards, etc.
- EA process workbook
- Project plans & implementation timelines
- Design Review policies
- Development methodology and process (agile and/or waterfall)

Exceptions

ServiceNow is not responsible for execution of the portfolio management process.

Project Portfolio Management Maturity Assessment

The Project Portfolio Management (PPM) Maturity Assessment Accelerator provides guidance on maximizing the resources available with PPM.

Overview

Project Portfolio Management Maturity Assessment provides Impact Advanced and Total Customers with prescriptive guidance, leading practices content, and a maturity analysis of their ServiceNow instance PPM. The Assessment aims to help you streamline the undertaking of organizing the complex tasks of multiple programs, processes, operations, and projects and create a big-picture view of the projects as a single entity to help prioritize and sequence them for optimal business returns.

See [Project Portfolio Management](#)  for information on PPM.

Note:

This Accelerator is available for Impact Advanced and Total packages.

What You Get

PPM Maturity Assessment Kickoff Session (up to 120 minutes)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Maturity Assessment Questionnaire

Your assessment participants will each be asked to independently fill out a pre-built PPM Maturity Assessment Questionnaire that asks targeted questions to assess gaps and opportunities with your PPM product.

Questionnaire Results Analysis (time determined by Impact Squad, as needed)

Your Impact Squad will:

- Review and analyze the questionnaire scores
- Compile tailored recommendations and leading practices
- Provide guidance that will help you understand how to best maximize your PPM product investment

PPM Maturity Assessment report

The assessment report is a result of the questionnaire and input from our PPM leaders and includes the following:

- Maturity score
- The top five recommendations of unadopted product features for PPM
- Additional initiatives or Impact accelerators to conduct, or specific recommendations to achieve outcomes
- A complete list of recommendations observed

Customer Readout Session (up to 120 minutes)

- Deliver the PPM Maturity Assessment report
- Review the PPM Maturity Assessment report:
 - Present the assessment results
 - Discuss targeted recommendations
 - Provide a suggested plan and resources to help you decide which recommendations to implement

Follow-up (up to 60 min)

- Opportunity for Questions and Answers related to the PPM Maturity Assessment
- Provide additional guidance on leading practices as needed

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.

Exclusions

ServiceNow resources aren't responsible for execution of the provided plan.

ServiceNow Governance

Guidance on building ServiceNow Governance boards and policies.

Overview

ServiceNow Governance provides Impact Customers with a framework that streamlines the decision-making required to define how your organization should use and manage the ServiceNow AI Platform. This includes setting up governance across strategy, portfolio, and technical domains. This Impact Accelerator aims to assist Customers in driving their transformation vision, delivering the right work at the right time, and maintaining the technical integrity of their ServiceNow implementation.

What You Get

Introductory Customer Session

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Review educational material on ServiceNow governance across strategy, portfolio and technical domains
- Request data and any other inputs from Customer

Discovery Sessions

- Assess current governance model across strategy, portfolio, and technical domains, including:
 - Customer's vision and strategy roadmap decisions
 - Customer's demand management
 - Customer's environment, platform, data, and development management
- Discuss leading practice content
- Propose action plan items for Customer to execute

Customer Workshops

- Dedicated workshop(s) on setting up strategy governance and the executive steering board
- Dedicated workshop(s) on setting up portfolio governance and the demand board
- Dedicated workshop(s) on setting up technical governance and the technical governance board
- Dedicated workshop(s) on how the three main domains of governance work together

i Note:

Each workshop includes educational material and interactive activities that will help the Customer design their governance boards and ServiceNow Governance policies.

Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates
- Draft designs for governance model & processes

Follow-Up Customer Session

- Opportunity for Q&A related to governance deliverables
- Opportunity to run through additional governance simulations to test the Customer's new governance structure
- Provide additional guidance on leading practice

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ServiceNow Executive Sponsor- Required	Primary strategic contact for ServiceNow.
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Requested Information / Access

Strategy Governance:

- Organization chart for consumers and delivery in the platform
- Defined vision & strategy for ServiceNow
- Strategy roadmap and technical roadmap for ServiceNow
- Documented OKRs, themes and epics

- Business outcomes aligned to the platform
- Business case or business case templates relating to the platform
- IT governance documents relating to the platform
- Steering board documents, for example
 - charters
 - board participants lists and roles
 - steering board agendas

Portfolio Governance:

- Details of any enterprise-level demand forums
- Any existing ServiceNow demand processes and forums- e.g.: process, intake forms, assessment scorecards, etc.
- Existing Demand board documents, for example: charters, board participant lists, agendas
- A view of any in-flight or upcoming platform demand including Project plans & timelines
- Organization chart- specifically aimed at highlighting where demand can originate
- CoE Charter (if in place)
- EA process workbook
- Development methodology and process (agile and/or waterfall)
- Demand scoring & weighting criteria

Technical Governance:

- Technology governance documents (charters, agendas) - specifically
 - Any enterprise-wide technology governance which may need alignment with
 - Any enterprise-wide technology architecture standards to be observed
 - Any existing platform technical governance boards
- Architecture blueprint
- Project backlog
- IT strategic plan
- Pain points, business drivers, and desired business outcomes

Exceptions

ServiceNow is not responsible for execution of the strategy governance policy or process.

Staffing and Roles Review

Insights into staffing and roles.

Staffing and Roles Review – Advanced

Guidance on effective role alignment

Overview

Staffing and Roles Review provides Impact Customers with leading practices content and prescriptive guidance to assist Customers in their analysis of roles, responsibilities, and potential skills gaps that currently exist in their ServiceNow program team to inform hiring, partnering, and outsourcing needs in support of their ServiceNow strategy. It aims to guide Customers on building an effective team to assist in execution on their ServiceNow vision and strategy, appropriate staffing to support the business, and approaches to reduce attrition.

ServiceNow encourages Customer to request this Accelerator in conjunction with the CoEI Design Accelerator.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Sessions

Review customer-provided artifacts and clarify any gaps.

Customer Readout (up to 60 minutes)

Review general organizational structure, staffing, and role suggestions in context of ServiceNow vision and strategy.

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to general resourcing guidance in context of ServiceNow vision and strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow AI Platform & Development team lead- Recommended	Manages platform operations and development on the ServiceNow platform.

Requested Information / Access

- General organizational chart and resourcing detail, not to include personnel names, or other sensitive information, or specific reduction in force planning
- Roles and responsibility definitions

Exceptions

ServiceNow will not be involved in resource selection processes.

Staffing and Roles Review – Total

Guidance on effective role alignment

Overview

Staffing and Roles Review provides Impact Customers with leading practices content and prescriptive guidance to assist Customers in their analysis of roles, responsibilities, and potential skills gaps that currently exist in their ServiceNow program team to inform hiring, partnering, and outsourcing needs in support of their ServiceNow strategy. It aims to guide Customers on building an effective team to assist in execution on their ServiceNow vision and strategy, appropriate staffing to support the business, and approaches to reduce attrition.

ServiceNow encourages Customer to request this Accelerator in conjunction with the CoEI Design Accelerator.

What You Get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Sessions (up to 8 hours, depending on number of discovery workshops / interviews)

- Review customer-provided artifacts and clarify any gaps
- Discuss current state of roles and responsibilities as well as the target maturity for Customer's organizational model

Customer Readout (up to 3 hours)

- Review general organizational structure, staffing, and role suggestions in context of ServiceNow vision and strategy
- Review and walk-through supporting resources that customer can use to execute against role and staffing suggestions

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to general resourcing guidance in context of ServiceNow vision and strategy
- Provide additional guidance on leading practices

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ServiceNow Executive Sponsor – Required	Primary strategic contact for ServiceNow
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ServiceNow AI Platform & Development team lead- Recommended	Manages platform operations and development on the ServiceNow platform.

Requested Information / Access

- General organizational chart and resourcing detail, not to include personnel names, or other sensitive information, or specific reduction in force planning
- Customer's charters and/or governance charters as applicable to ServiceNow deployment
- Customer must have completed the Vision & Strategy Accelerator, and provide the ServiceNow vision & strategy map
- Details on existing ServiceNow partner landscape
- Roles and responsibility definitions

Exceptions

ServiceNow will not be involved in resource selection processes.

Strategy Governance

Guidance on aligning ServiceNow strategic roadmap to business outcomes

Overview

Strategy Governance provides Impact Customers with leading practice recommendations on the establishment and operation of strategy governance, which will assist Customer in driving decisions aligning a ServiceNow strategic roadmap to business outcomes.

i Note:

This Accelerator is available in Advanced and Total packages.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable.
- Communicate expectation for Customer participation.
- Request data and any other inputs.

Customer Workshop (up to 4 hrs)

- Review current state of strategy roadmap decisions.
- Discuss leading practice content.
- Propose action plan items for Customer to execute.

Strategy Governance Deliverables

- Workshop slides
- Action planning notes
- Action planning templates

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to strategy governance deliverables.
- Provide additional guidance on leading practices.

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- ServiceNow governance structure documents – charters, board participant lists, etc.
- CoE Charter
- Organization chart
- IT governance documents
- Current ServiceNow strategic roadmap, mission, vision document
- Documented OKR, themes, and epics
- Business KPIs
- Business case (or business case templates)

Exceptions

ServiceNow is not responsible for execution of the strategy governance process.

Success Readiness Assessment (SRA)

This accelerator measures readiness and platform maturity of your ServiceNow platform.

Overview

The Success Readiness Assessment (SRA) is a process designed to identify, target, and prescribe areas of improvement during the digital transformation journey with the ServiceNow platform.

The SRA is composed of a series of interviews with a range of stakeholders used to solicit quantitative and qualitative customer feedback. These interviews produce trackable data that provides a baseline of information the Impact Squad can use when recommending improvement steps.

Note:

This Accelerator is available in the Advanced and Total Packages.

What You Get

Introductory Customer Session (up to 60 min):

- Provide an overview of the SRA and its importance
- Review the SRA process and deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Discovery Customer Sessions (up to 90 min per interview):

The SRA interviews are designed to:

- Uncover disconnects and misalignments between stakeholders
- Identify where gaps exist that impact long-term success
- Pinpoint outlying areas to improve capacity and competency
- Build a baseline maturity score across thirteen focus areas

SRA Read-out Session (up to 90 minutes):

This session is designed to:

- Present the results to stakeholders summarizing the SRA findings
- Discuss recommendations and next steps based on findings

SRA Deliverable:

Executive readout deck with documented recommendations from Impact Squad based on SRA results.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead (Recommended)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator activities to understand leading practices and potentially support the customer going forward.
Developers (Optional)	Writes code for the ServiceNow platform.

Requested Information / Access

N/A

Exceptions

ServiceNow is not responsible for implementing the recommendations made based on the SRA.

Training Strategy Assessment

The Training Strategy Assessment Accelerator provides guidance for the creation of a training plan for user adoption and upskilling.

Overview

Training Strategy Assessment (TSA) provides ServiceNow platform training and adoption guidance to upskill and prepare users at the appropriate times along your ServiceNow journey. The TSA includes a review of your organization's training and adoption requirements, entitlements, and current capabilities, and the delivery of best practice recommendations and training plans for your users.

The TSA is led by a ServiceNow training professional and delivered through curated on-demand resources and two live sessions. Please allow up to 60 minutes per session. The output of the TSA is a defined training plan that includes all of the in-scope applications for each of the roles and personas across the organization, while making best use of Impact training entitlements.

What You Get**Pre-engagement and Planning**

Pre-engagement questionnaire is sent to you for completion

Live sessions are scheduled

Digital Learning Overview (To be completed by your organization prior to live TSA sessions)

Unlimited access to on-demand content covering the following:

- RiseUp with ServiceNow and the ServiceNow training, certification, and adoption portfolio
- Your training audience and approach
- Impact entitlements and key dashboards for understanding your training current state
- Introduction to the Adoption Toolkit
- Additional enterprise training and adoption resources

Live Training Strategy Assessment (up to 60 minutes)

- Review the responses from the customer training questionnaire, including customer learning culture and expectations, audience and personas impacted, timelines, and ServiceNow products in scope
- Discuss the current skills landscape, including technical training history and certifications

Training Strategy Readout (up to 60 minutes)

- The ServiceNow training professional presents the recommended training strategy created based on the training strategy assessment session and best practices
- The output of this session is the finalized plan uploaded to the Impact Digital Experience (IDE)

Note:

All live sessions are provided remotely.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Product Owner(s)	Have a more detailed view of the products, the teams supporting them, and the impact of the new way of working.
Learning & Development	Understand the preferred learning methods for their users and how they train and support the platform. Have an in-depth view of any Learning Management System (LMS) requirements and any potential issues around accessing their company's environments.
Training Lead (s)	Understand the timelines of the implementation and some potential challenges ahead regarding adoption.

Requested Information / Access

- Existing planning documents, for example, capability maps and product roadmap
- Business KPIs
- Details on the existing partner landscape and any training they plan to provide
- Digital Learning Overview (entitled [Get Started with ServiceNow Training and Adoption](#) ) completed by the customer after initiating the accelerator in the IDE.
- Pre-engagement questionnaire completed by the customer after reviewing the Digital Learning Overview content

Exceptions

- ServiceNow resources aren't responsible for execution of the provided training plan and strategy.
- As a prerequisite to the TSA, familiarity with ServiceNow University and all associated learning credit management and user account management tasks are assumed and won't be covered during the TSA sessions.
- Live sessions should be scheduled and completed within three weeks of the Accelerator initiation.

Vision and Strategy

Insights into vision and strategy.

Vision and Strategy – Advanced

Guidance on building a ServiceNow vision and strategy

Overview

Vision & Strategy provides Impact Customers with leading practices content and prescriptive guidance to draft a ServiceNow vision and strategy for their organization that aligns with their strategic priorities, digital transformation efforts, and business outcomes.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Customer Workshop (up to 4 hours)

Discuss:

- Customer's strategic objectives
- Customer's strategy for ServiceNow
- Draft blueprint of ServiceNow vision and strategy

Vision & Strategy Deliverables

- Workshop slides
- Action planning notes
- Vision and strategy blueprint

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to vision & strategy
- Provide additional guidance on leading practices

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- Organizational chart with roles & responsibilities
- Organizational strategy documents

Exceptions

ServiceNow is not responsible for execution of vision and strategy.

Vision and Strategy – Total

Guidance on building a ServiceNow vision and strategy

Overview

Vision & Strategy provides Impact Customers with leading practices content and prescriptive guidance to draft a ServiceNow vision and strategy for their organization that aligns with their strategic priorities, digital transformation efforts, and business outcomes.

What you get

Introductory Customer Session (up to 60 min)

- Set expectations on process and depth of deliverable
- Communicate expectation for Customer participation
- Request data and any other inputs

Customer Workshop (up to 8 hours, as needed depending on number of workshops)

Discuss:

- Run exercises to determine a vision statement for Customer's investment in ServiceNow
- Run exercises to agree upon key strategic business drivers that help deliver against Customer's ServiceNow vision
- Run exercises to establish key business outcomes and KPIs that will measure progress against key strategic business drivers

Vision & Strategy Deliverables

- Workshop slides
- Action planning notes
- Vision and strategy blueprint
- Strategy map (i.e., a one-page summary of the ServiceNow vision & strategy)

Follow-Up Customer Session (optional upon Customer request - up to 60 min)

- Opportunity for Q&A related to vision & strategy
- Provide additional guidance on leading practices

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Executive Sponsor - Required	Primary strategic contact for ServiceNow.

Requested information/access

- Organizational chart with roles & responsibilities
- Organizational strategy documents
- Existing planning documents (e.g., capability maps, product roadmaps)
- Business KPIs
- Current state architecture blueprint
- Details on the existing partner landscape

Exceptions

ServiceNow is not responsible for execution of vision and strategy.

Technical Accelerators

Accelerate usage and adoption of specific platform and product capabilities via applied demonstrations, personalized coaching, and best practices with Technical Accelerators.

Accelerators available in each package

Accelerator outputs and formats have common standardized features, but may differ from package to package. Not all Accelerators are available for each package. The Accelerators and available feature levels are denoted by these symbols:

- ✓ = Common standardized feature set
- ✓ = Includes unique accelerator-specific features
- ⊕ = Includes additional unique accelerator-specific features

Note:

U.S. Public Sector (USPS) customers: As part of ServiceNow's mission to continually deliver the best customer experience and as part of the evolution of the Impact packages, certain Impact deliverables, Impact Accelerators, or other Impact components require supplemental terms and conditions because of the manner in which they operate. The US Public Sector Accelerator provides U.S. Public Sector customers an option to leverage aspects of these Accelerators without the need to accept the supplemental terms and/or in scenarios in which an environment may have serviceability restrictions.

Accelerators that offer USPS specific versions for the respective packages are indicated with ** in the table.

Accelerator and supported Impact package

Accelerator	Guided package	Advanced package	Total package
Access to Experts		#	#
Expert Connect		#	#
Introduction to Instance Observer-Guided	#		
Jumpstart Your AI Search **	#	#	#
Jumpstart Your App Engine **	#	#	#
Jumpstart Your Automated Testing **	#	#	#
Jumpstart Your CMDB	#	#	#
Jumpstart Your Employee Center **	#	#	#
Jumpstart Your Generative AI	#	#	#
Jumpstart Your Migration of Platform Analytics	#	#	#
Jumpstart Your Multi-lingual Virtual Agent**	#	#	#
Jumpstart Your Natural Language Understanding	#	#	#
Jumpstart Your Platform Analytics	#	#	#
Jumpstart Your Predictive Intelligence		#	#
Jumpstart your Service Operations Workspace**	#	#	#

Accelerator and supported Impact package (continued)

Accelerator	Guided package	Advanced package	Total package
Jumpstart Your ServiceNow AI Journey			#
Jumpstart Your Strategic Portfolio Management – Planning Workspace	#	#	#
Jumpstart Your Success Dashboard **	#	#	#
Jumpstart Your Task Intelligence	#	#	#
Jumpstart Your Upgrade**	#	#	#
Jumpstart Your Virtual Agent**	#	#	#
TuneUp Your AI Search		#	#
TuneUp Your CMDB	#	#	#
TuneUp Your Hardware Asset Management	#	#	#
TuneUp Your IT Asset Management	#	#	#
Tuneup Your ITOM Discovery	#	#	#
TuneUp Your Platform Analytics	#	#	#
TuneUp Your Software Asset Management	#	#	#
TuneUp Your Security	#	#	#
TuneUp Your Virtual Agent - Assessment		#	#
TuneUp Your Virtual Agent – NLU (Natural Language Understanding)		#	#
TuneUp Your Virtual Agent – Performance Monitoring		#	#
TuneUp Your Virtual Agent – UX (User Experience)	#	#	#

Access to Experts

The Access to Experts Accelerator connects Impact customers to ServiceNow subject matter experts via personalized virtual coaching sessions.

Overview

Access to Experts targets precise and actionable guidance on the ServiceNow Platform and licensed products.

Sessions offer specialized guidance on various ServiceNow product topics, aimed at accelerating value realization and outcomes on the ServiceNow Platform.

Note:

Impact squad members may determine that an Access to Experts Accelerator is to be requested based on the information submitted in the [Access to Expertise](#) initiative. The Accelerator is not available to be requested by customers outside of the Initiative.

Requestable topics

The Access to Experts Accelerator applies to a selected set of requestable topics:

- **Leading Practices:**
 - Obtain tailored insights into ServiceNow product-specific general guidelines for a chosen subject.
 - Aides in a deeper understanding of effective methodologies, approaches, and standards for optimal outcomes.
- **Technical How-To:**
 - Schedule personalized one-on-one sessions with ServiceNow experts.
 - Address specific technical inquiries and receive tailored guidance tailored.
- **Product Capability Overview:**
 - Explore the capabilities of your licensed products, exclusively designed for the post-sale phase
 - Obtain the necessary processes and technical considerations for ServiceNow Platform adoption and implementation
- **Data Model Overview:**
 - Provide an understanding of the primary data types utilized by the ServiceNow Platform and your licensed products.
 - Provide an understanding of data dependencies for up to two solutions, such as ITSM with CSM.
- **Implementation Guidance:**
 - Detail current ServiceNow platform implementation phases and areas for enhancement
 - Receive actionable feedback on general guidelines and recommendations.

For examples of requests or additional information on the request process, see [Request Access to Expertise](#).

Note:

This Accelerator is exclusively available as a restricted release in Impact Advanced and Total packages to select Impact squads and customers with the May 17, 2024 Impact SKUs.

What You Get**Important:**

Impact customers must provide sufficient detail and context related to the requested topic at least one week in advance of the session to allow the [#ServiceNowRequest](#) Owner to prepare.

Session Preparation

ServiceNow [#Impact](#) Accelerator consultant evaluates the request and may gather additional information and assets based on the question submission.

Access to Experts Customer Session (variable time allotment based on request)

A ServiceNow subject matter expert (SME) will be assigned and perform the following:

- Directly meet with the Impact customer addressing their request
- Provide relevant assets addressing the request

Follow-up

Access to the ServiceNow subject matter expert will be provided for 10 business days following the session. The ServiceNow SME determines if additional follow-up is required to conclude the Access to Experts request.

Requested Customer Resources

x

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Platform Administrator (Required)	Responsible for the day-to-day administration of the ServiceNow platform.
Enterprise Architect Lead (Required)	Responsible for overall enterprise architecture, strategy, and governance.
Technical Architect Lead (Required)	Responsible for overall technical architecture.
Application Owner (Required)	Ensures that the program or programs, which make up the application, accomplish the specified objective or set of user requirements established for that application, including appropriate security safeguards.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) (Optional)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Subject Matter Expert(s) (Recommended)	Provides expert level support across the program to the functional leads and their teams in the areas of reporting, dashboards, automation, and configurations for the Incident, Configuration, Problem, Knowledge Management, and Service Requests.

Delivery Parameters

- **Eligibility Restrictions:** Expertise and guidance are provided exclusively on ServiceNow Platform and product topics for which Impact customers are currently licensed. Requests pertaining to unlicensed topics are redirected to the Account Team for appropriate handling.
- **Customer Consent and Boundaries:** All activities strictly adhere to advisory roles. Customer consent isn't required for this Accelerator. ServiceNow resources won't access customer instances or perform code review, instance copy, or direct keyboard interactions.
- **Remote Operation and Scope:** No on-premise travel, named resources, or predefined scheduling commitments. If additional time outside of the follow-up period is needed, a new session will be requested.

Requested Information / Access

The Impact Accelerator consultant may request additional information prior to the customer session and may also provide additional guidance in follow-up after the customer session.

The intake questionnaire is to be completed at least one week in advance of the customer session.

Exclusions

This Accelerator doesn't include:

- Instance access, code review, instance copying, direct keyboard interactions, or support for topics outside of the Impact Customer's current licenses
- Administration, configuration, and customization of customer instance(s).
- Replacement of other existing Impact Accelerators available to Impact Customers, which may be more aligned with resolution.

Expert Connect

This accelerator provides guidance on ServiceNow platform technical how-to questions.

Overview

Expert Connect provides an opportunity for Impact Customer administrators and developers to connect with a ServiceNow platform subject matter expert in a 1:1 session and receive guidance on a specific technical how-to question.

The scope of topics is primarily the ServiceNow platform, but may include upgrades, ITSM, ITBM, ITOM, CSM, SPM, Reporting, Performance Analytics, Automated Test Framework (ATF), Virtual Agent, and Now Intelligence (AI).

The following table provides examples of the types of requests Expert Connect could fulfill.

Illustrative topics and example Expert Connect Activities

Illustrative Topics	Example Expert Connect Activities
Questions regarding the configuration of a specific ServiceNow Application	Answer a specific technical how-to question presented by the customer. Provide guidance on how an application may be able to help address a Customer pain point.

Illustrative topics and example Exper Connect Activities (continued)

Illustrative Topics	Example Expert Connect Activities
Reporting and dashboards	Provide guidance on ways to approach building Customer-specific reports.

What You Get

Question submission (Customer)

Access the Expert Connect **Initiative** from within Impact and submit your question into the **Description** box.

The question must be a specific technical how-to question with sufficient detail to enable the Impact Accelerator Consultant to prepare for the session.

Session preparation (Impact Accelerator Consultant)

A ServiceNow Impact Accelerator Consultant will evaluate the request and gather information and assets, based on the customer question submission.

Expert Connect Customer Session (up to 60 min)

- A ServiceNow Subject Matter Expert will meet with you and directly address the technical question requested. Also an overview of applicable assets will be provided related to the customer submission.
- The opportunity for Q&A related to the request is provided.

Requested Customer Resources

Any Customer personnel that may benefit from this Accelerator.

Requested Information / Access

Customer shall provide a specific technical how-to question with sufficient detail related to the requested topic reasonably in advance of the session to allow for the ServiceNow Impact Accelerator Consultant to prepare.

The Impact Accelerator Consultant may request additional information prior to the Customer Session and may also follow-up post Customer Session with additional information.

Each Expert Connect request may only cover 1 topic or application area at a time.

Exceptions

Expert Connect does not include the administration/configuration/customization of Customer instance(s), business process design or redesign, strategic planning, code reviews, product demos of net new products, or applicable deployments.

Introduction to Instance Observer-Guided

The Introduction to Instance Observer Accelerator provides guidance on understanding and monitoring performance using Instance Observer.

Overview

Introduction to Instance Observer provides Impact Guided customers with an overview of Instance Observer, a review of specific telemetry for instance availability, prescriptive guidance

on visible trends, and leading practices on monitoring your ServiceNow platform. See [Impact Instance Observer](#) for more information on the feature.

Note:

This Accelerator is available for the Impact Guided package.

What You Get

Session Preparation

Assess customer's Instance Observer data

Customer Coaching Session #1 (Up to 60 minutes)

Includes the following:

- Overview of Instance Observer
- Review specific telemetry and instance availability
- Highlight and review visible trends
- Provide leading practices for monitoring instance performance

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Instance Observer.

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

Jumpstart Your AI Search

The Jumpstart Your AI (Artificial Intelligence) Search Accelerator provides guidance on enabling and configuring AI Search.

Overview

Jumpstart Your AI Search provides Impact customers with an introduction to AI Search, a demonstration of features and performance via a temporary cloned instance, and leading practices on getting started. It aims to enable you to enhance your end-users' experiences by empowering them to find the information they need when and where they need it.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What You Get

AI Search Assessment

- Provisioning of temporary instance
- Enabling and configuring of AI Search and related tools
- Analysis of AI Search performance

Customer Coaching Session #1 (Up to 90 minutes)

Review of

- What is AI Search
- Review of setup process
- Demonstration of AI Search capabilities
- Leading practice recommendations
- Reporting/Analytic overview
- Key resources and guides

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Review of

- Opportunity for Q&A related to AI Search
- Provide additional guidance on implementation resources and process, plugins, and findings

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	involved in the overarching governance of the platform.
System Administrator- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks R and features.
ITSM Virtual Agent Lead- Recommended	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
Developers- Recommended	Writes code for the ServiceNow platform.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing AI Search recommendations on Customer's sub-production or production instances.

Jumpstart Your AI Search- US Public Sector

Guidance on enabling and configuring AI Search

Overview

Jumpstart Your to AI Search provides Impact US Public Sector customers with an introduction to AI Search, a demonstration of features and performance, and leading practices on getting started. It enables customers to enhance their end-user's experience by empowering them to find the information they need when and where they need it.

What You Get**Customer Session #1 (up to 90 minutes)**

Review of:

- What is AI Search
- Review of setup process
- Demonstration of AI Search capabilities
- Leading practice recommendations
- Reporting/Analytics overview

- Key resources and guides
- Thirty days access to the Technical Consultant

Customer Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to AI Search

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
ITSM Virtual Agent Lead- Recommended	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developers- Recommended	Writes code for the ServiceNow platform.

Exceptions

ServiceNow is not responsible for implementing AI Search recommendations on Customer's sub-production or production instances.

Jumpstart Your App Engine

Prescriptive guidance on enabling Citizen Development and utilizing App Engine Studio

Overview

Jumpstart Your App Engine provides Impact customers with an introduction to Citizen Development and how to empower users to develop applications on the ServiceNow platform. It includes an applied demonstration on using App Engine Studio (AES) and App Engine Management Center, a guided tour of its features and benefits via a temporary cloned instance, and leading practices on getting started.

Offered pursuant to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

What You Get

App Engine Setup

- Provisioning temporary instance(s)
- Activating and configuring of App Engine Studio and related tools

Customer Coaching Session #1 (up to 90 min)

Review of:

- What is Low-code/No-code Citizen Development
- Demonstration of App Engine Studio capabilities
- App Engine Management Center demo
- Review of App Engine technical overview
- Review of App Engine Management Center governance
- Leading practice recommendations
- Key resources and guides
- Thirty days of access to the temporary instances and the Technical Consultant

Customer Coaching Session #2 (Optional upon Customer request- up to 60 min)

Opportunity for Q&A related to App Engine

Request Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s)- Recommended	Writes code for the ServiceNow platform.
Subject Matter Expert(s)- Recommended	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing App Engine recommendations on Customer's sub-production or production instances.

Jumpstart Your App Engine- US Public Sector

Prescriptive guidance on enabling Citizen Development and utilizing App Engine Studio

Overview

Jumpstart Your App Engine provides Impact US Public Sector customers with an introduction to Citizen Development and how to empower users to develop applications on the ServiceNow platform. It includes a demonstration on using App Engine Studio (AES) and App Engine Management Center, a guided tour of its features and benefits, and leading practices on getting started.

What You Get

Customer Session #1 (up to 90 minutes)

Review of:

- What is Low-code/No-code Citizen Development
- Demonstration of App Engine Studio capabilities
- App Engine Management Center demo
- Review of App Engine technical overview
- Review of App Engine Management Center governance
- Leading practice recommendations
- Key resources and guides
- Thirty days of access to the temporary instances and the Technical Consultant

Customer Session #2 (Optional upon Customer request- up to 60 minutes)

Opportunity for Q&A related to App Engine

Request Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Recommended	Maintains the stability and usability of the ServiceNow platform by performing

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s)- Recommended	Writes code for the ServiceNow platform.
Subject Matter Expert(s)- Recommended	Non-developers with strong knowledge of processes who are a candidate for Citizen Development.

Exceptions

ServiceNow is not responsible for implementing App Engine recommendations on Customer's sub-production or production instances.

Jumpstart Your Automated Testing

Prescriptive guidance on enabling and utilizing Automated Test Framework

Overview

Jumpstart Your Automated Testing provides Impact customers with an introduction to Automated Test Framework (ATF) and how it can be leveraged to accelerate upgrades and increase quality. It includes an applied demonstration of leading practices around getting started with ATF as well as its features and benefits via a temporary cloned instance.

Offered pursuant to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

What You Get

Automated Testing Framework Setup

- Provisioning of a temporary instance
- Enabling and configuring of Automated Test Framework and related tools

Enabling and configuring of Automated Test Framework and related tools

Review of

- Benefits of Automated Test Framework
- Demonstration of Automated Test Framework capabilities
- Overview of Test Generator and Cloud Runner
- Leading practice recommendations
- Key resources and guides
- Thirty days of access to the temporary instance and the Technical Consultant

Customer Coaching Session #2 (Optional upon Customer request- up to 60 min)

Opportunity for Q&A related to Automated Test Framework

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Upgrade Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.

Requested Information/Access

Please refer to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Automated Test Framework recommendations on Customer's sub-production or production instances.

Jumpstart Your Automated Testing- US Public Sector

Prescriptive guidance on enabling and utilizing Automated Test Framework

Overview

Jumpstart Your Automated Testing provides Impact US Public Sector customers with an introduction to Automated Test Framework (ATF), a demonstration of the benefits and features, and leading practices on getting started. It enables customers to replace manual testing to reduce upgrade and development time.

What You Get

Customer Session #1 (up to 90 minutes)

Review of

- Benefits of Automated Test Framework
- Demonstration of Automated Test Framework capabilities
- Leading practice recommendations
- Key resources and guides
- Thirty days of access to the temporary instance and the Technical Consultant

Customer Session #2 (Optional upon Customer request- up to 60 minutes)

Opportunity for Q&A related to Automated Test Framework

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Upgrade Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.

Exceptions

ServiceNow is not responsible for implementing Automated Test Framework recommendations on Customer's sub-production or production instances.

Jumpstart Your CMDB

The Jumpstart Your Configuration Management Database (CMDB) Accelerator provides a demonstration of the possibilities and capabilities of CMDB.

Overview

Jumpstart Your CMDB provides Impact customers with a comprehensive overview of platform CMDB capabilities to ensure customers have a sound understanding of CMDB fundamentals and a strategic plan for success. Our goal is to place customers in a position for success from the very start, enabling you to create a strategy for leveraging ServiceNow resources. Resources include the CMDB Workspace, CI Class Manager, and Reconciliation rules to streamline working in your CMDB. See [Configuration Management](#) for information on CMDB.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What you get

Session Preparation

- Provisioning of a temporary instance
- Install or update necessary CMDB related plugins

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview and demonstrate CMDB
- Review of the functionality of CMDB tools:
 - CMDB workspace
 - Identification Reconciliation Engine
 - CMDB Data Manager
 - CMDB health dashboards
- Temporary instance with 30 days granted access

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to CMDB

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Process Owner(s) (Required)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible for implementing any of the recommended CMDB configuration changes in Customer's sub-production or production instances.

Jumpstart Your Employee Center

This accelerator includes a demonstration of the possibilities and capabilities available with the ServiceNow® Employee Center portal in your instance.

Overview

The Jumpstart Your Employee Center accelerator provides Impact customers with an overview of Employee Center, a unified portal for managers and employees, up-leveling the user experience. An applied demonstration of the possibilities and capabilities are shown through a temporary cloned instance with leading practices on implementation, migration, and governance. For additional information, see [Employee Center](#) .

** Note:**

This Accelerator is available in Guided, Advanced and Total Packages.

Offered pursuant to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

What You Get**Employee Center Setup**

- Provisioning of a temporary instance
- Activating and configuring Employee Center
- User experience analytics

Customer Coaching Session #1 (up to 90 min)

Review of:

- Portal and employee engagement strategy overview
- Demonstration of Employee Center
- Implementation and migration approaches
- Governance and reporting

- Key resources and guides
- Thirty days of access to the temporary instance is provided

Customer Coaching Session #2 (Optional upon Customer request- up to 60 min)

Opportunity for Q&A related to Employee Center

Request Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
UX and OCM Experts (Recommended)	Primary stakeholders for user experience and organizational change management.
Other Customer Roles (Recommended)	Primary stakeholders responsible for employee experience and engagement, including Knowledge, Portal and Catalog Managers.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). [↗](#)

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow resources are not responsible for implementing Employee Center recommendations on Customer's sub-production or production instances.

Jumpstart Your Employee Center US Public Sector

This accelerator includes a demonstration of the possibilities and capabilities available with the ServiceNow® Employee Center portal in your instance.

Overview

The Jumpstart Your Employee Center Accelerator provides Impact customers with an overview of Employee Center, a unified portal for managers and employees, up-leveling the user experience. An applied demonstration of the possibilities and capabilities are shown through a temporary cloned instance with leading practices on implementation, migration, and governance. For additional information, see [Employee Center](#).

Note:

This accelerator is available in Guided, Advanced and Total Packages.

What You Get

Customer Session #1 (up to 90 min)

Review of:

- Portal and employee engagement strategy overview
- Demonstration of Employee Center
- Implementation and migration approaches
- Governance and reporting
- Key resources and guides
- Access to the Technical Consultant is provided for thirty days.

Customer Session #2 (Optional upon Customer request- up to 60 min)

Opportunity for Q&A related to Employee Center

Request Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
UX and OCM Experts- Required	Primary stakeholders for user experience and organizational change management.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Other Customer Roles)- Recommended	Primary stakeholders responsible for employee experience and engagement, including Knowledge, Portal and Catalog Managers.
Developer(s)- Recommended	Writes code for the ServiceNow platform.
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at [Impact Upgrade Schedules](#). 

Exceptions

ServiceNow resources are not responsible for implementing Employee Center recommendations on Customer's sub-production or production instances.

Jumpstart Your Generative AI

This Accelerator provides a demonstration of the possibilities and capabilities of ServiceNow® Generative AI (Artificial Intelligence).

Overview

Jumpstart Your Generative AI provides Impact customers with an overview of ServiceNow Generative AI and its ability to greatly improve efficiency and user experience. An applied demonstration of the Now Assist experiences via a temporary instance and leading practices on leveraging the ServiceNow Generative AI Controller is included.

** Note:**

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

Session Preparation

- Activate and install the necessary plugins, such as Now Assist, Virtual Agent, and AI Search.
- Provision a temporary instance.

What You Get**Customer Coaching Session #1 (up to 90 minutes)**

Includes the following:

- Overview of Generative AI and Now Large Language Models (LLM)
- Activation and configuration of Now Assist features
- Details on how to use the Generative AI Controller and applicable use cases

- Overview of how to configure Sensitive Data Handler
- Demonstration of Now Assist Experiences:
 - Now Assist Admin Console
 - Generative AI-powered search
 - Code generation
 - Other Now Assist experiences
- Key resources and guides
- 30 days of access to the temporary instance is provided

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Q&A related to Generative AI

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Virtual Agent Lead (Recommended)	Subject matter expert responsible for ServiceNow Virtual Agent.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Refer to the applicable Impact Accelerator description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

This Accelerator is not available to US Public Sector customers.

ServiceNow is not responsible for implementing Generative AI recommendations on Customer's sub-production or production instances.

Jumpstart Your Migration of Platform Analytics

The Jumpstart Your Migration of Platform Analytics Accelerator provides a demonstration of how to successfully prepare and migrate your Platform Analytics content.

Overview

Jumpstart Your Migration of Platform Analytics provides Impact customers with an overview of the changes required to migrate your Platform Analytics content. The Accelerator includes walking through the migration process with a clone of the customer's instance and highlighting some typical questions, issues, and next steps. Advice and direction are provided to prepare for the change.

See [Analyze and optimize business processes](#) for additional information on Platform Analytics applications.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>

What You Get

Session preparation

- Provisioning of a temporary instance
- Review of customer's Platform Analytics implementation and migration readiness
- Run Platform Analytics HealthScan (if applicable)

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Overview of readiness activities (organization and platform) and migration steps
- Review updates for:
 - Core ServiceNow content
 - Migration process based on the customer's install base
- Customer migration process walkthrough
- Discuss recommendations based on the initial review
- 30 days of access to the temporary instance is provided

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Q&A related to the Platform Analytics migration process

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead(s)- Required	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Developer(s)- Recommended	Writes code for the ServiceNow platform.
Process/Service Owner(s)- Recommended	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose#
Process Lead(s)- Recommended	Subject matter expert responsible for managing the applicable process.
Service Manager(s)- Recommended	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in certain restricted environments, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal#use).

ServiceNow resources are not responsible for implementing recommendations on customer sub-production or production instances.

Jumpstart Your Multi-lingual Virtual Agent

This Accelerator provides a demonstration of the possibilities and capabilities of Dynamic Translation.

Overview

Jumpstart Your Multi-lingual Virtual Agent Accelerator provides Impact customers with a demonstration of the possibilities and capabilities of Dynamic Translation. A demonstration of how Dynamic Translation works using Virtual Agent conversations, within AI Search via a temporary cloned instance, and hand-offs to Live Agent are included. Leading practices to get started are also incorporated.

See [Virtual Agent](#) for additional information on Virtual Agent.

Note:

This Accelerator is available in Guided, Advanced, and Total Packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>

What you get

AI Search Assessment

- Provisioning of a temporary instance
- Activating and configuring Dynamic Translation

Customer Coaching Session #1 (up to 60 min)

- Thirty days of access to the temporary instance
- Overview of Dynamic Translation and how to set it up
- Demonstration of Virtual Agent chatbot using dynamic translation
- Demonstration of Live Agent conversation using different languages
- Demonstration of Internationalization support for AI Search
- NLU multi-lingual support
- Leading practices and resources

Customer Coaching Session #2 (Optional on Customer request – up to 60 min)

Opportunity for a Questions and Answers session related to Dynamic Translation

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Linguist or Localization Expert (Recommended)	Subject matter expert responsible for managing ServiceNow localization.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible for implementing [Product] recommendations on Customer's sub-production or production instances.

Jumpstart Your Multi-lingual Virtual Agent - US Public Sector

This Accelerator provides a demonstration of the possibilities and capabilities of Dynamic Translation.

Overview

Jumpstart Your Multi-lingual Virtual Agent Accelerator - US Public Sector provides Impact customers with a demonstration of the possibilities and capabilities of Dynamic Translation. A demonstration of how Dynamic Translation works using Virtual Agent conversations, within AI Search, and hand-offs to Live Agent are included. Leading practices to get started are also incorporated.

For more information on on Dynamic Translation, see [Dynamic Translation](#) .

** Note:**

This Accelerator is available in Guided, Advanced, and Total Packages.

What you get**Customer Coaching Session #1 (up to 60 min)**

- Thirty days of access to the Technical Consultant
- Demonstration of Virtual Agent chatbot using dynamic translation
- Demonstration of Live Agent conversation using different languages
- Demonstration of Internationalization support for AI Search
- NLU multi-lingual support
- Leading practices and resources

Customer Coaching Session #2 (Optional on Customer request – up to 60 min)

Opportunity for a Questions and Answers session related to Dynamic Translation

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Linguist or Localization Expert (Recommended)	Subject matter expert responsible for managing ServiceNow localization.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Exceptions

ServiceNow is not responsible for implementing [Product] recommendations on Customer's sub-production or production instances.

Jumpstart Your Natural Language Understanding

The Jumpstart Your Natural Language Understanding (NLU) Accelerator provides a demonstration of the possibilities and capabilities of Natural Language Understanding.

Overview

Jumpstart Your Natural Language Understanding provides Impact customers with a comprehensive overview of Natural Language Understanding, including many of the underlying features, such as, Planning, Building, Sizing, Training, Vocabulary, Testing, Entity, Deployment,

and Monitoring. This offering aims to educate and help you increase your Virtual Agent adoption by laying the groundwork for a healthy foundation.

For related information, see [Virtual Agent](#) or [Natural Language Understanding](#).

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Activate and run [Intent Discovery](#)
- Assess current NLU models, if applicable

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- NLU leading practices and resources review
- NLU component review:
 - Intent
 - Entity
 - Vocabulary
- Individual deep-dive into each NLU component
- Demonstration of testing and tuning
- Temporary instance with 30 days of provided access

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Natural Language Understanding

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications,

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and contributing to ServiceNow software releases by delivering configuration tasks and features.
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information/Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Natural Language Understanding recommendations on Customer's sub-production or production instances.

Jumpstart Your Platform Analytics

The Jumpstart Your Platform Analytics Accelerator provides a demonstration of the possibilities and capabilities of Platform Analytics.

Overview

Jumpstart Your Platform Analytics provides Impact customers with an overview of Platform Analytics and the ability to greatly improve service delivery quality, efficiency, and cost. An applied demonstration of reporting and Performance Analytics configuration, capabilities, and analytics via a temporary instance as well as leading practices on getting started is included. For more information on Platform Analytics, see [Available Platform Analytics Solutions](#) .

** Note:**

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get**Session Preparation**

- Provisioning of a temporary instance
- Installation of Platform Analytics Content Packs – ITSM focus

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Platform Analytics overview and demonstration
- Review Platform Analytics architecture
- Leading and lagging indicator best practices
- Discuss differences between reporting and Performance Analytics
- Thirty days of access to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Platform Analytics

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead(s) (Required)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Process/Service Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow resources are not responsible for implementing Platform Analytics recommendations on Customer's sub-production or production instances.

Jumpstart Your Predictive Intelligence

The Jumpstart Your Predictive Intelligence (PI) Accelerator provides a demonstration of the possibilities and capabilities of Predictive Intelligence and the clustering framework.

Overview

Jumpstart Your Predictive Intelligence provides Impact customers with an overview of Predictive Intelligence machine learning (ML) capabilities, benefits, and outcomes. An overview of the four PI frameworks with an applied demonstration of Clustering is offered. Additionally, specific use cases, a configuration overview, and key resources to enable customers to reach their automation goals are highlighted.

For related information, see [Predictive Intelligence](#) or [Configuring advanced settings for your ML solutions](#) for more information on Clustering parameters.

Note:

This Accelerator is available for Impact Advanced and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Activate and configure Predictive Intelligence capabilities

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- Predictive Intelligence capabilities, benefits, and outcomes
- Overview of PI frameworks:
 - Classification
 - Clustering
 - Similarity
 - Regression
- Demonstration of the Clustering framework with specific use cases
- Configuration demonstration
- Discussion on how to train, test, and monitor results
- Interpretation of results and identification of next steps

Customer Coaching Session #2 (Optional upon Customer request - up to 60 minutes)

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing Predictive Intelligence recommendations on Customer's sub-production or production instances.

Jumpstart Your ServiceNow AI Journey

The Jumpstart Your AI (Artificial Intelligence) Journey Accelerator provides guidance to kickstart your hyper-automation journey with ServiceNow platform AI capabilities.

Overview

Jumpstart Your ServiceNow AI Journey provides Impact customers with an overview of the ServiceNow catalog of AI and automation capabilities to enable you to kick start your hyper-automation journey and transform business processes and user experience. This includes

building a personalized AI maturity journey with ServiceNow AI capabilities aligned with your strategic goals and business objectives, as well as recommended Impact AI Accelerators to expedite time to value.

Note:

This Accelerator is available for the Impact Total package.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Activate and run [Automation Discovery](#).
- Assess current AI maturity

Customer Coaching Session #1

- Set Accelerator expectations
- Discuss strategic goals and business objectives

Customer Coaching Session #2 (Up to 90 minutes)

Review of:

- ServiceNow AI Blueprint
- AI Maturity Journey
- Automation Opportunities
- AI Strategic Action Plan
- Impact AI Accelerators

Customer Coaching Session #3 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to AI Journey

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Executive Suite: CTO, CIO (Required)	Responsible for the overall ServiceNow roadmap.
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) (Required)	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Service Desk Manager (Recommended)	Subject matter expert responsible for managing Service Desk.
Application Owner(s) (Recommended)	Manages ServiceNow application(s) (e.g., ServiceNow HRSD owner).
Application Service Owner(s) (Recommended)	Manages all applications across a given division (e.g., Incident management or HR application owner).
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow is not responsible for implementing AI Journey recommendations on Customer's sub-production or production instances.

Jumpstart your Service Operations Workspace

This Accelerator illustrates a demonstration of the possibilities and capabilities of Service Operations Workspace.

Overview

Jumpstart Your Service Operations Workspace Accelerator provides Impact customers with an overview of Service Operations Workspace, which aims to provide a unified workspace for day-to-day IT Service Management (ITSM) operations. An applied demonstration of the possibilities and capabilities via a temporary cloned instance and leading practices on getting started is included.

For more information on the product, see <https://servicenow.com/docs/csh?topicname=sow-landing-page.html&version=latest> .

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get

Service Operations Workspace Setup

- Provisioning of a temporary instance
- Activating and configuring Service Operations Workspace

Customer Coaching Session #1 (up to 90 min)

Thirty days of access to the temporary instances

Review of:

- Workspace strategy overview
- Demonstration of Service Operations Workspace
 - Manage incidents, problems, and interactions easily with a unified navigation
 - Create actionable alerts to reduce Mean Time to Resolution
 - Improve overall employee experience with personalized, configurable views
 - Collaborate across teams to resolve issues faster
- Key resources and guides

Customer Coaching Session #2 (Optional on Customer request – up to 60 min)

Opportunity for a Questions and Answers session related to Service Operations Workspace

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
IT Service Desk Manager (Recommended)	Subject matter expert responsible for managing IT Service Desk.
Service Desk Agent(s) (Recommended)	Subject matter expert(s) responsible for day-to-day ITSM operations.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing [Product] recommendations on Customer's sub-production or production instances.

Jumpstart Your Service Operations Workspace - US Public Sector

This Accelerator illustrates a demonstration of the possibilities and capabilities of Service Operations Workspace.

Overview

The Jumpstart Your Service Operations Workspace - US Public Sector Accelerator provides Impact customers with an overview of Service Operations Workspace, which aims to provide a unified workspace for day-to-day IT Service Management (ITSM) operations. A guided tour of the possibilities and capabilities and leading practices on getting started is included.

For more information on the product, see <https://servicenow.com/docs/csh?topicname=sow-landing-page.html&version=latest> 

** Note:**

This Accelerator is available in Guided, Advanced, and Total Packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get**Customer Coaching Session #1 (up to 90 min)**

Thirty days of access to the Technical Consultant

Review of:

- Workspace strategy overview
- Demonstration of Service Operations Workspace
 - Manage incidents, problems, and interactions easily with a unified navigation
 - Create actionable alerts to reduce Mean Time to Resolution
 - Improve overall employee experience with personalized, configurable views
 - Collaborate across teams to resolve issues faster
- Key resources and guides

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Service Operations Workspace

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
IT Service Desk Manager (Recommended)	Subject matter expert responsible for managing IT Service Desk.
Service Desk Agent(s) (Recommended)	Subject matter expert(s) responsible for day-to-day ITSM operations.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Exceptions

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ServiceNow is not responsible for implementing [Product] recommendations on Customer's sub-production or production instances.

Jumpstart Your Strategic Portfolio Management – Planning Workspace

The Jumpstart Your Strategic Portfolio Management – Planning Workspace Accelerator provides a demonstration of the possibilities and capabilities available with the Strategic Portfolio Management (SPM) – Planning Workspace in your instance.

Overview

Jumpstart Your Strategic Portfolio Management (SPM) – Planning Workspace provides Impact customers with a comprehensive overview of the possibilities and capabilities of SPM for Planning Workspaces. Our goal is to demonstrate how you can receive clear visibility to manage and prioritize work items effectively and ensure they are aligned with your overall strategic goals. We aim to provide you with an understanding of how Planning Workspace can enhance service delivery quality, efficiency, and costs.

For additional information on SPM, see [Strategic Portfolio Management](#) .

Note:

This Accelerator is available in Guided, Advanced, and Total Packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get

Session Preparation

- Provisioning of a temporary instance
- Activation and configuration of the applicable SPM components

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- SPM overview and Planning Workspaces demonstration
- Review of setting SPM up for success:
 - Installation
 - Configuration and Foundation Data
- Walk through of key capabilities
- Review business readiness
- Review usage tracking and maintenance leading practices
- Thirty days of access to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Strategic Portfolio Management (SPM) - Planning Workspace

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Other Customer Role(s) (Required)	Primary stakeholders responsible for Product and Portfolio management.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow resources are not responsible for implementing SPM Planning Workspace recommendations on Customer's sub-production or production instances.

Jumpstart Your Success Dashboard

Demonstration of what is possible with the Success Dashboard using your data via a temporary instance.

Overview

The Jumpstart Your Success Dashboard provides Impact Customers with an overview of the Success Dashboard, which aims to help Customers gain visibility into their ITSM and/or HR product success metrics. It includes an applied demonstration of the Success Dashboard, a guided tour of its features and benefits via a temporary instance containing your cloned data, and leading practices on getting started.

Offered pursuant to the applicable [Impact Accelerator Description](#) 

What You Get**Temporary instance (w/cloned instance data)**

- Provisioning of a temporary instance
- Enablement and configuration of Success Dashboard

Coaching Session #1 (up to 60 minutes)

- Provide reporting strategy overview
- Demonstrate the ITSM Success Dashboard in temporary instance

- Performance Quality KPIs
- Service Quality KPIs
- Configuration Overview
- Key resources and guides
- Includes 30 days of access to the temporary instance and a Technical Consultant

Coaching Session #2 (optional – up to 60 minutes)

Opportunity for Q&A related to CIO dashboard

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Developers- Optional	Writes code for the ServiceNow platform.
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable [Impact Accelerator Description](#). [↗](#)

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow isn't responsible for implementing Success Dashboard recommendations on Customer's non-production or production instances.

Jumpstart Your Success Dashboard- US Public Sector

Demonstration of what is possible with the Success Dashboard via a demonstration instance.

Overview

Jumpstart Your Success Dashboard provides Impact US Public Sector customers with an overview of the Success dashboard, which aims to help customers gain visibility into their ITSM and/or HR product success metrics. It includes a demonstration of the Success Dashboard, a guided tour of its features and benefits and leading practices on getting started.

What You Get

Customer Session #1 (up to 60 minutes)

Review of:

- Reporting strategy overview
- Demonstration of the Success Dashboard, including:
 - Performance overview KPIs
 - Service Quality KPIs
 - Configuration Overview
- Key resources and guides
- Thirty days of access to the Technical Consultant

Customer Session #2 (Optional upon Customer request– up to 60 minutes)

Opportunity for Q&A related to Success Dashboard

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner- Required	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead- Recommended	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Trusted Service Partners- Recommended	Attends ServiceNow Impact Accelerator to understand leading practices and potentially support customer going forward.
Developers- Optional	Writes code for the ServiceNow platform.

Exceptions

ServiceNow is not responsible for implementing Success Dashboard recommendations on Customer's non-production or production instances.

Jumpstart Your Task Intelligence

The Jumpstart Your Task Intelligence Accelerator provides a demonstration of the possibilities and capabilities of Task Intelligence.

Overview

Jumpstart Your Task Intelligence enables customers to leverage Task Intelligence to infuse machine learning into customer case management processes to significantly enhance customer & agent experience. This Accelerator provides an overview of the art of the possible with Task Intelligence, including an applied demonstration of capabilities, as well as leading practices on getting started. For more information on Task Intelligence, see [Task Intelligence](#).

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

Session Preparation

- Provision a temporary instance
- Activate and configure Task Intelligence
- Analyze current case data

Customer Coaching Session #1 (Up to 90 minutes)

Includes the following:

- An overview of Task Intelligence and solution configuration:
 - Auto-Categorization
 - Language Detection
 - Sentiment Analysis
- Demonstration of functionality and tuning
- Discussing data cleansing leading practices
- Key resources and guides
- 30 days of access to the temporary instance is provided.

Customer Coaching Session #32 (Optional upon Customer request - up to 60 minutes)

Opportunity for Q&A related to Task Intelligence

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
	and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Service Desk Manager(s) (Recommended)	Subject matter expert responsible for managing the Service Desk(s).
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Customer Service Agent(s) (Recommended)	Subject matter expert responsible for ServiceNow Customer Service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing Task Intelligence recommendations on Customer's sub-production or production instances.

Jumpstart Your Upgrade

Guidance on upgrade planning and preparation

Overview

Jumpstart Your Upgrade provides Impact Customers with guidance, tips, and tools to execute a ServiceNow upgrade. It enables Customers to upgrade by helping them understand leading practices as well as giving them an opportunity to see what their instance looks like upgraded in a temporary instance.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What You Get

Upgrade Assessment

- Provisioning of a pre-upgraded temporary instance
- Upgrade assessment using ServiceNow HealthScan

Customer Coaching Session #1 (up to 90 min)

Review of:

- Temporary instance
- Upgrade leading practices
- Upgrade assessment review
- Skipped log guidance
- Release notes & Known PRBs
- Utilizing Automated Testing Framework (ATF)
- Sample upgrade project plan

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to upgrades
- Provide additional guidance on leading practices and upgrade assessment

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Upgrade Lead - Required	Subject matter expert responsible for upgrading the ServiceNow platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing the applicable upgrade on Customer's sub-production or production instances.

Jumpstart Your Upgrade- US Public Sector

Guidance on upgrade planning and preparation

Overview

Jumpstart Your Upgrade provides Impact US Public Sector customers with guidance, tips, and tools to execute a ServiceNow upgrade. It enables customers to upgrade by helping them understand leading practices as well as giving them an opportunity to see what an instance looks like upgraded to the latest release.

What You Get

Customer Session #1 (up to 60 minutes)

Review of:

- Upgrade leading practices
- Skipped log guidance
- Release notes & Known PRBs
- Utilizing Automated Testing Framework (ATF)
- Sample upgrade project plan
- Thirty days access to the Technical Consultant

Customer Session #2 (Optional upon Customer request – up to 60 minutes)

Opportunity for Q&A related to upgrades

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Upgrade Lead- Required	Subject matter expert responsible for upgrading the ServiceNow platform.
System Administrator(s)- Required	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s)- Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Developer(s)- Recommended	Writes code for the ServiceNow platform.

Exceptions

ServiceNow is not responsible for implementing the applicable upgrade on Customer's sub-production or production instances.

Jumpstart Your Virtual Agent

This accelerator provides guidance on realizing benefits with the ITSM Virtual Agent.

Overview

Jumpstart Your Virtual Agent provides Impact Customers with an applied demonstration of ITSM Virtual Agent capabilities. This includes a technical overview of how to set up ITSM Virtual Agent, resources, training, and services available to successfully implement ITSM Virtual Agent. It aims to help Customers remove barriers and accelerate Virtual Agent adoption by demonstrating ITSM Virtual Agent capabilities in a temporary instance, which is a clone of the Customer's selected production environment.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get**Virtual Agent Activation**

- Provisioning of a temporary instance
- Virtual Agent plugin activation
- Execution of Virtual Agent topic recommendations and related tools
- Activation of core topics
- Collaboration tool and Live Agent demo setup

Customer Coaching Session #1 (up to 120 min)

Review of:

- What is Virtual Agent
- Applied demo
- Process overview
- Review 'what was done'
- Plugins
- Virtual Agent topic recommendations and related tools
- Key implementation resources

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to ITSM Virtual Agent
- Provide additional guidance on implementation resources and process, plugins, findings

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ITSM Virtual Agent Lead - Required	Subject matter expert responsible for implementing ITSM Virtual Agent.
IT Service Desk Manager - Recommended	Subject matter expert responsible for managing IT Service Desk.
System Administrator(s) - Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible for implementing ITSM Virtual Agent recommendations on Customer's sub-production or production instances.

Jumpstart Your Virtual Agent- US Public Accelerator

Guidance on realizing the benefits from ITSM Virtual Agent

Overview

Jumpstart Your Virtual Agent provides Impact US Public Sector customers with a demonstration of ITSM Virtual Agent capabilities. This includes a technical overview of how to set up ITSM Virtual Agent, resources, training, and services available to successfully implement ITSM Virtual Agent. It aims to help customers remove barriers and accelerate Virtual Agent adoption by demonstrating ITSM Virtual Agent capabilities.

What you get

Customer Session #1 (up to 120 minutes)

Review of:

- What is Virtual Agent
- Demonstration of capabilities
- Process overview
- Review 'what was done'
- Plugins
- Virtual Agent topic recommendations and related tools
- Key implementation resources
- Thirty days access to the Technical Consultant

Customer Coaching Session #2 (Optional upon Customer request – up to 60 minutes)

Opportunity for Q&A related to ITSM Virtual Agent

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ITSM Virtual Agent Lead - Required	Subject matter expert responsible for implementing ITSM Virtual Agent.
IT Service Desk Manager - Recommended	Subject matter expert responsible for managing IT Service Desk.
System Administrator(s) - Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Exceptions

ServiceNow is not responsible for implementing ITSM Virtual Agent recommendations on Customer's sub-production or production instances.

TuneUp Your AI Search

This accelerator provides guidance on fine-tuning artificial intelligent (AI) Search to optimize performance and value.

Overview

TuneUp Your AI Search Accelerator provides Impact customers with an assessment of AI Search performance and prescriptive guidance to optimize results and improve end-user experience. Included is an assessment of AI Search architecture and configuration, tuning AI Search, an overview of AI Search analytics, and prescriptive guidance on how to optimize performance.

See [AI Search](#) for additional information on AI Search.

Note:

This Accelerator is available for Impact Advanced and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html>.

What You Get

AI Search Assessment

- Provisioning of a temporary instance
- Updates to AI Search plugin
- Assessment of current state of AI Search settings and performance

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- AI Search architecture and configuration leading practices
- AI Search tuning (Synonym Dictionary and Query Rules)
- Overview of AI Search analytics
- Prescriptive guidance to optimize performance

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to AI Search performance

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Configuration Management Database

The TuneUp Your Configuration Management Database (CMDB) Accelerator provides insight and guidance to improve CMDB health.

Overview

TuneUp Your CMDB provides Impact Customers with an analysis of common CMDB problem areas through HealthScan along with recommendations on how to address those findings. It helps gain insight into CMDB health and leading practices and ultimately aims to assist you in improving the effectiveness of your instance data foundation. See [Configuration Management](#)  for information on CMDB.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get

CMDB Assessment

- Provisioning of a temporary instance
- CMDB assessment using ServiceNow HealthScan

Customer Coaching Session #1 (up to 90 min)

Review of:

- Temporary instance
- CMDB scorecard

- Problem or deficient areas
- Recommended actions to remediate

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

- Opportunity for Q&A related to CMDB findings
- Provide additional guidance on leading practices and CMDB scorecard

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
CMDB Lead / Configuration Manager - Required	Subject matter expert responsible for maintaining the CMDB
System Administrator(s) - Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow is not responsible for implementing any of the recommended CMDB configuration changes in Customer's sub-production or production instances.

TuneUp Your Hardware Asset Management

The TuneUp Your Hardware Asset Management (HAM) Accelerator provides guidance on maintaining and governing Hardware Asset Management health to optimize value.

Overview

TuneUp Your Hardware Asset Management provides Impact customers with an assessment of their current HAM implementation. This Accelerator includes an applied demonstration of HAM capabilities to standardize asset lifecycle. Customers obtain assistance for better insight into their HAM investment and are provided leading practices on how to best increase adoption and usage.

See [Hardware Asset Management](#) for additional information about HAM.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>

What you get

Session preparation

- Provisioning of a temporary instance
- Running HAM HealthScan portfolio
- Installation or updating the HAM plugin

Customer coaching session #1 (up to 90 minutes)

- Includes the following:
 - Overview of advanced HAM capabilities and features
 - Review HealthScan findings and discuss key maintenance activities
 - Provide leading practices guides and resources
- Access to the provisioned temporary instance is granted for 30 days

Customer coaching session #2 (Optional upon customer request – up to 60 minutes)

Opportunity for Q&A related to Hardware Asset Management

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
CMDB Administrator(s) (Required)	Subject matter expert responsible for maintaining the CMDB.
HAM Administrator(s) (Recommended)	Subject matter expert responsible for managing HAM.
Process Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in some restricted environments, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow resources are not responsible for implementing recommendations on customer sub-production or production instances.

TuneUp Your IT Asset Management

Provides prescriptive guidance to improve IT Asset Management (ITAM) health.

Overview

This accelerator provides Impact Customers with an analysis of common IT Asset Management problem areas through HealthScan along with recommendations on addressing those findings. It aims to help customers understand how to identify problem areas within your ITAM setup, including a review of the top challenging areas and leading practices on how to best remediate gaps.

** Note:**

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get**IT Asset Management Assessment**

- Provisioning of a temporary instance
- Running ITAM HealthScan portfolio
- Analysis of ITAM health findings

Customer Coaching Session #1 (up to 60 min)

- Access to the provisioned temporary instance is granted for 30 days
- Review the following:

- Importance of IT Asset Management
- ITAM health analysis
- Prioritized problem or deficient areas (up to 3)
- Leading practices and recommended actions to remediate gaps

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to IT Asset Management

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Asset Manager (Required)	Primary stakeholder for Asset Management.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

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Exceptions

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ServiceNow is not responsible for implementing IT Asset Management recommendations on Customer's sub-production or production instances.

Tuneup Your ITOM Discovery

Provides insight and guidance to improve the health of your Configuration Management Database (CMDB) through IT Operations Management (ITOM) Discovery.

Overview

TuneUp Your ITOM Discovery provides Impact Customers with an analysis of common ITOM discovery areas through HealthScan along with recommendations on addressing those findings.

Obtain assistance to gain better insight into your CMDB implementation, including a review of the top challenging areas and leading practices on how to best remediate gaps.

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get

ITOM Discovery Assessment

- Provisioning of a temporary instance
- ITOM Discovery HealthScan portfolio conducted
- Analysis of ITOM Discovery health findings

Customer Coaching Session #1 (up to 60 min)

- Access to the provisioned temporary instance is granted for 30 days
- Review the following:
 - Importance of Discovery and CMDB health
 - ITOM Discovery health analysis
 - Prioritized problem or deficient areas (up to 3)
 - Leading practices and recommended actions to remediate gaps

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to CMDB Discovery

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Discovery Admin (Required)	Primary stakeholder for Discovery.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing ITOM Discovery recommendations on Customer's sub-production or production instances.

TuneUp Your Platform Analytics

The TuneUp Your Platform Analytics Accelerator provides guidance on maintaining and governing Platform Analytics health to optimize value.

Overview

TuneUp Your Platform Analytics provides Impact customers with an assessment of their current Platform Analytics implementation. This offering includes an applied demonstration of the capabilities of advanced Platform Analytics configuration, including Performance Analytics, Workspaces, and User Experience Analytics. We aim to assist you in obtaining better insight into your Platform Analytics investment and provide leading practices on how to best increase adoption and utilization. For more information on Platform Analytics, see [Available Platform Analytics Solutions](#) .

Note:

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable ServiceNow Impact Package and Accelerator descriptions available at <https://www.servicenow.com/legal/servicenow-impact.html> .

What you get

Session Preparation

- Provisioning of a temporary instance
- Platform Analytics HealthScan analysis
- Activation and configuration of Platform Analytics Content Packs for one of the selected applications, ITSM, SAM, SPM, CSM, or HR

Customer Coaching Session #1 (up to 90 min)

Includes the following:

- Overview and demonstrate Platform Analytics
- Set up Platform Analytics for success:
 - Review comparisons to the base system implementation
 - Create custom metrics and jobs
- Walk through the following:
 - Advanced table and Performance Analytics
 - Workspace and User Experience capabilities

- Discuss housekeeping and maintenance leading practices
- Thirty days of access granted to the temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to Platform Analytics

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Reporting Lead(s) (Required)	Meets with the ServiceNow Impact Accelerator Consultant, provides access to the required resources, and drives the actions from the engagement.
Process/Service Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Developer(s) (Recommended)	Writes code for the ServiceNow platform.
Process Lead(s) (Recommended)	Subject matter expert responsible for managing the applicable process.
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information / Access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self-hosted customers, or in other restricted environments.

ServiceNow resources are not responsible for implementing Platform Analytics recommendations on Customer's sub-production or production instances.

TuneUp Your Security

Guidance on platform security

Overview

TuneUp Your Security provides Impact customers with insight into their existing ServiceNow instance security configurations, instance security leading practices, and a demonstration on which instance security settings may be enabled to further enhance instance security. It aims to help customers better understand security configuration changes in the context of ServiceNow's published security guidance.

Note:

This Accelerator is available in Guided, Advanced, and Total Packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get

Security Assessment

- Provisioning of a temporary instance
- Review of customer's Security Center
- Security configuration assessment using ServiceNow HealthScan
- Simulation of recommended security configuration changes in temporary instance

Customer Coaching Session #1 (up to 90 min)

Review of:

- Temporary instance
- Security configuration guidance
- ISC score
- Findings and recommendations
- Simulated recommended changes in temporary instance

Customer Coaching Session #2 (Optional upon Customer request – up to 60 min)

Opportunity for Q&A related to instance security configurations

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
ServiceNow Security Lead- Required	Subject matter expert responsible for ServiceNow instance security.
Office of the CISO representative - Required	Responsible for the organizations security policies, processes, practices, and technologies. Helps guide the Platform Owner to align with security standards.

Customer resource and responsibilities (continued)

Customer Resource	Responsibilities
System Administrator(s) - Recommended	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Enterprise Architect(s) - Recommended	Provides a holistic view of the organization's strategy, processes, and other systems, including any necessary policy or organizational requirements. Helps guide the Platform Owner to align with technical or functional standards.
Developer(s) - Recommended	Writes code for the ServiceNow platform.

Requested information/access

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ServiceNow is not responsible for implementing any of the recommended security configuration changes in Customer's sub-production or production instances.

TuneUp Your Software Asset Management

The TuneUp Your Software Asset Management (SAM) Accelerator provides guidance on maintaining and governing Software Asset Management health to optimize value.

Overview

TuneUp Your Software Asset Management provides Impact customers with an assessment of their current SAM implementation. This Accelerator includes an applied demonstration of SAM capabilities to reduce IT costs and limit various risks through managing and optimizing software assets across the customer's lifecycle. Customers obtain assistance for better insight into their SAM investment and are provided leading practices on how to best increase adoption and usage.

See [Software Asset Management](#)  for additional information about SAM.

** Note:**

This Accelerator is available for Impact Guided, Advanced, and Total packages.

Offered pursuant to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

What you get**Session preparation**

- Provisioning of a temporary instance
- Running SAM HealthScan portfolio
- Activation of all SAM Professional plugins, including Software Asset Workspace
- Activation of the ITAM Health Check application

Customer coaching session #1 (up to 90 minutes)

- Includes the following:
 - Overview of advanced SAM capabilities and features
 - Review HealthScan findings and Health Check findings
 - Discuss key maintenance activities
 - Provide leading practices guide and resources
- Access to the provisioned temporary instance is granted for 30 days

Customer coaching session #2 (optional upon customer request – up to 60 minutes)

Opportunity for Q&A related to Software Asset Management

Requested customer resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Platform Owner (Required)	Responsible for the overall accountability of the ServiceNow platform. Provides leadership and oversight to the System Administrators, ensures team alignment to business strategy and the ServiceNow roadmap, and is actively involved in the overarching governance of the platform.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
CMDB Administrator(s) (Required)	Subject matter expert responsible for maintaining the CMDB.
SAM Administrator(s) (Recommended)	Subject matter expert responsible for managing SAM.
Process Owner(s) (Recommended)	A senior leader within each business unit for each major process or service (e.g., incident, change, employee onboarding) who is accountable for ensuring the process is fit for purpose.
Service Manager(s) (Recommended)	Subject matter expert responsible for managing the applicable service.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested information/access

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exclusions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in certain restricted environments, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

ServiceNow resources are not responsible for implementing recommendations on a customer's sub-production or production instances.

TuneUp Your Virtual Agent

The TuneUp Your Virtual Agent Accelerators provide guidance for various aspects of Virtual Agent on your ServiceNow platform.

- [TuneUp Your Virtual Agent - Assessment](#)
- [TuneUp Your Virtual Agent – NLU \(Natural Language Understanding\)](#)
- [TuneUp Your Virtual Agent – Performance Monitoring](#)
- [TuneUp Your Virtual Agent – UX \(User Experience\)](#)

TuneUp Your Virtual Agent - Assessment

This Accelerator provides guidance on fine-tuning Virtual Agent setup to optimize value.

Overview

The TuneUp Your Virtual Agent - Assessment Accelerator provides Impact customers with an assessment of Virtual Agent with leading practices and prescriptive guidance to enhance Virtual Agent setup. Reviewing the Virtual Agent assessment readout, recommendations to improve Virtual Agent topics, and exploring additional capabilities designed to optimize value from Virtual Agent are included.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Note:

This Accelerator is available in *Advanced*, *and Total* packages.

Offered pursuant to the applicable [ServiceNow Impact Package and Accelerator descriptions](#) .

What You Get

Virtual Agent Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessment the overall state of Virtual Agent

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Virtual Agent recommendations
- What defines a good chatbot?
- Virtual Agent assessment readout
- Demonstration of Virtual Agent recommendations
- Identifying automation & deflection opportunities
- Leading practice recommendations and resources

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent Assessment

Requested Customer Resources

Customer resource and responsibilities

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Virtual Agent – NLU (Natural Language Understanding)

This Accelerator provides guidance on fine-tuning NLU models to optimize value.

Overview

The TuneUp Your Virtual Agent – NLU Accelerator provides Impact customers with an assessment of Model design and performance with prescriptive guidance to address and improved the Virtual Agent experience. An assessment of the current state of Virtual Agent NLU models, an overview of leading practices, a deep-dive into NLU features, and recommendations on how best to continuously improve performance are included.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Note:

This Accelerator is available in *Advanced*, *and Total* packages.

Offered pursuant to the applicable [ServiceNow Impact Package and Accelerator descriptions](#) .

What You Get

NLU Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessment the overall state of NLU Models

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Overview of NLU design
- Assessment of current NLU Models
- NLU leading practices (Training Utterances, Entities, and Vocabulary)
- Demonstrate NLU Advanced Features
- Prescriptive recommendations to improve and maintain Models

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent NLU Models

Requested Customer Resources

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.

Customer Resource	Responsibilities
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Virtual Agent – Performance Monitoring

This Accelerator provides guidance on fine-tuning Virtual Agent performance to optimize value.

Overview

The TuneUp Your Virtual Agent – Performance Monitoring Accelerator provides Impact customers with a performance assessment of Virtual Agent with prescriptive guidance on tools to leverage that measure success and identify improvement opportunities. Reviewing dashboards and related tools then providing recommendations on how best to improve and optimize value from Virtual Agent.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Note:

This Accelerator is available in *Advanced*, *and Total* packages.

Offered pursuant to the applicable [ServiceNow Impact Package and Accelerator descriptions](#) .

What You Get

Virtual Agent Performance Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessing the performance of Virtual Agent

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Overview of measuring Virtual Agent success
- Virtual Agent maintenance leading practices
- Virtual Agent dashboards, metrics, and surveys

- Natural Language Understanding (NLU) performance review
- Virtual Agent interaction tables review

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent NLU Models

Requested Customer Resources

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html> 

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

TuneUp Your Virtual Agent – UX (User Experience)

This Accelerator provides guidance on fine-tuning Virtual Agent conversations to optimize value.

Overview

The TuneUp Your Virtual Agent – UX Accelerator provides Impact customers with an assessment of the Virtual Agent setup from the end user's perspective with prescriptive guidance to address and improve the Virtual Agent experience. An analysis of the user experience, an overview of Conversational Design leading practices, and recommendations on how best to improve are included.

See [Virtual Agent](#)  for additional information on Virtual Agent.

Note:

This Accelerator is available in *Guided*, *Advanced*, and *Total* packages.

Offered pursuant to the applicable [ServiceNow Impact Package and Accelerator descriptions](#).

What You Get

Virtual Agent User Experience Assessment

- Provisioning of a temporary instance
- Activating or upgrading and configuring necessary plugins
- Assessing the Virtual Agent user experience

Customer Coaching Session #1 (up to 90 minutes)

Customer provided 30 days of access to the temporary instance

Review of:

- Conversational Design leading practices
- Designing effective conversations
- Demonstration of conversational design leading practices
- Prescriptive guidance on how to enhance experience

Customer Coaching Session #2 (Optional upon Customer request, up to 60 minutes)

Opportunity for Questions and Answers related to Virtual Agent user experience

Requested Customer Resources

Customer Resource	Responsibilities
Virtual Agent Lead (Required)	Subject matter expert responsible for ServiceNow ITSM Virtual Agent.
System Administrator(s) (Required)	Maintains the stability and usability of the ServiceNow platform by performing application maintenance, managing support for cases related to ServiceNow applications, and contributing to ServiceNow software releases by delivering configuration tasks and features.
Developer(s) (Required)	Writes code for the ServiceNow platform.
Trusted Service Partners (Recommended)	Attends ServiceNow Impact Accelerator coaching session(s) to understand leading practices and potentially support customer going forward.

Requested Information

Please refer to the applicable Impact Accelerator Description available at <https://www.servicenow.com/legal/servicenow-impact.html>.

Exceptions

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ServiceNow is not responsible for implementing any of the recommended configuration changes in Customer's sub-production or production instances.

Request an Accelerator

Depending on the Impact package that you are subscribed to, you can request and consume a designated number of concurrent Impact Accelerators.

Before you begin

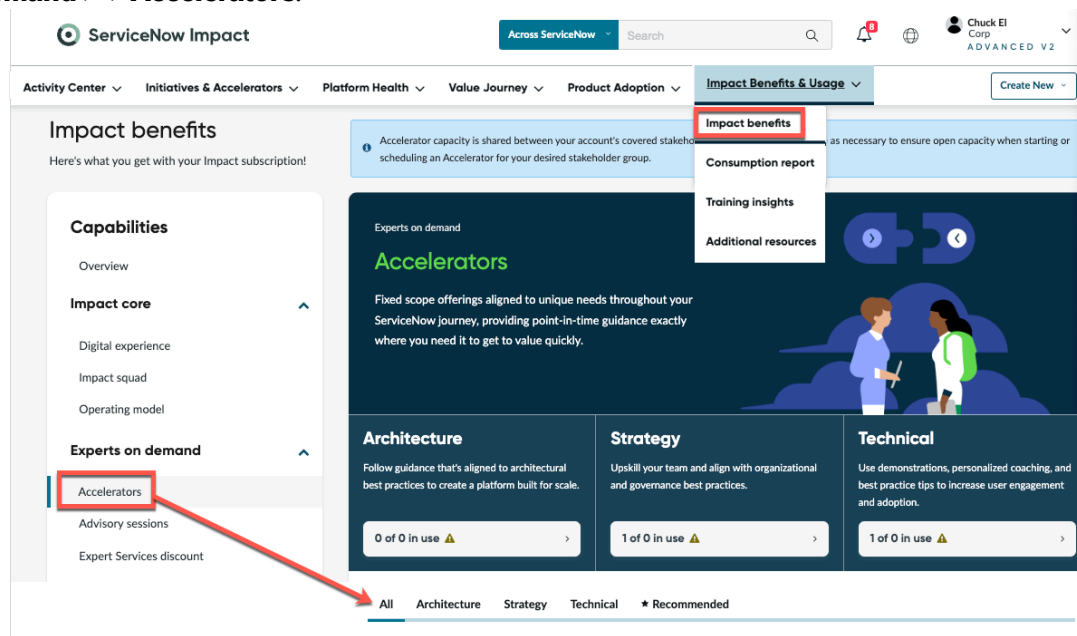
For details on available Accelerators, refer to the [Accelerator catalog](#).

Some Accelerators require additional terms and conditions and are offered pursuant to the applicable [Impact Accelerator Description](#) [\[a\]](#). For Accelerators that require consent, the terms and conditions must be accepted from the **Manage Permissions** menu. See [Manage Initiative and Accelerator permissions](#) for more information.

Role required: admin

Procedure

1. Navigate to **Impact > Impact Benefits & Usage > Impact benefits > Capabilities > > Experts on demand > > Accelerators**.



2. Select **Accelerators** from the **Experts on demand** section in the left-hand **Capabilities** menu. Each Accelerator tile contains a brief description and the availability of Accelerators with individual consumption bars. Drill in for additional details on availability.
3. Select an Accelerator.

For additional information on Accelerators, see the [Accelerator catalog](#).

The Accelerator details page opens.

4. Select **Get started** or **Schedule only**.

If the available slots are filled, **Schedule only** appears to add the Accelerator to the Initiative List/Roadmap to be started later.

5. Complete the form and select **Complete Setup.**

The Set up initiative form displays. The Accelerator in progress updates the status on the tile and displays in the [Initiatives & Accelerators](#) list.

Note:

An Impact Permissions Authorizer will grant or deny the request to start the initiative. See [Manage Initiative and Accelerator permissions](#) for additional information.

Platform Health

Tech Key Performance Indicators(KPIs) show how closely you're aligned to ServiceNow technical best practices, offer recommendations for improvement, and help you monitor your instance health.

Diagnose platform health

Tech KPIs empowers you with a easy to use visualizations of your organizations technology KPIs. To review your Tech KPIs **Instance Health** with the **Instance** drop down. Select the Tech KPIs you would like the review and use the results to review critical information.

Note:

Portions of Technical KPIs may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, to self hosted customers, or in other restricted environments, or to managed service providers (except for their internal#use.)

Tech KPI Sections

Section	Section Details
Summary & Takeaways & Compare to peers	Instance health dashboard displays five categories: manageability, performance, security, upgradeability, and user experience. The dashboard also includes the overall score as an additional category which displays average of all category scores. Key takeaways highlight the summaries behind the scores and finally you can see score breakdowns for your tech KPIs relative to your peers.
Instance snapshot	Available to our Advance and Total Impact customers. Use Instance Observer to get an Observability overview over all your instances and get further information on them with the Actions drop down
Company active case breakdown	Review the active cases in your instance here.
Quick links	Get links to resources helpful for your instances.
Related conversations	See any conversations relevant to the instance selected.
Related files	See any files related to the instance

Note:

Metrics available may differ between Impact subscription levels

Monitor

As a benefit of Advanced and Total packages, Impact delivers a daily performance summary of how your instances are doing. You can dive deeper into performance details using Instance Observer, which is supported on all Impact packages, pulling real-time metrics and set up performance alerts. See [Impact Instance Observer](#) for more information.

Support

Get a dashboard view of your company's cases, case response time, case trends, and changes. You can view specific details on changes or cases in Now Support.



Receive developer support to help troubleshoot custom code and configurations. View the consumption report to see named contacts who can request developer support. See [Impact Developer Support](#) for more information.

Impact Developer Support

Developer Support is an offering to Advanced and Total Impact packages that provides administrators and authorized users access to a ServiceNow Support Engineer who can assist in troubleshooting technical issues around existing platform customizations.

Overview

Many ServiceNow customers operate custom code and configurations. When these customizations break, Developer Support is there to help troubleshoot and debug these customizations.

Named individuals may be designated who have been trained to administer the Subscription Service to request assistance from ServiceNow support engineers in troubleshooting technical issues with existing customizations on the ServiceNow platform.

i Note:

Up to five individuals may be designated with the Advanced package, and up to ten individuals may be designated with the Total package.

Who to contact

There are several stages in the custom code end-to-end development lifecycle. Each of these stages allow for different levels of support that require assistance from specific ServiceNow teams.

Custom code end-to-end-lifecycle

Custom code lifecycle	Use cases	Delivered by
Design review	1. Help me with a design review for manageability, performance, and upgradability 2. Help to determine what is the right base system tool to use for my given objective 3. Help me plan the right architecture	Platform Architect
Code review	Help to debug a pre-scoped / pre-designed customization that isn't working as expected	Expert Services
Development support	Help to fix my custom code after it breaks	Developer Support

In scope use cases

Many use cases are supported by Developer Support:

- Break-fix troubleshooting or adjusting existing customizations
- Questions on the ServiceNow APIs

Exclusions

Some use cases are not supported by Developer Support:

- New Implementation of the product, such as initial implementation or new product implementation
- Testing (UAT, load, regression, performance)
- Building and designing net new features and enhancements, such as new requirement analysis and design, or new coding queries
- When related to integrations, excludes:

- Understanding how parsing data will affect a customer's business process
- Knowledge of 3rd party systems involved in integration
- Scripts to retrieve content from external sources
- Integrations that are not possible due to ServiceNow API limitations

Using Developer Support

Learn more about using Developer Support and helpful information when submitting a developer request with Impact.

Developer Support Boundaries

General

Developer Support is available Monday – Friday, 09:00 – 17:00, based on the local time zone of the case communication.

- Cases are opened with P3 priority, and aren't eligible for escalation. For more information on response time and SLA, see https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260.
- Developer Support cases are investigated on a subprod instance. All issues must be reproducible on a subprod instance.
- Available to self-hosted customer instances via a modified delivery model.

i Note:

Developer Support isn't currently available in the Australia IRAP-Protected datacenters or in certain other restricted environments.

Parameters

There are certain parameters to consider when submitting a Developer Support case, as described in the following sections.

Users:

- The named contact is responsible for ensuring that each case opened describes a specific issue and that the section of code referenced is isolated to a narrow band of code not to exceed 200 lines.
- Available to the number of designated users per Impact Package subscription (not including customer system administrators):
 - Five for Advanced Impact package
 - Ten for Total Impact package

i Note:

See [Manage Developer Support user access](#) to designate users.

Infrastructure:

- Supported version(s) of the release/feature/application/hardware are required
- English is the only supported language
- Troubleshooting or debug of third-party applications or assessment of security vulnerabilities are not included

Integrations:

Integration support is only performed within a ServiceNow instance or infrastructure and includes:

- Questions on ServiceNow APIs
- Scripts to consume the data from the integration (only if the data is imported as expected)
- Transform Map scripts

Create a Developer Support case

Enter a support case to engage Developer Support assistance, if you are a named contact on the Impact plan.

Before you begin

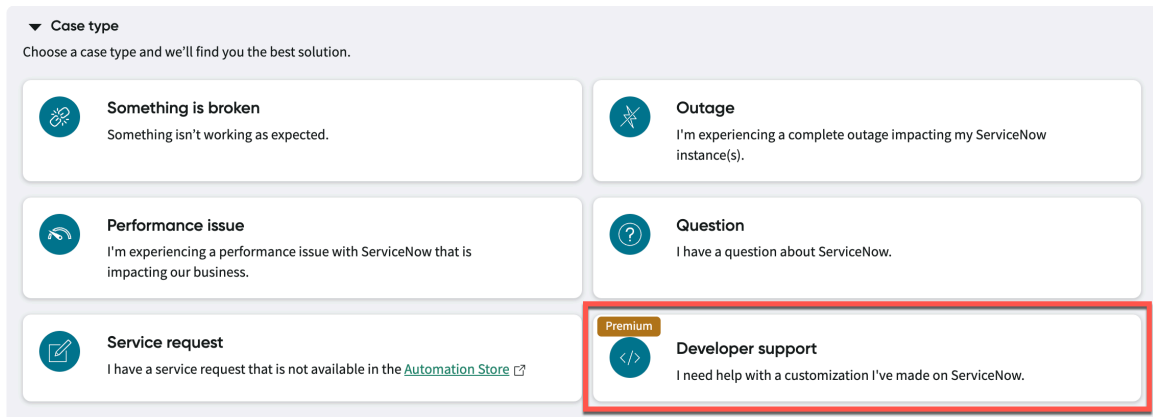
Role required: Impact Developer Support

Procedure

1. Navigate to **Impact > NowSupport**.

You may also navigate directly to NowSupport.

2. Select **Create a**



The screenshot shows a 'Case type' selection interface. At the top, it says 'Choose a case type and we'll find you the best solution.' Below this are six tiles, each with an icon and a description. The 'Developer support' tile is highlighted with a red border. It has a 'Premium' badge and a code icon. The other tiles are: 'Something is broken' (lightbulb icon), 'Outage' (star icon), 'Performance issue' (gears icon), 'Question' (question mark icon), and 'Service request' (checkmark icon).

Case type	Description
Something is broken	Something isn't working as expected.
Outage	I'm experiencing a complete outage impacting my ServiceNow instance(s).
Performance issue	I'm experiencing a performance issue with ServiceNow that is impacting our business.
Question	I have a question about ServiceNow.
Service request	I have a service request that is not available in the Automation Store .
Developer support (Premium)	I need help with a customization I've made on ServiceNow.

Case.

3. Select the Case Type **Developer Support**.

Only users whose customer_admin has assigned them the correct role will be able to see this Premium Developer Support tile on new case creation.

4. Review the Developer Support guidelines and acknowledge with the check box.

5. On the Detail Capture Page, enter the **Subject**, **Description**, and **Steps to reproduce**.

6. Confirm your contact information and your best available time.

7. Confirm the referred instance ID.

8. Select **Confirm and Submit** to submit the case.

Once case is created and a case number is generated, you may add additional authorized users on the account to the watch list, further comments, and attachments.

Manage Developer Support user access

Add designated users to enter a support case for Developer Support. The named contacts are responsible for entering details about a specific issue.

Before you begin

Role required: Impact admin

Procedure

1. Navigate to **Impact > Company Profile**.
2. From the **Actions** menu, select **Update role/access**.
If the user is not listed in the table, create a new user. See [Impact User Management](#) for details.
3. Select the **Action** icon on the right of the user.
4. Choose **Update role/access**.
5. Under Premium access, select **Developer Support**.
The number of available users is displayed next to the assignment field.
6. Select **Submit**.

What to do next

Review Developer Support access and how many users are available.

1. Navigate to your name in the top right corner of the Impact Digital Experience.
2. Select **Company profile** from the drop down.
3. Under Developer Support, you will see how many users are available.

Impact Instance Observer

Instance Observer (IO) is an observability and performance monitoring tool that empowers you to keep track of your instance health and performance in near real-time, while also providing historical insights.

Overview

IO helps Instance Administrators, Platform Owners, and DevOps teams accelerate value and drive their desired business outcomes by increasing visibility into instance performance, helping customers push innovation with speed and confidence.

Features and Benefits

Key Features

- **24/7 Monitoring:** Instance performance monitoring provides awareness of issues within an instance before end users are impacted.
- **24/7 Alerting:** Set up custom alerts to notify you when specific thresholds are crossed, so you can take action before an issue becomes critical.
- **Multi-instance Availability:** Proactively visualize performance telemetry across instances. Empowering organizations to identify trends before end users are impacted.
- **Triage:** Actionable point-in-time instance metadata providing additional context to instance performance and accelerating troubleshooting.
- **Off Instance Application:** Access to instance performance telemetry off instance. When an issue does arise, organizations can access actionable data independent of instance availability.
- **Reporting:** Visualize instance performance telemetry over time and quickly generate reports to share with your business stakeholders, making organizations faster, smarter, and better in their instance performance management.
- **Analytics:** Compare metrics over time to see how performance is trending in general or to assess the before and after impacts of certain changes.

Key Benefits

- **24/7 availability:** Instance Observer is an off-instance, cloud-based application allowing customers to visualize instance telemetry across instance(s) in a single application.
- **Improve Instance performance:** By monitoring instance performance metrics in real time, you can quickly identify and resolve issues that might be causing poor performance impacting end users.
- **Increase uptime:** Proactive monitoring through Instance Observer alerting you can be notified of potential issues before they cause downtime, allowing you to act before it affects your users.
- **Improve troubleshooting:** When issues do arise, have actionable point-in-time metadata accelerating root cause analysis and time to relief.
- **Remove distractions:** With near real-time data at your fingertips, you and your team can spend less time trying to find the information you need and more time driving your desired business outcomes



Note:

Instance Observer is not available with ServiceNow® mobile, however, may be accessed with a browser on your mobile device.

Instance Observer features

Feature and description

Feature	Description
Home	Provides a snapshot of the overall health of your instance.
Performance	Overviews Instance Health and Performance Metrics, and enables drill down into specific data sets with recommended troubleshooting.
Availability	View live Instance Availability status tied to ServiceNow#monitoring— Up/Down Status
Key Alerts Activation and Notifications	Flexibility to set alerts with thresholds specific to your business needs, and configure who on your team receives notifications and the method.
Analytics	View comparisons for performance of key metrics over time.
Triage	Point-in-time instance snapshot providing metadata to troubleshoot live issues
Reports	Quickly generate reports to download and share with your team business stakeholders.
Help	Get assistance with Instance Observer tools, terminology review, how-to videos, and relevant documents.

Support matrix per Impact package

Some Instance Observer reporting features vary between the Impact package that you are subscribed to. Reference the support matrix chart or contact your account team for more information.

- ✓ = Supported
- X = Not supported

Feature and supported Impact package

Feature	Guided	Advanced	Total
Instance availability (Up/Down status) See Availability for details.	#	#	#
Performance Visualization Charts (KPIs) See Performance for more details.	#	#	#
Reporting See Reports for details.	Selective	Full	Full
Alerts See Key Alerts Activation and Notifications for details.	X	#	#
Analytics See Analytics for details.	X	X	#
Anomalies Detection	X	X	#
Data retention	45 days	6 months	6 months

Note:

For more information on subscription support, see [Impact packages](#).

Serviceability Limitations

Note:

Instance Observer is available for customers in Commercial and Government Community Cloud (GCC) environments. IO is not currently available in other regulated or on-premise environments.

Home

The Home page provides a snapshot of the overall health of your instance.

Access valuable insights into instance availability, basic datacenter information, including high level information on database accounts, user transaction counts, response times, and more.

Navigate to **Impact > Platform Health > Monitor > Instance Observer**.

ServiceNow Impact | Instance Observer

Home Performance - Availability - Alerts - Analytics - Triage Reports Help

What's New
The latest refresh of Instance Observer brings many new enhancements, check out what's new in our release notes.
[Release note](#)

Your production instances and instance observer KPIs (Last 24 hours)

Instance Name	Instance Type	Primary Database	User Transaction Count	Average Response Time	SQL Response Time
sn-demo	Production	14.22TB	86.75/min	0.90s	0.92s

[View all Instances](#)

Instance Availability

Instance	Instance Type	Instance Availability
sn-demo	Production	✓

[View all Instances](#)

Alerts (Last 24 hours)

Instance	Instance Type	Monitoring Alerts	Self-Service Alerts
sn-demo	Production	2	0

[View all Instances](#)



Note:

Instance Observer **Alerts** support is only available for Advanced and Total packages of ServiceNow Impact.

Performance

Monitor all your instances 24x7 in one place with near real-time metrics and alerts on performance and availability in Instance Observer. Generate various charts of overview Instance Health and Performance Metrics and drill down into specific data points with recommended troubleshooting.

Make data-driven decisions based on your users, platform, and applications, access to near real-time and historical instance performance telemetry, and proactively visualize instance performance telemetry across instances with point-in-time metadata.

Key benefits

- View historical trends of performance data.
- Identify and investigate performance anomalies.
- View specific jobs and transactions running at a point in time.
- Access a deep dive into selected performance metrics

Getting started with Performance charts

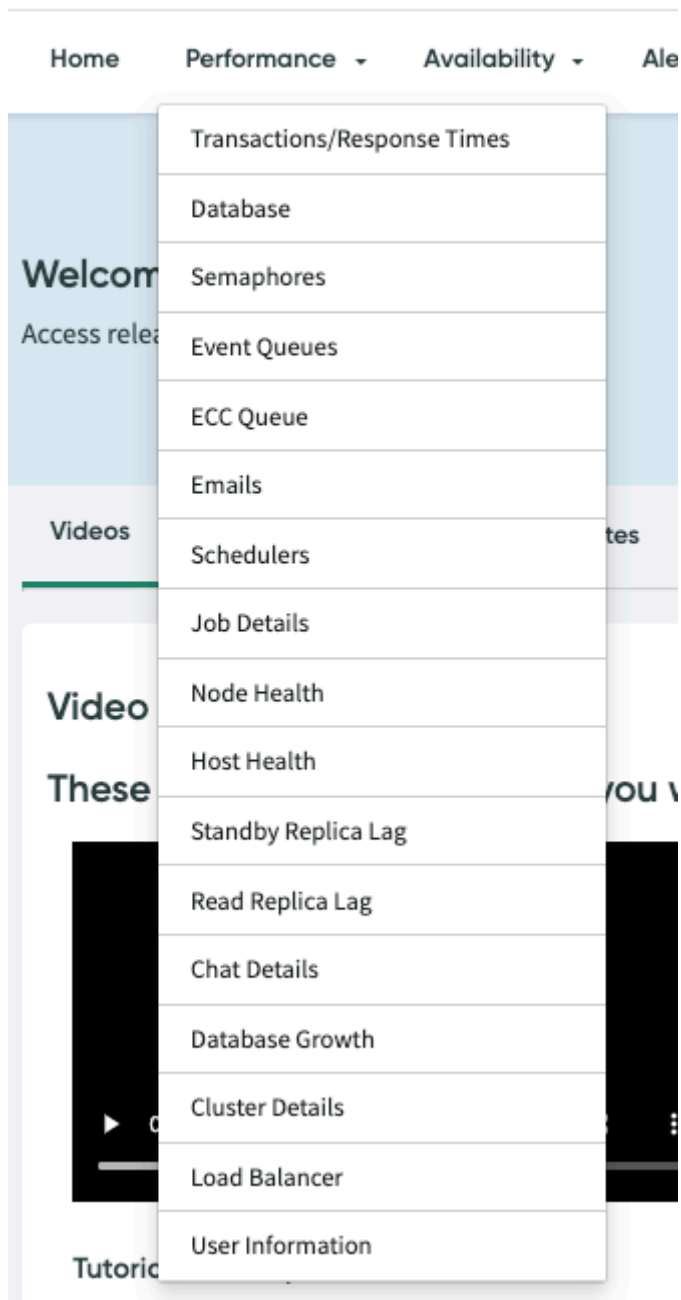
Follow these steps to generate Performance charts using Instance Observer.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Performance** menu, select the telemetry option to evaluate.



3. Select the reporting options:

- Instance
- Date range
- Metrics (The metrics available depend on the report selected.)
- Options and add-ons

4. Select **Get Snapshot**.

Note:

Options available on Report and Charts:

- Select a data point to view additional actions or remove the entry.
- Right-click to isolate a data point.
- Select and drag across the chart to drill down.
- Download to PNG, SVG, or CSV files or view transactions on the instance.
- Change the report type.

Anomalies detection

Instance Observer proactively detects the anomalies for cyclical or non-cyclical metrics under the performance chart for the Impact Total package on production instances. Anomalies represent metrics outliers based on historical patterns. Every anomaly may not represent an issue, but, notifies you and you decide the criticality and configure alerts, accordingly.

Cyclical metrics occur as a complete set of events that repeat themselves regularly in the same order or in a regularly repeated period. Non-cyclical metrics are metrics that repeat themselves irregularly or in random, less predictable repeated periods. An anomaly, also known as an outlier, is a data point that is unusual, rare, or doesn't conform to the expected patterns or distribution of the data.

There are five cyclical metrics being tracked:

- **Transaction count:** The instance-wide sum of all UI transactions of an internal type known as *UI_TYPE*.
- **Server Response Time:** The average or mean execution time for *UI_TYPE* transactions.
- **SQL Response Time:** The reported mean of database response time measured at the application layer that starts when a query is sent to the database and finishes when the response has been received.
- **Semaphore Mean:** The average number of end-user transactions being processed concurrently over a one-minute period.
- **Node Memory Max:** The in use memory max in MB per node at a given data point in history. This value generally ranges between 1000 MB to 2048 MB.

User Transaction Count

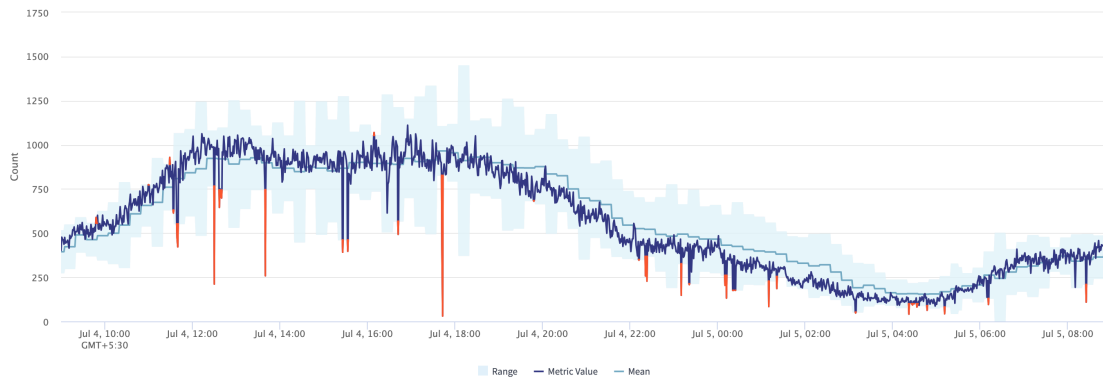
Transaction count is the instance-wide sum of all transactions of a certain type known as "UI_TYPE". Essentially can be considered to cover only "class...Show More

Default Anomalies 41 Alert 0

< Jul 4, 2023 09:00 AM - Jul 5, 2023 09:00 AM >

[How anomalies are calculated and plotted](#)

Anomalies Past Period Trend
41 50 9↓



- The x-axis represents time, and the y-axis represents the actual metrics as per date range selected. For example, the line chart displays the transaction count values over time. Anomalies are denoted by red color coding on the chart and represent the occurrence of an anomaly in the data. The placement of the red mark depends on the criteria or algorithm used to detect anomalies.
- The range represents the upper and lower boundary limits with a normal distribution of the metrics based on their historical dataset pattern.
- The mean line represents the four week average value of the metrics to compare the deviation at a given point in time.

Job anomaly detection

Job anomaly charts track the number of scheduled jobs running concurrently for each hour of the day with the overlaying metric of the average of transaction counts for each hour. Any bar in the chart that has one or multiple anomalous jobs is highlighted as red. Select the detail link of the bar chart to view the job level details.

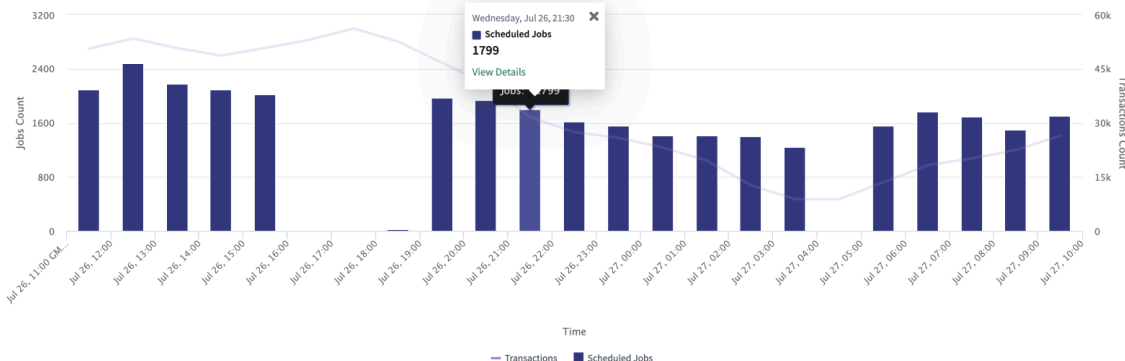
Job Details will represent the hourly scheduled jobs along with respective average transactions of that instance.

Job Executions Anomalies 40 Alert 37

< Jul 26, 2023 11:12 AM - Jul 27, 2023 11:12 AM >

[Click on a block to view details](#)

Download



Drill down from the hourly scheduled job count into an individual recurrence job for any hour of day and further into the execution pattern of the same job from the last seven days. This can

help to perform end to end root cause for jobs that usually take a consistent amount of time to complete that suddenly experience a significant increase or decrease in execution time, indicating a possible performance issue.



Schedule job criteria

For the job to be considered a scheduled job, it should satisfy at least one of the following criteria:

- The job runs at least once for each day of the week.
- The job has run at least once for every week in the past four weeks.

Average transaction count calculation

For every hour in a given day, the sum of the transaction count of the past four weeks for the same day and same hour is averaged. For example, by fetching the sum of transaction counts from the past four Mondays for the fourth hour and averages the values for the final calculation.

Job anomaly identification

For the past four weeks, for every hour in which the job ran, the average duration time is calculated with the standard deviation value, which is the mean value, plus 5 multiplied by the standard deviation value.

This value serves as an upper range for the job for that hour, if the job is running at the fourth hour and in the last four weeks the average duration of a job at that time is ten minutes and the standard deviation is two minutes, the upper range will be $10 + (5 \times 2) = 20$ minutes.

If the current running job takes more than 20 minutes to execute, then the job is identified as an anomaly.

Anomaly response

All anomalies don't represent an issue, but, the outliers detected based on historical patterns. Configure alerts accordingly after analyzing the criticality of the anomaly detected. See [Configure anomaly alerts](#) for more information on alerts.

Configure anomaly alerts

Configure anomaly alerts based on metrics outliers on historical patterns in Instance Observer.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer**.
2. From the **Performance** menu, select **Transactions/Response Times**.

The screenshot shows the 'Performance' section with the 'Transactions/Response Times' view. It includes a form with the following elements:

- Instance:** A dropdown menu currently showing 'sdemo' with an 'Update instance default settings' link.
- Date Range:** A text box showing 'Jun 26, 2023 05:55 PM - Jul 7, 2023 05:55 PM' with a calendar icon.
- Metrics:** A dropdown menu with a green highlight box around it. The options are: '-- Select All --', 'User Transaction Count', 'Average Server Response Time', and 'Stacked time (server/network/browser)'.
- Options:** Two checkboxes: 'Self Service Alerts' and 'Diagnostic Events'.
- Add-ons:** A dropdown menu currently showing '-- None --'.
- Get Snapshot:** A green button on the right side.

3. Select the reporting options:

- Instance
- Date range
- Metrics
- Options:
 - Self Service Alerts
 - Diagnostic Events
- Add-ons

4. Select **Get Snapshot**.

i Note:

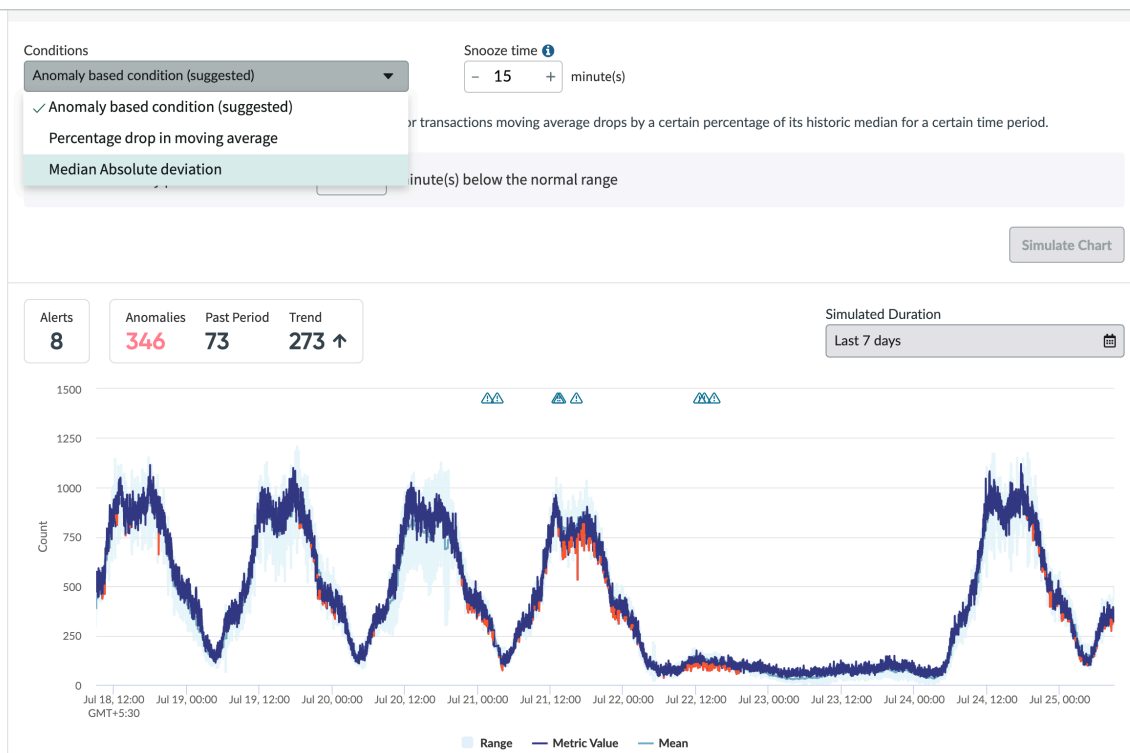
Options available on Report and Charts:

- Select a data point to view additional actions or remove the entry.
- Right-click to isolate a data point.
- Select and drag across the chart to drill down.
- Download to PNG, SVG, or CSV files or view transactions on the instance.
- Change the report type.

Edit alert configuration

Transactions (Drop) - Instance

Critical



5. Fine tune the alerts using the listed options.

- For example, set a threshold that triggers an alert if the transaction count anomalies persist for more than 10 minutes, or exceeds a certain number of standard deviations from the mean continuously for more than 10 minutes above or below the range, respectively. Job anomalies target top X % of anomalous jobs based on the execution time and track the details of those jobs.
- Test and fine tune the alerting by simulating persistence time, choose the window of an anomaly 5, 10, 15 minutes, and so on, or select the top 5, 10, or 15 percentage of jobs and verify that alerts are triggered correctly. Adjust the alert threshold, if necessary, to ensure the system provides meaningful and actionable alerts.
- Choose the appropriate method for sending alerts based on your requirements. This can include email notifications, SMS messages or integration.
- Continuously monitor the alerts generated by the system. Regularly review the anomalies detected to understand the underlying causes and take appropriate actions, such as investigating potential issues or performing further analysis.

Anomaly detection algorithm

Instance Observer is performing anomalies detection through the Z-score Statistical model, otherwise referred to as a univariate method.

Anomaly detection analyzes a set of five metrics, Memory Max, Semaphore Mean, SQL response time, Server Response Time and Transaction count. The detection model has been validated with samplings with multiple instances of daily, weekly, and monthly level data.

Metrics representing anomalies using the Z-score model are Transaction count, Server Response Time & SQL Response time. Metrics representing anomalies using an upper threshold-based approach are Semaphore Mean, Node max Memory, and Job execution. Refer to [Getting started with Performance charts](#) for details on the five metrics.

Upper threshold-based methodology

Upper threshold-based methodology uses metrics with an exhausting limit. For example, metric A, which has a semaphore mean value of 14 or 16, which is used on the platform to limit the number of transactions that can occur on a node at one time to protect resources on the node. Metric B, memory max of 2 GB, where each node memory has a pre-defined maximum capacity. In all such similar cases, the situation is alarming only when the metrics are closer to the exhaustion limit. Even if the deviation is higher than the mean, but lower than the exhausting limit, then the threshold limit wouldn't result in an alarm.

Z-score methodology

A Z-score is a numerical measurement that describes the relationship between a value to the mean of a group of values. Z-score is measured in terms of standard deviations from the mean. If a Z-score is 0, then the data point score is identical to the mean score.

The formula for calculating a Z-score is $z = (x - \mu) / \sigma$:

- x : The raw score of the data, as the moving average of the previous 15 minutes
- μ : The data population mean that is the average of the previous four weeks on the same day, same hour, and same minute
- σ : The data population standard deviation

When calculating Z-scores or making comparisons, it's essential to consider these patterns of the analyzed data with inherent cyclical patterns. Cyclicity in a dataset refers to repeating patterns that occur at regular intervals, such as daily, weekly, or seasonal cycles. For example, sales data may exhibit higher values during holiday seasons or lower values during off-peak periods.

The cyclicity score is the similarity between two series which measure the similarity between two vectors and helps ensure that the Z-score model provides reliable insights and identifies true anomalies or outliers while considering the natural patterns of the data.

The cyclical score is calculated at the instance level with a data selection of four weeks divided into two-week vector increments, excluding weekends. The score returns the similarity score between the two, where a higher score indicates a more aligned similarity trend in the compared vector data.

Availability

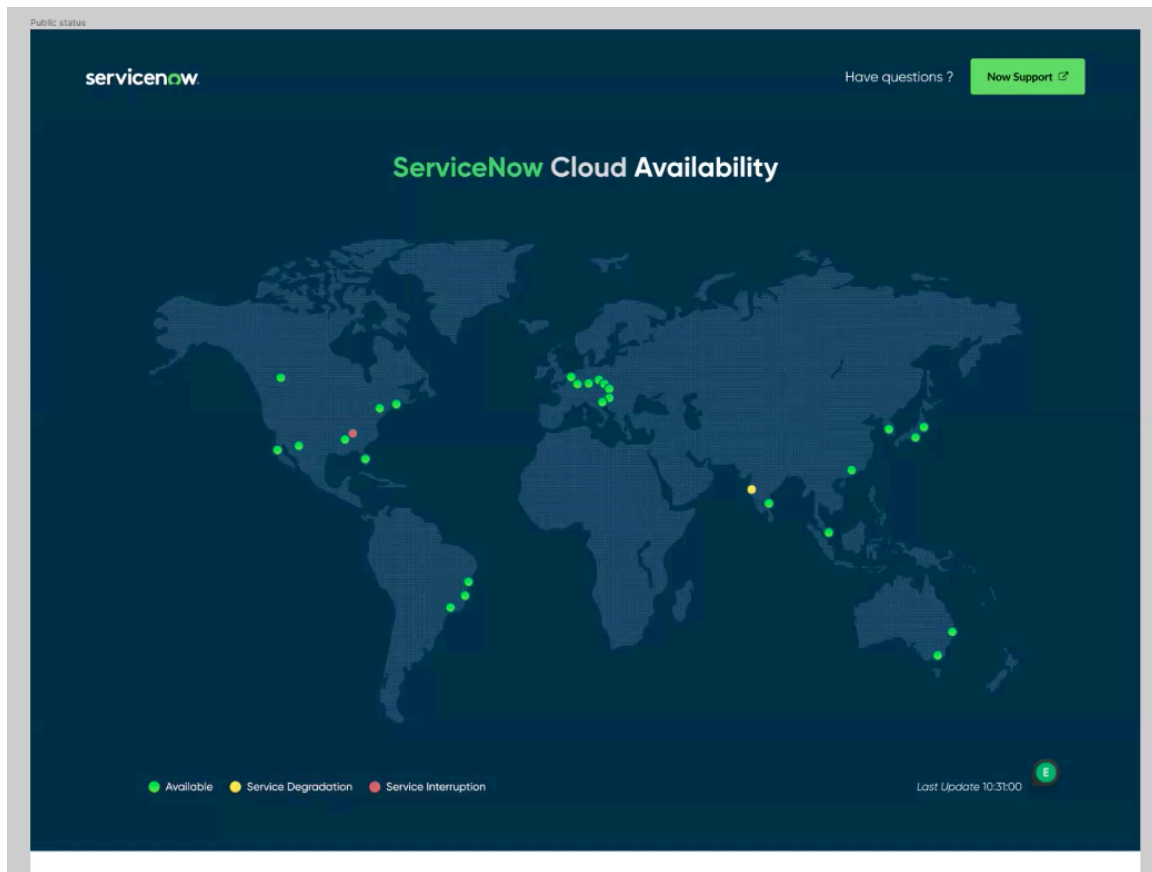
View live Instance Availability status tied to ServiceNow platform monitoring— Up/Down Status

Cloud availability

Check specific ServiceNow data center availability, service degradation, or for interruption.

The cloud availability is displayed in a world map view with colored status indicators representing the availability of each data center.

- Available: Green
- Service degradation: Yellow
- Service outage: Red



See which data center is available and if there is an outage or a specific trend of activity. Select a specific data center from the map to expand the details.

Data Center Availability

IAD (Washington, DC - US)

Service Interruption

1 Active Event

Use Instance Observer to view other issues that may be impacting your services.

[Instance Observer](#)

Summary

Last updated : YYYY-MM-DD HH:MM:SS

ServiceNow has detected a network event that may have impacted your service. Users may have experienced intermittent availability of your ServiceNow instance. ServiceNow is working to properly diagnose this issue as quickly and effectively as possible. We will update this case with additional details as information becomes available. We apologize for this inconvenience; your satisfaction is our top priority.

Data center availability

PAST 90 DAYS

Last 90 days service issues

Go directly to Instance Observer, view summaries of the availability, and details of the last 90 days service issues.

Key Alerts Activation and Notifications

Use the Instance Observer Key Alerts Activation functionality for flexibility to set alerts with historical thresholds from four week increments specific to your business needs and configure who on your team receives notifications.

Overview of critical metrics

Keys Alerts Activation will provide you with proactive alerts about moving averages, a statistic that captures the average change in a data series over time, for six critical metrics:

- 1. Transaction (increase) Instance:** Indicates transaction moving average increases by a certain percentage of it's historical median for a certain time period.
- 2. Transaction (drop) Instance:** Indicates transaction moving average drops by a certain percentage of it's historical median for a certain time period.
- 3. Response Time - Instance:** Indicates the moving average of response time is greater than the historical median in a certain time period.
- 4. Database Response Time:** Indicates the moving average of database response time is greater than the historical median in a certain time period.
- 5. Default Semaphore Mean:** Indicates the default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.
- 6. Default Semaphore Queue Depth:** Indicates the default semaphore queue depth is approaching limits of maximum queue depth by a certain factor in a certain time period.

Note:

It is important to note that each notification may not represent an issue, moreover signals about a data point that is unusual or does not conform to the expected patterns for that specific metric. Users can be proactive, where necessary, and act on a notification accordingly that may avoid a future issue.

To set up alerts, see [Configure Key Alerts](#).

Instance Observer utilizes the P-Score to assess instance usage, then calculate the thresholds exclusively for those instances. The P-score is a rating determined by the number of transactions on an instance, providing a higher score when the instance's transactions remain consistently stable.

- When an instance meets the required P-Score for eligibility, users will see a banner to opt-in for the alerts activation feature. Users will receive intelligent thresholds under the **IO recommended** condition for all six metrics derived from historical data.
- If an instance has a low P-Score, the banner to opt-in for alerts activation feature will not be visible. The P-Score is regularly refreshed, and as instances grow in the future, you will see the option to opt-in for the alerts activation feature. Thresholds are refreshed automatically weekly for instances meeting the minimum P-Score criteria.

Configure Key Alerts

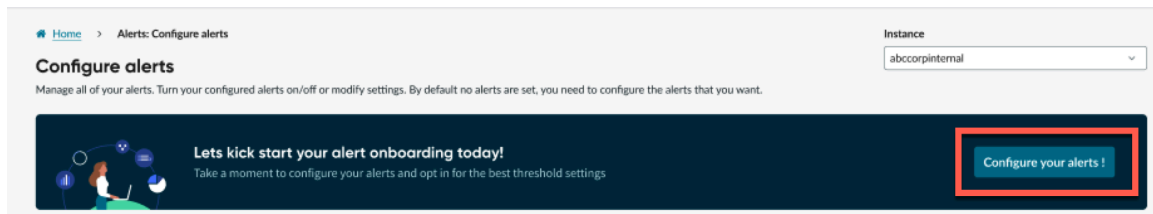
Follow these steps to configure Key Alerts on an instance where critical alerts have not yet been configured.

Before you begin

Role required: admin

Procedure

- 1. Navigate to [Impact](#) > [Platform Health](#) > [Monitor](#) > [Go to Instance Observer](#)**
- 2. Log in to Instance Observer and navigate to [Alerts](#) > [Configure alerts](#).**



A notification banner displays.

3. Select **Configure your alerts!**

Alerts for metrics chosen by the system display.

4. Select up to five alerts from the **Max alerts per day / per metric** drop-down to receive for each metric per day.

The maximum number of alerts selected pertains to each of the six available system metrics. If you choose a maximum of two alerts for each metric, then you receive 12 alerts, as the maximum alert count each day, for example (2 alerts) X (6 metrics) = 12 alerts. The alert count resets daily at 00:00

Alert configuration abccorinternal ✕

1 Configure Alerts 2 Set Notification 3 Review & Create

 we will be learn about your instance and its usage and suggest the best suitable condition to for meaning full alerts.

To configure optimum threshold for each alert, how many alerts would you like to receive per day.

*Max alerts per day / per metric

5

Alerts

 **Transaction drop instance**

Set an alert if your transactions moving average drops by a certain percentage of its historic median for a certain time period.

 **Transaction increase instance**

Set an alert if your transactions moving average increases by a certain percentage of its historic median for a certain time period.

 **Response time instance**

Set an alert if moving average of database response time is greater than the historical median in a certain time period.

 **Database response time**

Set an alert if moving average of response time is experienced greater than of the historical median for a certain time period.

 **Default semaphore mean**

Set an alert if default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.

 **Default semaphore queue depth**

Set an alert if default semaphore queue depth is approaching limits of max queue depth by a certain factor in a certain time period.

Cancel Set Notification >

UTC.

5. Select **Set Notification.**

The Alert configuration page loads and the **Default** notification rule is automatically

Alert configuration abccorinternal ✕

✓ 1 ○
[Configure Alerts](#) [Set Notification](#) [Review & Create](#)

 Notification rules help combine miscellaneous alerts and provide flexibility regarding who is notified and notification method.

Set Notification

Notification rule
Default [How to Configure Notification Rules](#) 🔗

Notify All Admin
Auto-generated rule for instance accentureinternal

 Email Enabled	 SMS To be Configured	 ServiceNow To be Configured	 Third Party To be Configured
--	---	--	---

Default notification rule will used and based on default configuration we will notify the users. Modify notification? [Configure Notification](#) 🔗

[< Configure Alert Condition](#) [Cancel](#) [Review & Create >](#)

selected.

6. Optional: Select **Configure Notification** to create a custom rule.

The **How to Configure Notification Rules** link contains information on custom notification creation. Rule options include Rule Name, Recipients, and Notification Methods.

7. Select **Review & Create** to display the summary of the alerts to be configured and the notification rule.

✓ ✓ 1
[Configure Alerts](#) [Set Notification](#) [Review & Create](#)

Alerts to be configured

Alerts configured	Max alerts per day
- Transaction Drop - Instance - Transaction Increase - Instance - Response Time - Instance - Database response time - Default Semaphore mean - Default Semaphore queue depth	5

Notification

Notification Rule
Notify All Admin

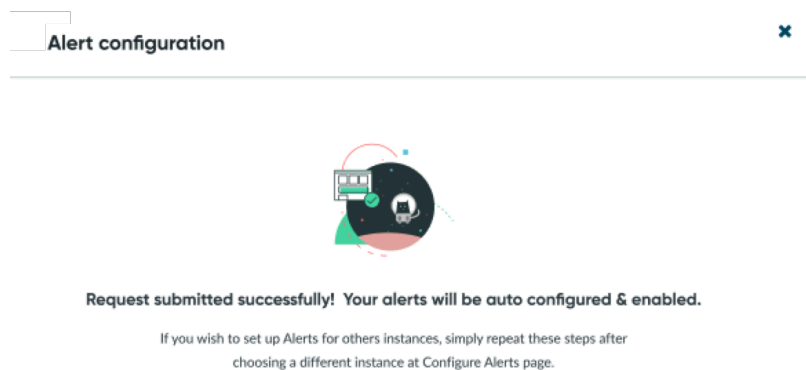
Notify All Admin
Auto-generated rule for instance accentureinternal

 Email Enabled	 SMS To be Configured	 ServiceNow To be Configured	 Third Party To be Configured
--	---	--	---

[< Set Notification](#) [Cancel](#) [Create Alert](#)

8. Select **Create Alert** or **Set Notification** to return to the notifications configuration page.

A notification appears to confirm the alert configuration.



Result

After the request submission, all six alerts will be enabled automatically, no manual intervention is required. If you want to see the alert threshold, navigate to **Edit Alert configuration** to access the **IO recommended** condition.

Note:

If one or more alerts out of the six available aren't enabled automatically, then a threshold wasn't available for that specific metric due to limited use in the instance.

What to do next

[Manage Instance Observer alerts](#)

Generate thresholds for Key Alerts

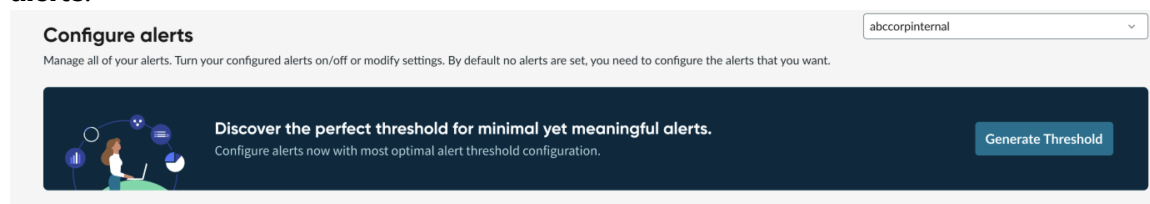
For an instance where critical alerts have already been configured you can obtain improved thresholds to receive enhanced or minimal alerts.

Before you begin

Role required: admin

Procedure

1. Navigate to **Impact > Platform Health > Monitor > Instance Observer > Alerts > Configure alerts**.



A notification banner displays. If the banner prompts to configure alerts, see [Configure Key Alerts](#).

2. Select **Generate Threshold**.
The Alert Configuration screen displays.
3. Select up to five alerts from the **Max alerts per day / per metric** drop-down to receive for each metric per day.
The maximum number of alerts selected pertains to each of the six available system metrics. If you choose a maximum of two alerts for each metric, then you receive 12 alerts, as the maximum alert count each day, for example

(2 alerts) X (6 metrics) = 12 alerts. The alert count resets daily at 00:00

To configure optimum threshold for each alert, how many alerts would you like to receive per day?

* Max alerts per day / per metric

5

Alerts



Transactions (Drop) - Instance

Set an alert if your transactions moving average drops by a certain percentage of its historic median for a certain time period.



Transactions (Increase) - Instance

Set an alert if your transactions moving average increases by a certain percentage of its historic median for a certain time period.



Response Time - Instance

Set an alert if moving average of response time is experienced greater than of the historical median for a certain time period.



Database Response Time

Set an alert if moving average of database response time is greater than the historical median in a certain time period.



Default Semaphore (Mean)

Set an alert if default semaphore mean is approaching limits of max concurrency by a certain factor in a certain time period.



Default Semaphore (Queue Depth)

Set an alert if default semaphore queue depth is approaching limits of max queue depth by a certain factor in a certain time period.

UTC.

4. Select **Submit**.

A confirmation message displays.

Alert configuration



Your new alert thresholds are available now

You need to accept & save the conditions under each alert to start using ServiceNow recommended threshold.

5. Navigate to **Edit Alert Configuration**.

An informational blue banner displays with a recommended alert configuration.

Currently Configured Alert

When the anomaly persists for more than 5 minute(s) below the normal range

[View Alerts](#)

Alert On ▼

Configure Alert Condition

'IO Recommended' configuration is available. Please select the condition and proceed by clicking 'Save' to implement it.

Conditions

Anomaly based condition ▼

Snooze time ?

- 90 + minute(s)

Set an alert if any anomaly detected based on historical pattern or transactions moving average drops by a certain percentage of its historic median for a certain time period.

6. Select the **Configure Alert Condition** banner.

7. Select **Save**.

8. Repeat these steps for the remaining alerts.

Note:

If an alert condition banner isn't available for any of the six alert conditions, then threshold data aren't available for that specific metric at this time. Thresholds are regularly refreshed, and the recommendations become available.

After alerts are enabled with the recommended thresholds, the details can be updated manually.

9. **Optional:** Select **Configure Alert Condition** for a selected metric.

10. **Optional:** While editing an Alert Configuration, select **Change Alert**

Configure Alert Condition

Conditions

IO Recommended ▼

Snooze time ?

- 90 + minute(s)

Set an alert if any anomaly detected based on historical pattern or transactions moving average increases by a certain percentage of its historic median for a certain time period.

Moving average increases by 10 % of the historical median for more than 5 minute(s)

Maximum alert(s) per day 2

Change Alert Count

Simulate Chart

Count.

11. **Optional:** Select a maximum alert value of up to five and select

Change alert count



Changing the Max alert count will change the threshold for this metric & new updated threshold will be applied automatically for alerting.

How many alerts do you want receive per day for a metric?

*Max alerts per day / metric

Cancel

Submit

Submit.

After the change is submitted, the pre-calculated threshold is fetched based on the new maximum alert count for the specific metric. You're returned to the Edit Alert Configuration window.

12. Select **Save** on the Edit Alert Configuration window to apply the changes.

13. Repeat the same process for each alert to edit additional metrics alert configurations.

Note:

If you choose three max alerts per day, then you may receive up to three Alerts notification per day for that specific metric. The alert count resets daily at 00:00 UTC.

Manage Instance Observer alerts

Act on Instance Observer (IO) threshold alerts directly from the notification.

Before you begin

Role required: admin

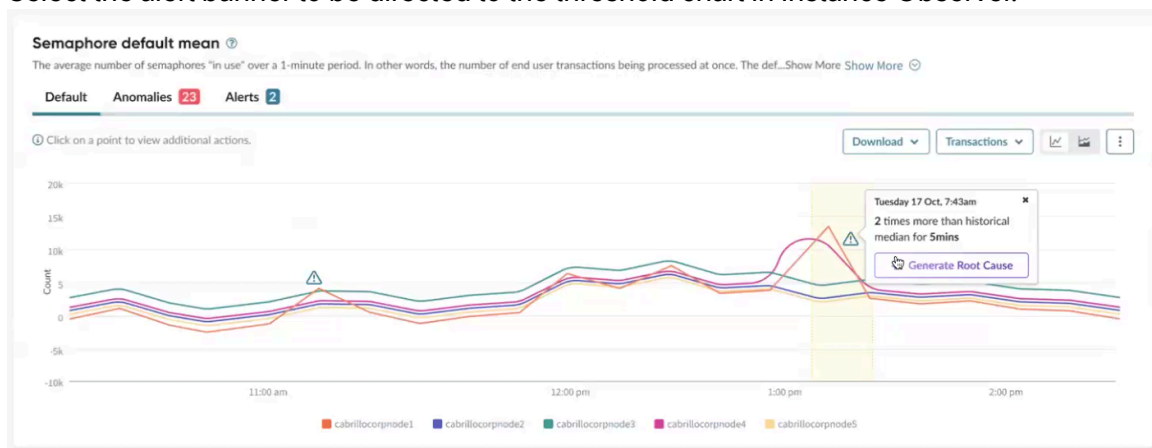
Procedure

1. Open an alert threshold notification.

The email notifications originate from ServiceNow and the subject is New Alert !.



2. Select the alert banner to be directed to the threshold chart in Instance Observer.



3. Hover over an alert icon for general information about the anomaly.

4. Select **Generate Root Cause** to open the Root cause correlation (RCC) history table.

5. Select an entry to view the Summary of the root cause and metrics charts of where a potential issue may exist.

Summary of the root cause correlation chart

Root cause correlation report – 29 Jan 2024, 2:03 PM

Instance

Cabrillocorp Prod

Download

Share

Summary

Note! - This is a AI generated summary

Nodes affected

5 of 20

Users affected

33 of 120

Started at

2024-01-29 01:12 pm

Duration

32mins 4secs

Severity

Medium

Instance response time

Stable (average for the last 24hrs)

Semaphore Type (Alert1002674723) triggered an root cause correlation for Memory, Longest Running Sessions at 02:45. Additionally, there are 5 transactions with long run times. The first transaction had a run time of 4-35 times, and the remaining four transactions are HTTP outbound requests that had issues with response status and code 400. There were also issues with request timeout and response time in these four transactions.

Metrics charts

OverviewMemoryLong Running SessionsCompare Metrics

Memory

Logs as extracted from the glide memory.watcher thread, originating from the node most affected by memory issues. The engine lists the top longest running jobs or transactions, along with comprehensive keylog.

5 transactions with long run times. 3 Jobs with running above than the average historical times

Nodes impacted : cabrillocorpnod5, cabrillocorpnod3, cabrillocorpnod2, cabrillocorpnod4, cabrillocorpnod1

View Details

Garbage Collection Time Mean

Semaphore Mean Max

Servlet Memory Mean

- The available menu options vary based on the type of root cause correlation.

6. Sort the table by Created Date/Time to view the most recent entries chronologically.

7. Drill into the impacted node to the affected job.

Nodes Impacted

Node	Type	Impact Rank	GC Pause Duration(secs)
cabrillocorpnod 5	Worker	1	20.354
cabrillocorpnod 2	Worker	2	14.254
cabrillocorpnod 3	Worker	3	11.547

Job Name	Job Count	Worker	Started	Age
Clean Expired Rollback Contexts	328	JOB: EAM - Update on PC Hardware	2024-29-01 01:00:14	03:42:12
SLA update (already breached)	925	glide.scheduler.worker.7	2024-29-01 02:00:21	02:44:10
Transforming: ISET0151110 using map NAS	234	glide.scheduler.worker.0	2024-29-01 02:00:16	02:43:56
Workflow107222d5db02c554747be665059619b0	123	glide.scheduler.worker.6	2024-29-01 01:00:47	01:23:36
Table Cleaner	425	glide.scheduler.worker.6	2024-29-01 01:00:11	01:23:32
Workflow9f96ce241b0a45d01d6d624abc4bcb48	112	glide.scheduler.worker.5	2024-29-01 02:00:11	00:47:48
JPMC_RSAM: Get/Post RSAM	234	glide.scheduler.worker.7	2024-29-01 02:00:19	00:46:26
JPMCPProcessDataEventsP55	123	glide.scheduler.worker.3	2024-29-01 01:23:12	00:29:59
Data Event Message	111	glide.scheduler.worker.2	2024-29-01 01:11:09	00:27:02

8. Select the job to open the job details with granular transaction and log information.

Job details cabrillocorp Prod

Create a Case

Summary

Node	Jobname	Job Started at	Job Count	Duration
cabrillocorpnod2	Ds_dsrn_nas_nodeflattable_scheduleJob	2024-01-29 01:12 pm	458	19:39:11

Transaction

Transaction ID	Latest Timestamp	Transaction / Worker Name	Transaction Timestamp
af2b21cdfb4e	2024-01-30 03:39:46	JOB: Insight - Cloud DB Instances	2024-01-29 01:16:46

Logs

2024-01-29 01:16:14 PM EST 87.12 mins John, Doe

One instance of "com.glide.sys.cache.CacheMan" loaded by "com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918" occupies 253,247,208 (17.0875%) bytes. [Error] The memory is accumulated in one instance of "java.util.concurrent.ConcurrentHashMap\$Node[]" loaded by "<system class loader>".

Keywords java.util.concurrent.ConcurrentHashMap\$Node[] com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918 com.glide.sys.cache

2024-01-29 01:16:14 PM EST 1.12 mins Elizabeth, Street

One instance of "com.glide.sys.cache.CacheMan" loaded by "com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918" occupies 253,247,208 (17.0875%) bytes. [Error] The memory is accumulated in one instance of "java.util.concurrent.ConcurrentHashMap\$Node[]" loaded by "<system class loader>".

Keywords java.util.concurrent.ConcurrentHashMap\$Node[] com.snc.orbit.container.tomcat8.Tomcat8\$OrbitTomcatClassLoader @ 0x921c6918 com.glide.sys.cache

9. For further investigation, select **Create a Case** and submit the captured summary information.

Analytics

View comparisons for performance of key metrics over time with the Impact Total package.

Compare Datasets (Release, Dates)

Compare and understand metrics for any two releases/patches to see the impact of changes

Top Transactions

Analyze and compare your top transactions for a specific instance during a selected date range.

Query Patterns

Visualize trends and overlay key metrics to see impact

Triage

Point-in-time instance snapshot providing metadata to troubleshoot live issues.

Reports

Quickly generate reports to download and share with your business stakeholders, making #organizations faster, smarter, and better in their#instance performance management.

Visualize instance performance#telemetry over time and quickly generate reports to share with your team and business stakeholders.

Run a report on any instance to generate a downloadable summary on daily instance health, performance trend or database growth.

Report options

Tailor various reports specific to your business needs with a few steps.

Navigate to **Instance Observer > Reports > .** Select the **Report Type**, the **Instance**, and the **Date Range** for the report.

Select **Generate report** and the report renders. On the report page, you have the option to download the report or to schedule the report to be run periodically.

See for information on scheduling a report.

For additional information about a report, select **Help > Metrics** from the main menu and select the option from the right-hand menu.

Support matrix per Impact package

Some Instance Observer reporting features vary between the Impact package that you are subscribed to. Reference the support matrix for details.

- ✓ = Supported
- X = Not supported

Performance reports support matrix

	Guided	Advanced	Total
Daily Performance Metrics report	#	#	#
Performance Trend report	X	#	#
Database Growth report	#	#	#
Data retention	45 days	6 months	6 months
Self Service Alerts	X	#	#

Note:

For more information on subscription support, see [Impact packages](#).

Daily Performance Metrics Report

There are six daily performance metrics sub-reports that are available that show a current snapshot of the health of the instance.

Sub-report and description

Report	Description
ServiceNow Platform Health	- Reflects node availability, response, and lag times. - Compares availability and anomalies from today and the last 30 days. - Reports are based on the system thresholds that are set in the system and color codes the anomalies accordingly, with Green, Yellow, or Red.
Health Indicator	- Displays number of slow transactions, queries, and long running jobs. - Compares the counts between today, yesterday, and the last 30 day average. - Reports are based on the system thresholds that are set in the system and color codes the counts accordingly, with Green, Yellow, or Red.
Top 10 Slow Transactions	- Finds the most executed transactions by total execution time and then takes the top 10 transactions that incur the highest average execution time. - Results list the instance page along with the average and total execution times, and the total count the page was executed.
Top 10 Slow Queries	- Finds the most executed queries by total execution time and then takes the top 10 queries that incur the highest average execution time. - Results list the query along with the average and total execution times, and the total count the query was executed.
Top 10 Long Running Jobs	- Finds jobs that are incurring highest duration in minutes. - Results list the job name, node, worker, and the duration.
Critical Support Cases	- Lists the total number of severity 1 and 2 support cases in the report header. - Provides case numbers as links, the area, priority, and state, along with tracking who opened the issue.

Database Growth Report

There are several database growth reports that are available that show how the instance database has increased over a selected date range.



Note:

Guided customers may select a range of up to 45 days.

Database report and description

Report	Description
Primary Database	Various metrics on how the database has either grown or decreased over the selected time frame. Total DBI size based on the sum of all tables, calculated every 4 hours.
Database by Size (Including Shards)	Various metrics on how the database has either grown or decreased over the selected, including shards. Total DBI Size align with primary shards, this is calculated every 4 hours and can be used to visualize database growth over time.
Top 20 Tables (By Size)	Lists table name, size (GB), 1 day growth and rate, and the 7 day growth rate.

Performance Trend Report

Drill into additional detail on selected performance metrics.

The following report options are available in regards to system performance:

- Transaction/Report Times
- Database response
- Semaphore depth
- Event queues
- Jobs recurring and running
- Memory
- User session summaries

Help

Access release notes, how to videos, and more from the Instance Observer Help Center page.

There are four menu options in the Help Center:

- Video Tutorials: View videos to help understand your options available to you in Instance Observer.
- Metrics Overview: Provides information of the available metrics and reports that can be accessed along with helpful definitions.
- Release Notes: Contains information regarding each Instance Observer release.
- How to Docs: Access documentation directly related to Instance Observer functionality.

HealthScan

ServiceNow HealthScan is a diagnostic tool that helps you understand the current health of your instance, identify potential issues and setbacks, and take quick corrective action.

Overview

Impact uses HealthScan to help you understand and improve the health of your ServiceNow instance. Built on best practice definitions gathered from analyzing thousands of instances, this tool quickly scans your ServiceNow instance to provide data points across five key categories, security, upgradability, performance, manageability, and usability.

- Improve your understanding of instance health through the use of hundreds of best practice checks
- Reduce technical debt and optimize performance
- Prevent common implementation missteps

Health Assessment Dashboard

View detailed Health Assessment results closer collaboration with the Impact squad to prioritize, review, and address best practice platform health findings.

Overview

The Health Assessment displays the total number of findings and comparisons against a previous scan. The assessment report addresses the findings across five categories and also the total of the categories.

View the report by:

- Total findings: All detailed findings and the counts, comparison against previous scan, and live areas to take action
- Health Score %: Shows the increase or decrease in statistical score percentage since the previous scan
- Total findings by products: Breaks the scan findings by specific application on the instance, per category.

Health Assessment report fields

Field	Description
Category	Each tile depicts an assessment category: • Overall • Manageability • Performance • Security • Upgradeability • User Experience Note: Hover over the  icon for descriptions.
Current total	The focused number is the total number of best practice violations from the most recent HealthScan.
Previous total	The number with the up or down arrow indicator represents the total number of best practice violations differences from the previous HealthScan for comparison.
Act	Highly recommended to address these findings, generally severity 1 priority issues.
Recommended	Recommended to address these findings next. These are generally a severity 2 priority.

Health Assessment report fields (continued)

Field	Description
Discuss	Findings that can make improvements, but are not a critical severity.

Views

Select to view the assessment by summary view or list view. Toggle to the list view to show the individual findings records logged from the selected scan.

Summary View

Summary view shows the total of the findings and the breakdown of findings for each category. By default, the Summary View is selected, displaying the assessment information in tiles.

ServiceNow Impact

Search

Jackie Gutierrez
Impact Demo
TOTAL

Activity Center Initiatives & Accelerators Platform Health Value Journey Product Adoption Impact Benefits & Usage

Create New

Diagnose platform health

ScorecardHealth Assessment

Health Assessments

Review prescriptive guidance, leading practices content, and technical analysis of your ServiceNow instance health. [Learn more about Health Assessment.](#)

Instance typeInstanceScan

ProductionImpact Demo2023-12-15 - HSX27946255

Summary ViewList view

Health Assessment report for Impact Demo

HSX27946255 | Published on 2023-05-19 8:15 AM | [Exclusions applied](#)

View report byTotal findingsHealth Score (%)Total findings by products

Total

3743

▲ 3696

Act193▲ 186

Recommend1015▲ 988

Discuss2535▲ 2522

Manageability

3046

▲ 3027

Act19▲ 18

Recommend610▲ 597

Discuss2417▲ 2412

Performance

349

▲ 348

Act149▲ 149

Recommend146▲ 146

Discuss54▲ 53

Security

16

▲ 2

Act4▼ 2

Recommend7▲ 3

Discuss5▲ 1

Upgradeability

194

▲ 193

Act3▲ 3

Recommend187▲ 186

Discuss4▲ 4

User Experience

138

▲ 126

Act18▲ 18

Recommend65▲ 56

Discuss55▲ 52

List View

List view displays the list of individual findings that were logged during a particular scan.

List view field descriptions

Field	Description
Finding	The unique identifier of the finding record
Short description	The actual issue that was found during the scan
Definition #	Technical reference number that is searched for during a scan
Details	Provides additional context of the violation occurrence
Occurrences	The total number of occurrences, where the same type of violation can occur across multiple tables and multiple fields Note: The occurrences hyperlink will direct you to the instance for access to address the issue.
Best action	Link to KB articles or product documentation regarding how to address the finding

All Findings								
HSX3793219 Published on 2024-02-22 5:30 PM Exclusions applied								
Finding	Short description	Definition#	Details	Occurrences	Category	Rating	Products	Best action
HSF365310173	Fields without hints	HSD0001018	sn_si_incident.u_bugcrowd_target_name missing a hint in 1 forms	1	User Experience	2	Security Incident Response	View best action
HSF365310185	Fields without hints	HSD0001018	sc_req_item.u_order_number missing a hint in 1 forms	1	User Experience	2	Platform Foundation	View best action
HSF365324465	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365324485	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action
HSF365325028	Each Policy Statement should have a valid attestation template.	HSD0002342		1	Manageability	3	Compliance Management	View best action

Note:

This feature is available in Impact Guided, Advanced, and Total packages.

Manage Health Assessment Dashboard

Address platform health findings from the Health Assessment Dashboard.

Before you begin

Role required: impact admin

Procedure

1. Navigate to **Impact > Platform Health > Diagnose > Health Assessment**.
2. Select to view the assessment by list view or summary view.

Product Name	Manageability		Performance		Security	Upgradeability		User Experience		Total
CMDB Workspace	4	▲ 4	0		0	0		0		4
Compliance Management	1409	▲ 1409	0		0	0		0		1409
Configuration Management Database	10	▲ 10	10	▲ 10	0	3	▲ 3	48	▲ 48	71
Customer Service Management	12	▲ 12	1	▲ 1	0	0		2	▲ 2	15
Demand Core	0		1	▲ 1	0	1	▲ 1	1	▲ 1	3

Last scan on 2024-02-22 03:12:12

Select a link to the findings to access the instance and directly address the issues.

3. Filter the findings by new, rating, or by category.

Filters

Only show new findings

☐ Only show new findings

Definition rating

☐ Act

☐ Recommend

☐ Discuss

Definition category

☐ Manageability

☐ Security

☐ User Experience

☐ Performance

☐ Upgradeability

Products

Reset all

Cancel

Apply Filters

Value Journey

Use Value Journey to get a closer look at your **Value blueprint**, and **Business Value Reports**.

Overview

The value journey constitutes a continuous loop of the end-to-end process of managing the value lifecycle, inclusive of envisioning value, creating value, ongoing management, optimization, and validation of value realized. By default, this cycle is executed on a yearly basis, although deviations of this time frame are possible by exception.

Get started

Value blueprint  Illustrate value over time with Business Objectives, which are high level goals tied to measurable outcomes. Your squad will help you understand where you are and what you can do to meet your objectives.	Business value reports  Your Impact squad performs a Value Realization Assessment and captures the data in a Value Report.
---	---

- View the Outcome Summary tab to capture the progress related to the outcome in one place.
- View the Outcome Activities tab to get an overview of all the Impact activities related to outcomes in one place.

Value blueprint

The value journey lifecycle starts with the creation of the value blueprint, which captures your business objectives, which are high-level goals tied to measurable outcomes that help illustrate value over time.

Overview

Your value blueprint is the basis for creating a personalized Customer Impact plan, recommend services, content, and training. You will also set baseline and targets for your metrics, which allows for value reporting.

The intent is to set a yearly improvement target against these outcomes to be able to capture the incremental improvements and value realized during the upcoming year. Your squad will help you understand where you are and what you can do to meet your objectives.

Value Journey

[Learn About Value Calculation](#)

Value blueprint Outcomes performance Business value

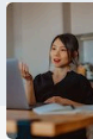
Value blueprint

Our methodology to understand, track, and measure what you want to achieve.

[Learn about value blueprint](#)
[Go to value blueprint](#)


Set a vision and track your progress

Decide which business objectives and outcomes you want to focus on and track your progress.



Get recommendations

See which trainings, accelerators, content, and advisory will best support your vision.



Communicate success

Tell your transformation story with operational performance and business value reports.

Business objectives 6 of 42

Search by business objective title

Sort by Creation date

Stakeholder group X Corp

Filter

X CORP

Optimize Real Estate

Work in progress

Product

WSD

Operational outcomes

Repurpose underutilized ow...

Success metric

Office space utilization (% of o...

Initiative overview

Understand business objectives

Business objectives are high-level goals tied to measurable outcomes that help illustrate value over time. Your squad will help you understand where you are and what you can do to meet your objectives.

☐ Don't show again

Got It

- Decide which business objectives you want to focus on and track your progress.
- See which trainings, Accelerators, content, and advisory will best support your vision.
- Tell your transformation story with operational performance and business value reports.

Customization

Select **Manage value blueprint** to customize the products to manage or set up that will display on your value blueprint.

Manage value blueprint

[Need help? Ask your CSM](#)

1 In Progress
Select products

2 Pending
Setup

3 Pending
Review value blueprint

Select products to manage or set up

We will recommend business objectives and operational outcomes based on relevancy and estimated impact on your success.

Application Portfolio Management (APM) ☒

App Engine ☐

Cloud Insights ☐

Customer Service Management (CSM) ☐

Field Service Management (FSM) ☒

Hardware Asset Management (HAM) ☐

HR Service Delivery (HR) ☐

IT Operations Management (ITOM) ☐

IT Service Management (ITSM) ☒

Software Asset Management (SAM) ☐

Security Operations (SecOps) ☐

Strategic Portfolio Management (SPM) ☐

[Save and continue](#)

Business value reports

At the end of the year, or your alternative reporting period, your Impact squad performs a Value Realization Assessment and capture the data in a Value Report.

At this point, the squad reviews your performance for the year and compares the data points against your pre-implementation state to determine the overall value realized for the year. Performance is also measured against the incremental improvement targets that were set during the Value Blueprint activity to determine the incremental value realized during the year.

- **Incremental value:** The value of the improvements realized during the year after implementing the ServiceNow platform.
- **Overall value:** The overall, comprehensive value that the ServiceNow platform has brought to your organization during the year.

A Data Collection Toolkit is delivered from the Impact squad with a detailed overview of the Report configuration options and potential implementation recommendations for collecting the data required for your value blueprint, outcome performance report, and value reports that are part of the Impact program.

Note:

The Data Collection Store Application is available at the ServiceNow® Store.

Value report descriptions and timelines

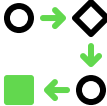
Business value report	Description	Cadence
Current state baseline	• As part of the value blueprint, an improvement target value is set for the year, for example to reduce cases by 10%. • A baseline and a target reference point is set. The baseline is generally the current state and the target would be checked in one year.	Annually
Historical baseline	• As part of the value realization assessment, the success squad delivers a value report to highlight the value you've realized compared to if you had not moved to the ServiceNow platform. • If possible, 12 months of historical data points from your legacy system should be evaluated before decommissioning.	Annually
Quarterly actuals	• As part of the Quarterly Impact Review, the success squad performs a quarterly performance review. • The results achieved for your success metrics in the last quarter are compared against the trend against the target that was set as part of the value blueprint.	Quarterly
Value reporting actuals	• A value realization assessment is performed to create a value report to determine the total value realized. • The squad compares the results of the reporting period with the historical baseline. • It is recommended to run the data collection for each of the success metrics separately on a yearly basis instead of simply taking the total numbers that were supplied on a quarterly basis.	Annually

Note:

To calculate overall value realization within the value report depends on the ability to provide pre-implementation data points, or alternatively, historical ServiceNow data points.

Product Adoption

View your capabilities, product adoption roadmaps, and subscriptions for your ServiceNow instance.

Capabilities maps	Product Adoption Roadmaps	Subscriptions
		
View the full landscape of your licensed ServiceNow products and the status of their utilization.	View a recommended implementation sequence for your ServiceNow platform capabilities.	View a list of all ServiceNow subscriptions and purchase amount you are entitled to.

Capabilities maps

See the applications, or capabilities, at your disposal for achieving your business objectives.

Overview

Capabilities maps enable customers transparency and clarity into your ServiceNow platform with a comprehensive list of the products and capabilities that you have purchased. Descriptions of those capabilities are provided and can be drilled down to explore additional information about them.

You obtain separate capabilities maps for each instance, as when more than one instance is present, a capability map is generated for each one.

The status of the capabilities can be managed to identify which capabilities are being used, which aren't in use, which are planned, and which are in the process of implementation. In addition, you'll also see recommendations from your Impact squad for you to consider implementing.

Note:

If a stakeholder group has been enabled, the capabilities map only displays those instances that are associated with a stakeholder group. In case there's an instance that isn't displayed in the capabilities map, confirm it's associated with a stakeholder group. See [Group Views](#) for more information on stakeholder groups.

Homepage

Capabilities maps are available in Impact from the **Product Adoption** menu. Capabilities maps provide a reference point into which applications you're entitled to.

ServiceNow Impact Across ServiceNow Search

Activity Center Initiatives & Accelerators Platform Health Value Journey **Product Adoption** Impact Benefits & Usage Create New

Home > Product adoption: capabilities maps

Product Adoption

Capabilities maps Product adoption roadmaps Subscriptions

Capabilities maps

The full landscape of your ServiceNow capabilities and the status of their usage. [How to read your capabilities](#)

Instance [?](#)
instance-1

Last updated [?](#) 2024-02-12 06:01:18 AM

Search by capabilities name [?](#) Availability [?](#) Usage status [?](#) Squad recommended [?](#) Show hidden [?](#) [+ Add manual capability](#)

Overall adoption status

204 Total

Usage Status	Count
Planning	1
Implementing	0
In use	13
Not in use	190
No intent to use	0
Needs validation	0

★ Squad recommended capabilities

Usage Status	Count
Not in use	2
Needs validation	0

If you have more than one instance, select an instance from the drop-down selection menu. The summary information displayed references the selected instance.

On the capabilities maps, see the entire list of applications and a summary of the capabilities based on the filters that you select. When you change the filter options, the data displayed in the map updates accordingly.

The available filters are as follows:

- **Name:** Filter by capability names.
- **Availability:** See all capabilities, or only those that are available with licenses, or unavailable without licenses, for your instance.
- **Usage status:** Filter by a usage status of the capabilities. You can pick one or more statuses to display at a time.
- **Squad recommended:** Display all capabilities, or only those recommended by your squad.
- **Show hidden:** Select **No** if you don't want to see hidden capabilities in this capabilities map. Select **Yes** if you want to access the list of hidden capabilities.
- **Create an initiative from a specific capability** to integrate product adoption and the initiative roadmap.
- **Start an initiative from any individual capability** where you can log and track all of your activities towards the implementation. Once created, the initiative will be referenced in the capability details and Initiative Roadmap.

Manage capabilities maps

Manage the usage status for capabilities and how they're being used in your instance. The information in the capabilities status fields feeds the capabilities maps summary bar.

Before you begin

You can view and update the statuses of capabilities that can be used in your instance, as well as hide and unhide capabilities. No specific role is required to view capabilities maps.

Role required: Platform Owner, Impact Admin

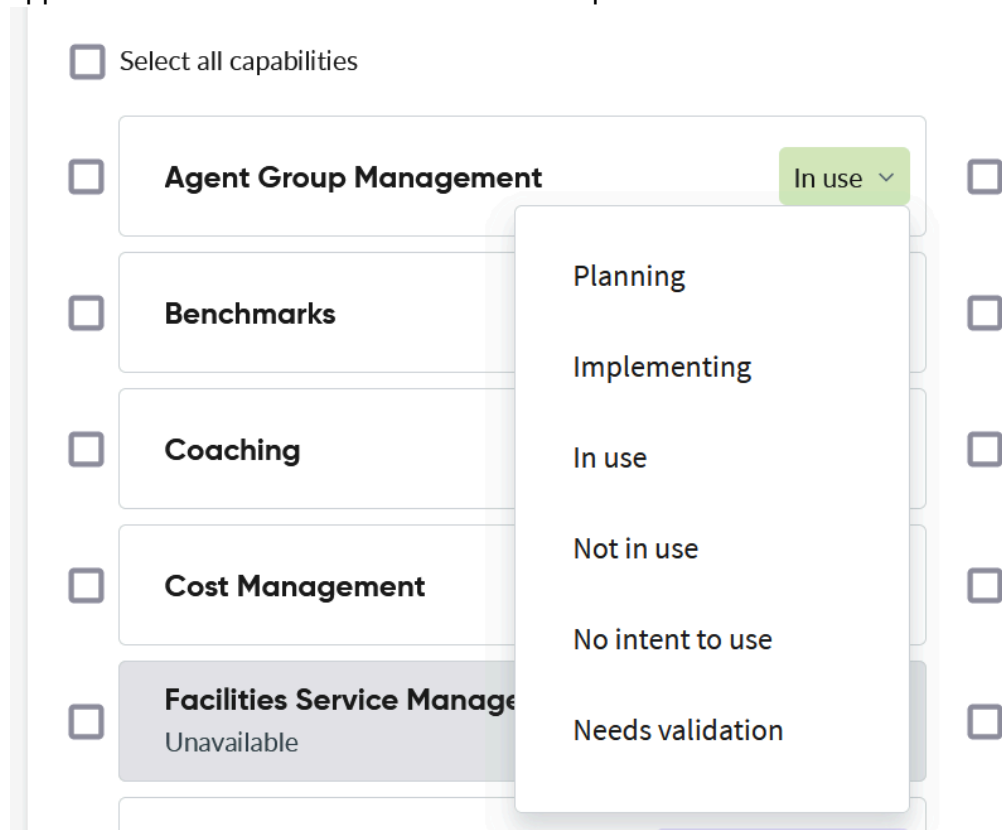
Procedure

1. Navigate to **Impact > Product Adoption > Capabilities maps**.
2. Select an instance if there are multiple instances available.
3. Select a product from the available workflows in the left-hand navigation menu.
All capabilities for the selected workflow and product are displayed in a table with color-coded status indicators.

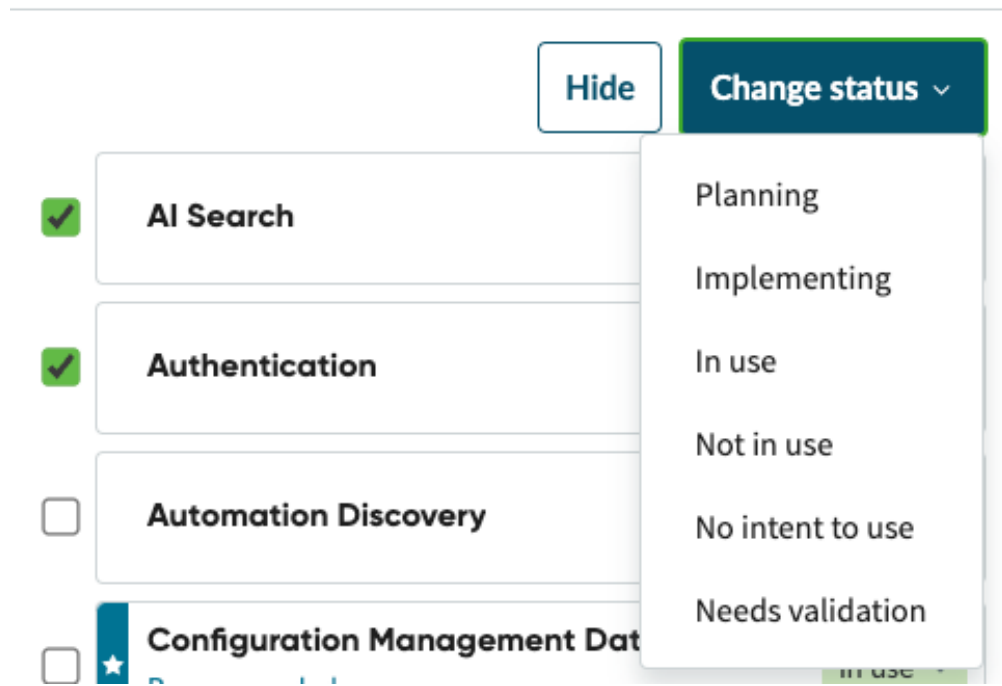
The screenshot displays the ServiceNow Capabilities map interface. On the left, a navigation menu lists various workflows: Creator Workflow (4), Customer Workflow (2), Employee Workflow (3), NowX (1), Technology Workflow (6), ITAM (22), ITOM (46), ITSM (25), Risk (54), Security (36), and Strategic Portfolio Management (51). The ITSM workflow is selected. The main area shows a list of capabilities for ITSM, each with a status indicator (color-coded) and a dropdown menu to change the status. The status indicators are: Planning (yellow), Not in use (orange), Implementing (blue), No intent to use (grey), In use (green), and Needs validation (purple). The capabilities listed include: Agent Group Management (In use), Benchmarks (In use), Coaching (Implementing), Cost Management (In use), Facilities Service Management (Unavailable), ITSM Process Mining Content P... (Needs validation), Manager Workspace (Implementing), Performance Analytics for Inc... (Recommended, In use), Process Mining Add-On for ITS... (Unavailable, Needs validation), Service Operations Workspace ... (Recommended, In use), Asset Management (Implementing), Change Management (Recommended, Not in use), Contract Management (In use), Digital Portfolio Management (Recommended, Not in use), Incident Management (Recommended, In use), ITSM Success Dashboard indica... (In use), Mobile Agent (Needs validation), Problem Management (In use), Request Management (Recommended, In use), and ServiceNow Voice (Needs validation). A legend at the top right shows the status indicators and their counts: Planning (1), Implementing (5), In use (13), Not in use (2), No intent to use (0), and Needs validation (4).

4. Update the status for one or more capabilities.

- a. Update a single status: Select a status from the color-coded status indicator on the application tile and select a status from the drop-down.



- b. Bulk update: Select the check box for multiple capabilities, then select a status from the **Change Status** button.



The status automatically refreshes for the selected capabilities.

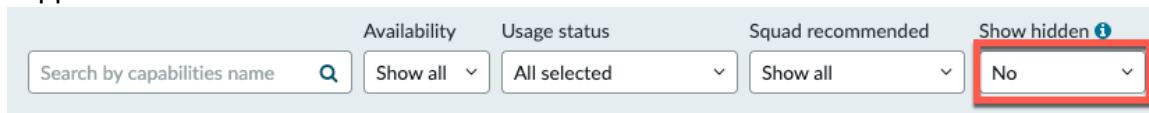
- c. Update all: Select the check box for **Select all capabilities**, then select a status from the **Change Status** button.

Hide and Unhide capabilities.

5. **Optional:** Hide a capability from the capabilities map in an instance.

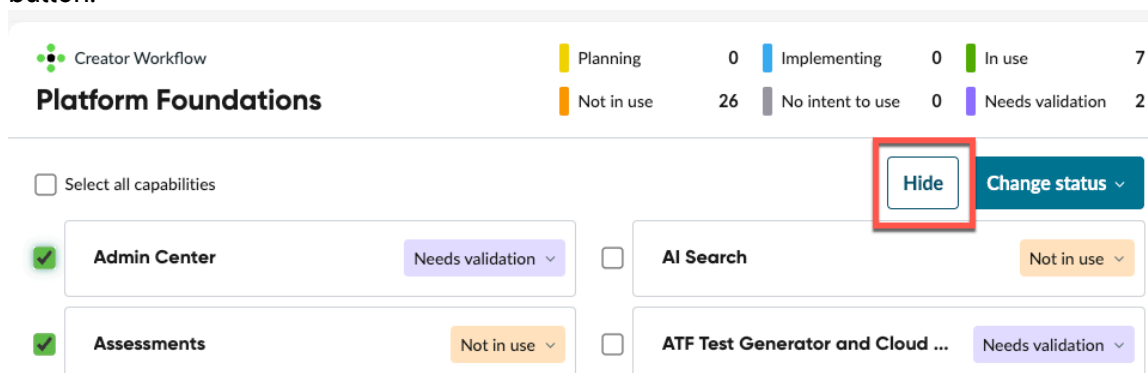
When you set the capabilities map **Show hidden** filter to **No**, hidden applications are not visible in the list of

applications.



Search by capabilities name Availability: Show all Usage status: All selected Squad recommended: Show all Show hidden: No

- a. Hide a single capability: Select the check box next to the capability, then select the **Hide** button.



Creator Workflow Planning 0 Implementing 0 In use 7
Platform Foundations Not in use 26 No intent to use 0 Needs validation 2

☐ Select all capabilities **Hide** Change status

☒ Admin Center Needs validation ☐ AI Search Not in use

☒ Assessments Not in use ☐ ATF Test Generator and Cloud ... Needs validation

- b. Bulk hide: Select the check box for multiple capabilities, then select the **Hide** button.

6. Select the **Hide** button in the confirmation message.

Hide capabilities?



The selected capabilities will be hidden from your capabilities map. You can always unhide them or adjust the filters to view them again.

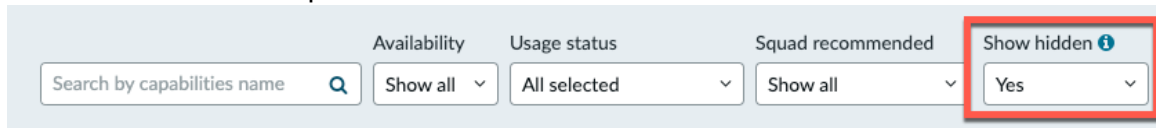
Cancel

Hide

Selected applications will not display when the capabilities map **Show hidden** filter is set to **No**.

7. **Optional:** Unhide capabilities so they display in the capabilities map when the **Show hidden** filter is set to **No**.

- a. Set the **Show hidden** capabilities filter to **Yes**.



The screenshot shows a filter bar with four sections: 'Search by capabilities name' with a search icon, 'Availability' with a 'Show all' dropdown, 'Usage status' with an 'All selected' dropdown, and 'Squad recommended' with a 'Show all' dropdown. The 'Show hidden' dropdown is highlighted with a red box and is set to 'Yes'.

The hidden capabilities tiles are displayed in the list of applications.

- b. Unhide a single capability: Select the check box next to the capability, then select the **Unhide** button.
- c. Bulk Unhide: Select the check box for multiple capabilities, then select the **Unhide** button. The previously hidden applications display in the capabilities map. When you set the capabilities map **Show hidden** filter to **No**, these applications will be visible in the list of applications.

Product Adoption Roadmaps

Access the Product Adoption Roadmaps (PARs) feature to view a recommended implementation sequence for your capabilities. The sequence is organized into specific phases for optimal implementation.

The Product Adoption Roadmaps feature is available to Advanced and Total Impact customers.

Your Impact squad works with you to determine the initial implementation sequence that best supports your unique capabilities. Before creating a PAR, a capability map should be published for that instance. See [Capabilities maps](#) for information on the capabilities maps. As soon as your Impact squad creates your PAR, you receive a notification.

After created, you can access all of your roadmaps by selecting **Product Adoption Roadmaps** from the **Product Adoption** menu on the Impact homepage.

You can explore your roadmap further and edit in the following ways:

- Select a capability tile to view more details.
- Add or remove phases.
- Add capabilities to each phase.
- Connect capabilities to business objectives.
- Filter the list of PARs by selecting the required instance from the filter.
- Create an initiative from a specific capability in PAR to integrate product adoption and the initiative roadmap.
- Start an initiative from any individual capability where you can log and track all of your activities towards the implementation. Once created, the initiative will be referenced in the capability details and Initiative Roadmap.

Note:

- Multiple users can view the roadmap at the same time. However, only one person can edit it at a time.
- Each PAR is created for a specific instance.
- Multiple PARs can be created per instance.
- Only an Impact Squad member may delete an existing PAR.

Subscriptions

See a list of your subscriptions for all of your instances and the list of applications that you're entitled to, as part of those subscriptions, in one comprehensive view.

Subscriptions display a list of all ServiceNow subscriptions and the amount purchased that your organization is entitled to.

Subscriptions

View your ServiceNow subscriptions and explore what capabilities you're entitled to.
Note: Subscriptions of Impact and Cloud storage are not included below.

To allocate subscriptions, log into your instance and navigate to Subscriptions Management.

Instance ⓘ
All instances ▼

Product ▲	Instance	Type ⓘ	Purchased	Start date	End date
AI Search Starter	do	Capacity	500000	2022-06-30	2025-06-29
▼ App Engine	a	Unrestricted-User	5000	2022-06-30	2025-06-29
▼ App Engine	a	Unrestricted-User	55500	2022-06-30	2025-06-29

- For each instance, sort the list by alphabetical order, type of subscription meter, by the total amount purchased, or by subscription start and end date.
- If there are secondary meters, a chevron is available to the left of the subscription that can be selected to display those meters.

▲ IT Service Management Professional	Per-User	1236	2023-12-31	2027-11-29
Bundled Custom Tables for ITSM	Other	50	2023-12-31	2027-11-29
Virtual Agent Conversation Transactions for ITSM	Other	1236000	2023-12-31	2027-11-29

- Select each subscription to see the capabilities that are included in the subscription bundle.

ServiceNow Impact
Activity Center ▼
Initiatives & Accelerators ▼

▼ App Engine
Business Stakeholder
▼ HR Service Delivery Professional
▲ IT Service Management Professional
Bundled Custom Tables for ITSM

IT Service Management Professional

PROD17256

Instance	Type	Purchased	Start date	End date
29	Per-User	1236	2023-12-31	2027-11-29

Included capabilities

- Admin Center >
- Advanced Recommended actions for ITSM >
- Advanced Work Assignment - Advanced Capabilities >
- Agent Client Collector Spoke >
- Agent workspace for ITSM >

- Select each application to access the description.

Admin Center

Instance

Workflow

Product

Status

alli

Creator Workflow

Platform Foundations

In use

About

Notes

Admin Center provides a central hub for platform owners and admins to access platform capabilities, discover new applications, and get intelligent, actionable insights.

Use the Admin Center application to discover the capability of the available applications and how they can be implemented to work towards achieving your business goal.

For more details, go to [product documentation](#).

Note:
To allocate subscriptions, log in to your instance and navigate to **Subscription Management**.

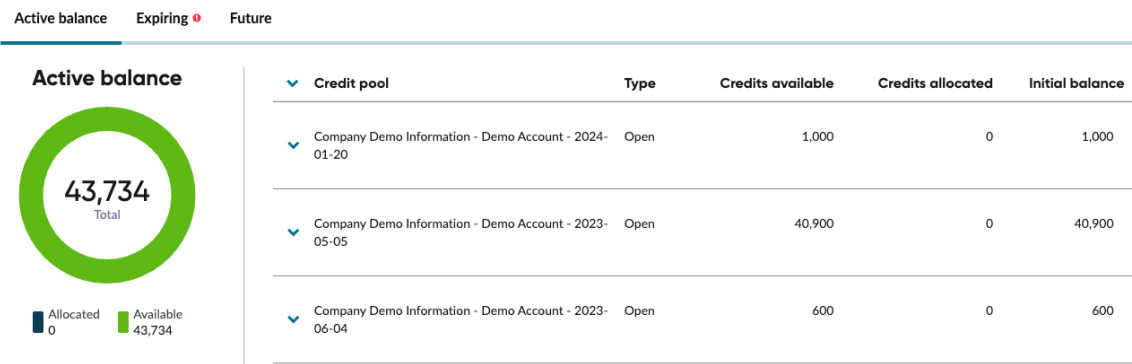
Training Insights

Impact Training Insights provide a comprehensive view of organizational learning activities, with real-time data available whenever and wherever it's needed.

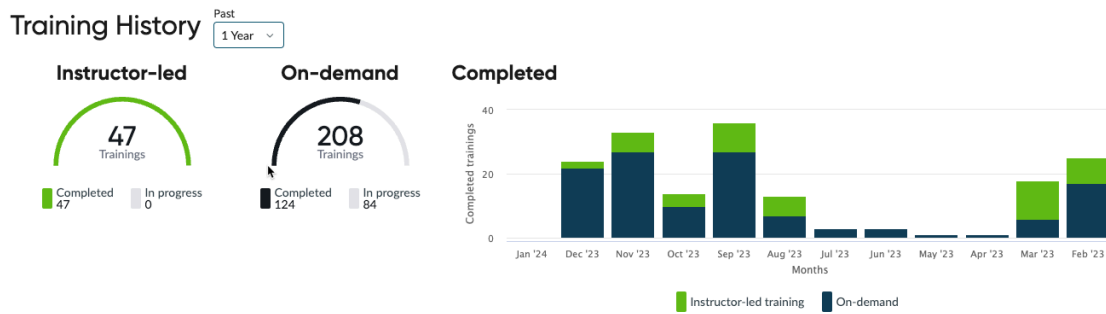
The Impact Learning Dashboard demonstrates the usage and consumption of resources of on-demand courses, with an emphasis on the significance of education and its benefits. Appreciate the value of your learning credits and how they can be utilized. Additional insight into custom training and instructor-led technical courses includes:

- Learning Credit Consumption:
 - Active and credits available
 - Allocated and future credits
 - Expiring credits

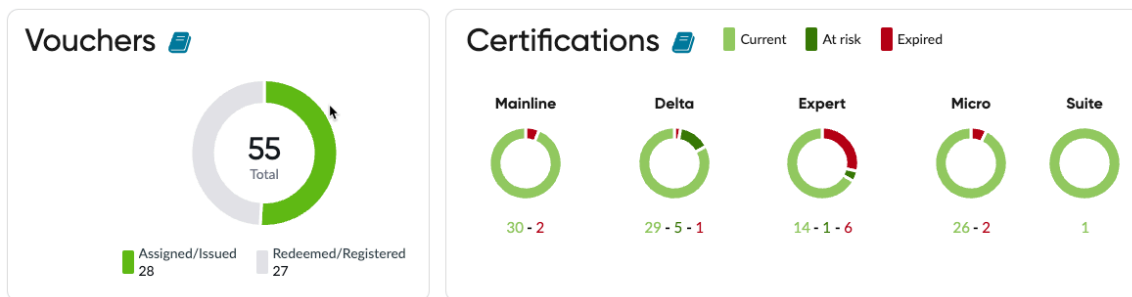
Credit balance



- On-demand course consumption



- Number of certifications available and status of taken certifications:
 - Level of expertise required to achieve a certification type
 - Statuses included current, at risk for expiration, and expired certifications



- Customer self-service model for the consumption of learning credits
- Better understand your entitlements charted in Impact

Benefits & Usage

Impact Benefits & Usage allows you to quickly access and review the powerful tools available in your Impact subscription.

Impact benefits

Activity Center

Initiatives & Accelerators

Platform Health

Value Journey

Product Adoption

Impact Benefits & Usage

Create New

Capabilities

Overview

Impact core

Digital experience

Impact squad

Operating model

Experts on demand

Accelerators

Advisory sessions

Expert Services discount

Platform health & monitoring

HealthScan

Instance Observer

Learning & coaching

Adoption toolkit

Learning credits

On-demand training courses

Technical certification

Training discount

Premium technical support

24/7 inbound phone support

Developer support

Enhanced case response time

Collapse All

Impact Advanced Premium benefits

Impact Advanced Customer since June 30, 2021

Impact core

Maximize and accelerate the return on your ServiceNow investment through our software and human-led programs.

Digital experience

Impact squad

Operating model

Watch Video

Experts on demand

Receive tailored guidance at the right time on relevant topics throughout your digital transformation journey.

Accelerators

Advisory sessions

Expert Services discount

Watch Video

Platform health & monitoring

Optimize instance performance and push innovation with speed and confidence through increased visibility and insights.

HealthScan

Instance Observer

Watch Video

Learning & coaching

Close the value gap by upskilling your workforce and building your ServiceNow talent bench strength.

Adoption toolkit

Learning credits

On-demand training courses

Technical certification

Training discount

Watch Video

Premium technical support

Gain direct, expedited access to our technical support resources.

24/7 inbound phone support

Developer support

Enhanced case response time

The Impact program has many benefits that are included with the subscription.

Impact benefits and capabilities descriptions

Benefit	Capabilities
Impact Core	- Impact Digital Experience - Impact Squad - Impact operating model
Experts on Demand	- Initiatives & Accelerators - Advisory sessions - Expert services discount
Platform Health and Monitoring	- HealthScan - Impact Instance Observer

Impact benefits and capabilities descriptions (continued)

Benefit	Capabilities
Learning and Coaching	• Adoption Toolkit • Learning Credits • On-demand training courses • Technical certifications • Training discount
Premium Technical Support	• 24/7 Inbound Phone Support • Impact Developer Support • Enhanced case response time

Consumption Report

The Consumption Report provides an overview of your Impact tier features and their usage.

With the Consumption Report, you can identify under utilized or not yet used benefits. The Consumption Report filters usage to an adjustable specific period of time.

***i* Note:**

The Consumption Report defaults to a year long range.

Report types and descriptions

Report	Description
Advisory Sessions	Review details for ongoing, completed and not started Advisory Sessions including: • Total number of open requests • Name of service • Owner • State • Created on date • Completed on date
Accelerators	Review details for ongoing, completed and not started Accelerators including: • Total Accelerators accessed, charted by progress status • Name • Owner • State

Report types and descriptions (continued)

Report	Description
	• Creation on date • Completed on date
Other Initiatives	Review details for ongoing, completed and not started initiatives including: • Total Initiatives accessed, charted by progress state • Name • Owner • State • Creation on date • Completed on date
Additional features	• Enhanced case response time • Company active case breakdown • Company learning credit balance • Users with premium access

**Note:**

Impact Guided customers will not be able to view the Premium role or Advisory Sessions section.

Additional Resources

Access the ServiceNow resources available to you, including case studies, learning opportunities, developer support, Now Community, and more.

Resources Overview

The Resources Section is your one stop shop to review, and discover the resources your Impact subscription presents you.

Resources Sections

Section	Section Details
Featured Content	Presents you with an easy to use selection of ways to discover and review the most critical resources for success
Explore ServiceNow products and services	shows an extended selection of resources to further enhance your Impact experience.

**Note:**

Resources available may differ between Impact subscription levels

Impact User Management

Impact admins can create, view, and manage their users with Impact User Management.

Before you begin

Note:

See [User Roles in Impact](#) for information about Impact role permissions.

Role required: Impact admin

Procedure

1. Navigate to **Impact > User Profile Menu > Manage Users**.

2. Select **Add new**

Add new user ×

Login instructions will be sent to the email address entered. The new user will be notified of the access role(s) they've been given.

Email *

First name *

Last name *

Select access roles by ServiceNow site

Impact access roles ^

Impact Digital Experience access roles

User will receive access to the Impact Digital Experience based on assigned roles.

! If this user does not belong to an Impact customer, please do not select any role other than 'None'.

- ☐ Impact Admin **!**
☐ Impact Platform Owner **!**
☐ Impact User **!**
☐ Impact Executive **!**
☐ None **!**

Impact feature access

To learn more about Impact feature access, refer to your Resources tab on the [Impact Digital Experience](#).

- ☐ Impact Permissions Authorizer **!**

Now Support access roles ^

User will receive access to Now Support features based on assigned roles.

! Roles may get auto-assigned or disabled, based on the below selected roles, user assignment as a key account contact or your access level. For more information please refer [KB1281635](#)

user.

3. Enter the relevant information including:

- User email (required)
- User First and Last names (required)

- Impact role
- Impact feature access
- ServiceNow University access role

4. Select **Submit**.

The new user is created.

Edit a role for an Impact user

Update a role for an Impact user role after the initial assignment.

Before you begin

Role required: Impact admin

Procedure

1. Navigate to **Impact > User Profile Menu > Manage Users**.
2. In the ServiceNow sites section, access the Impact Digital Experience tile.
3. Select **View all users**.
4. Enter the users name into the **Search users** field.
5. Select **Actions > Edit role(s)**.
6. Edit the user role and access accordingly.

Note:

Refer to [User Roles in Impact](#) for details on which role to assign to the user for the appropriate access level in Impact.

7. Select **Confirm**.

- A confirmation message displays then you are returned to the company users page.
- An email will be sent to the user with information on how to log in to Impact.

Remove Impact user permissions

Remove permissions that you've assigned to an Impact user if that user should no longer have access to Impact.

Before you begin

Role required: Impact admin

Procedure

1. Navigate to **Impact > User Profile Menu > Manage Users**.
2. In the ServiceNow sites section, access the Impact Digital Experience tile.
3. Select **View all users**.
4. Enter the users name into the **Search users** field.
5. Select **Actions > Edit role(s)**.
6. Edit the user role to **None**.

Note:

Refer to [User Roles in Impact](#) for details on which role to assign to the user for the appropriate access level in Impact.

7. Select **Confirm**.

A confirmation message displays then you are returned to the users page.

User Roles in Impact

The Impact Digital Experience offers many roles to assign to fit your business needs.

When you log in to Impact, you'll see a personalized view of your objectives, metrics, and recommendations tied directly to your role.

Impact roles and descriptions

Role	Description
Impact User	• Has general access to Impact. • Impact users can create and update conversations.
Impact Permissions Authorizer	Grants permissions for Initiatives and Accelerators upon user request. See Manage Initiative and Accelerator permissions for more information.
Impact Executive	• Has read access to view overall Impact status and business value reporting. • Responsible for defining the long-term technology strategies for their organization. • Executive users can create and update conversations. • Owns the overall ServiceNow roadmap.
Impact Platform Owner	• Has full access to all Impact features. • Responsible for the overall accountability of the ServiceNow platform. • Provides leadership and oversight to the System Administrators. • Ensures team alignment to business strategy and the ServiceNow roadmap. • Actively involved in the overarching governance of the ServiceNow platform.
Impact Admin	• Provides user account management. (This is a key differentiator from the Impact Executive role.) • Responsible for the day-to-day administration of the ServiceNow platform.

Impact roles and descriptions (continued)

Role	Description
	• Manages premium access, such as Instance Observer and Developer Support. • Has full access to all Impact features.

Mobile Executive Experience

The mobile Impact Executive Experience allows customer executives to access Impact from anywhere on their mobile browser.

Mobile Executive Experience Overview

The mobile executive experience enables CXO to:

- Quickly view their organization's performance focusing on the value they have realized from their business objectives.
- Removes the detail layers provided to the platform owner persona, so that the executive does not need to spend any time hunting for the information that matters to them.

***i* Note:**

This experience is only available to users with the executive role.

Impact releases

ServiceNow Impact releases may include enhancements, as well as additional features. Read the release notes to learn about the release content. Releases occur throughout the year on a quarterly basis, starting in February. Future release dates are subject to change.

2024 Impact release notes



2023 Impact release notes



2024 Impact release notes

Releases occur throughout the year on a quarterly basis, starting in February.

- [May 2024 quarterly Impact release notes](#)
- [February 2024 quarterly Impact release notes - Washington DC](#)

May 2024 quarterly Impact release notes

ServiceNow® Impact is a first-of-its-kind value acceleration solution designed to meet customers where they are in their unique ServiceNow digital transformation journey. Built on the ServiceNow AI Platform, Impact combines expert coaching, personalized insights and recommendations, peer benchmarking, technical support, role-based training, and curated content all delivered in a personalized digital experience. Impact was enhanced and updated in the 2024 May quarterly release.

Impact highlights for the 2024 May quarterly release

- Utilize new Accelerators to amplify your AI experience, get Access to Expertise with a streamlined intake, and maximize value exactly where you need it.
- Expand Impact Squad coverage with four Add-on SKUs.
- Get monthly updates in the form of Impact Digest and take advantage of Impact Digital Experience (IDE) enhancements, including multi-account support and Gen AI search.
- Use Platform Health improvements with HealthScan and enhanced functionality for Instant Observer.
- Access Value Management dashboards for Guided customers.

See [Impact](#) for more information.

New in the 2024 May quarterly release

Impact operating model

- Add-on SKUs: Supplement Impact Squad coverage with additional resourcing and the flexibility to customize resourcing to match your needs with Strategic Value, Platform Governance, Managed Support, and Instance Observer Seats add-ons.

Impact Digital Experience (IDE)

- Impact Digest: Receive a month in review email with personalized insights and curated ServiceNow products adoption content.
- Generative AI Search: Get GenAI-powered summaries and simplified intuitive search experience with a major update to Search capability in Impact.
- Multi-account support: Create a multi-account report that provides a consolidated view of consumption and value realization of Impact across all linked child accounts and groups users with premium access by account on the Users tab.
- Regulated markets: Access IDE, HealthScan, and temporary instances for Technical Accelerators at Scale (TAS) as a National Security Cloud (NSC) customer in NSC IL5 environments.
- [All Recommendations](#): View contextual recommendations in Value dashboards and find specific recommendations by using filters.
- [User Roles in Impact](#): Impact User and Impact Executive roles are able to take part in conversations.

Value Journey

View all related outcomes on the Outcome Detail and capture a summary of progress or an overview of all Impact activities related to the outcomes in one place.

Product Adoption

Create a freeform initiative directly from the Capabilities Maps and the Product Adoption Roadmaps.

Platform Health

- **Impact Instance Observer:**
 - Filter the expanded job execution and anomaly chart to display selected timeframes and number of jobs.
 - : Notifications for alerts and other system activity are displayed on the Instance Observer banner.
 - **Cloud availability:** View summaries of database availability and details of the last 90 days service issues directly from Instance Observer.
- **Health Assessment Dashboard:** View, filter, efficiently manage, and prioritize findings related to a Health Assessment.

Initiatives & Accelerators

- **Initiatives catalog:**
 - **Access to Expertise:** A streamlined intake form that gives you access to the right ServiceNow subject matter experts.
 - **Get started with Developer Support:** Engage an education session on Developer Support and identify named contacts who are able to request Developer Support cases during the onboarding period as a new customer.
- **Accelerator catalog:**
 - **Access to Experts:** Connects Impact customers to ServiceNow subject matter experts via personalized virtual coaching sessions, when assigned by the Impact squad.
 - **Artificial Intelligence Readiness Assessment:** Provides an assessment and guidance related to your readiness to start adopting ServiceNow AI capabilities.
 - **Center of Excellence and Innovation Maturity Assessment Accelerator:** Provides insight into your current ServiceNow CoEI maturity level and targeted recommendations based on the current maturity level.
 - **Common Service Data Model (CSDM) Assessment-Application Services (Crawl) - Advanced:** Provides an assessment and guidance for CSDM crawl-level maturity, including Application Services and Business Applications
 - **Jumpstart Your Migration of Platform Analytics:** Provides a demonstration of how to successfully prepare and migrate your Platform Analytics content
 - **TuneUp Your Hardware Asset Management:** Provides guidance on maintaining and governing Hardware Asset Management health to optimize value
 - **TuneUp Your Software Asset Management:** Provides guidance on maintaining and governing Software Asset Management health to optimize value
 - **UX Design: Employee Center:** Educates customers on the fundamental UX considerations and assists in developing a plan to implement Employee Center with a user-centric design
 - **UX Review: Employee Center:** Provides insight into your ServiceNow platform adoption of Employee Center with a focus on user experience
- **Training Insights:** Visit the consumption report widget to see upcoming expiration details for Learning Credits expiring within 90 days.

Changed in this release

Product Adoption Roadmaps

Usage status is added on the tiles of unavailable capabilities and is editable in the Product Adoption Roadmaps.

Business value reports:

Download the Data Collection Toolkit directly from the ServiceNow® Store.

Accelerator catalog

The [Center of Excellence & Innovation Design](#) (CoEI) Accelerators for both Impact Advanced and Total customers are combined into a single Accelerator for both packages.

Deprecations

Jumpstart Your CIO Dashboard Accelerator and Introduction to CxO Dashboard Accelerator are being deprecated with the May 2024 release.

February 2024 quarterly Impact release notes - Washington DC

ServiceNow® Impact is a first-of-its-kind value acceleration solution designed to meet customers where they are in their unique ServiceNow digital transformation journey. Built on the ServiceNow AI Platform, Impact combines expert coaching, personalized insights and recommendations, peer benchmarking, technical support, role-based training, and curated content all delivered in a personalized digital experience. Impact was enhanced and updated in the Washington DC release.

Impact highlights for the Washington DC release

- Utilize new Accelerators, fixed scope offerings that connect you directly with experts behind each option to quickly provide value exactly where you need it.
- Hierarchical filtering with account and business objective can group users with premium access accounts, as well as show the time period for Value Reporting on a Multi-Account Report
- Utilize add-ons for Operational Health, Instance Observer seats, Strategic Value, and Premium Support.
- SKU enhancements for both Guided and Advanced packages for version 2.0

See [Impact](#) for more information.

New in the Washington DC release

Initiatives & Accelerators

- Data Management Review: Promote optimal performance and efficiency in your database footprint with a review of your database capacity utilization, led by your Support Account Manager.
- Preventive Care: Diagnose instance and database performance quarterly with the premium, engineer-led initiative for subscribed, Impact Total customers.
- Multi-account access: Utilize Impact access for multiple accounts.
- ServiceBridge for Platform Health (Total Customer)

Impact Digital Experience

- **Value Journey** Impact Value Management - New - Value-at-a-click - Value Blueprint (GUIDED FOCUS) Impact Value Management - New - Value-at-a-click - Outcomes Performance (GUIDED FOCUS)

Value Journey

- Value blueprint, Outcomes performance, and Business value: Enabled for two additional products, Integrated Risk Management (IRM) and Business Continuity Management (BCM).
- Data Collection App: Features additions for Customer Support Managers (CSM) and Support Account Managers (SAM) and updates to ITSM, ITOM, and HR for value metrics. Download the app from the Innovations Lab store in the March, Washington DC release for the app store.

All Recommendations

- Receive recommendations for low-usage Impact features to maximize the benefits of your subscription.
- Utilize content recommendations to view popular content among similar users and provide feedback on the recommended content.

Capabilities maps

- Capabilities maps redesign:
 - Use the new intuitive, easy-to-navigate interface.
 - Your capabilities maps are automatically available upon your first login to Impact.
- Capabilities maps self-service: Conveniently update and manage your capabilities maps in a self-service mode. The updated functionality is available for users with Platform Owner and Impact Admin roles.

Impact User Management

Use the new Architecture alignment for User management.

Impact Instance Observer

- Utilize the following enhancements for Instance Observer:
 - User Email Synchronization from within Impact to Instance Observer
 - Database Growth Summary
 - User Experience Monitoring
 - Key alerts activation and notification: Quickly set up proactive alerts for your instances about six critical metrics.

HealthScan

Use Performance Charts filtering on Peer and Trend Charts

Accelerator catalog

- **Project Portfolio Management Maturity Assessment Accelerator:** Gain insight into the maturity of PPM adoption and receive expert assistance to maximize value from PPM capabilities.
- **Customer Service Management Product Maturity Assessment Accelerator:** Gain insight into the maturity of CSM adoption and value with your ServiceNow platform.
- **Jumpstart Your Strategic Portfolio Management – Planning Workspace Accelerator:** Experience a demonstration of the possibilities and capabilities available with the Strategic Portfolio Management (SPM) – Planning Workspace in your instance.
- **Jumpstart Your Platform Analytics Accelerator:** Experience the demonstration about the possibilities and capabilities of Platform Analytics.
- **TuneUp Your Platform Analytics Accelerator:** Optimize value with guidance on maintaining and governing Platform Analytics health.
- **Jumpstart Your CMDB Accelerator:** Understand Configuration Management Database (CMDB) with a demonstration of the possibilities and capabilities of CMDB.

Changed in this release

Accelerator catalog

- **Architecture Blueprint – Advanced Accelerator:** Gain guidance and insights to develop your Architecture Blueprint artifacts for Impact Advanced customers.
- **Architecture Blueprint – Total Accelerator:** Gain guidance and insights to develop your Architecture Blueprint artifacts for Impact Total customers.
- **Training Strategy Assessment Accelerator:** Create a training plan for user adoption and upskilling.

Impact Digital Experience

- Enhancements include:
 - Zero-state improvements for in outcome performance and business value.
 - Normalizable metrics indicator in the value blueprint.
 - Guidance on next steps for squads on outcomes deselection.

Value Journey

Enhanced Data Collection toolkit: This toolkit has been compiled from the Value Blueprint, Quarterly Performance Review, and Value Report toolkits into one comprehensive configuration and reporting toolkit.

Impact Developer Support

Use the enhanced routing and flagging functionality for clearer assignment methodology to track open and closed Developer Support cases.

Activation information

Preventive Care is available with activation. Contact your Impact Customer Support Manager for additional information.

2023 Impact release notes

Releases occur throughout the year on a quarterly basis, starting in February.

- [September 2023 quarterly Impact release notes - Vancouver](#)
- [May 2023 quarterly Impact release notes](#)
- [February 2023 quarterly Impact release notes - Utah](#)

September 2023 quarterly Impact release notes - Vancouver

ServiceNow® Impact is built on the ServiceNow AI Platform and combines customized service with a digital interface to help you realize the full potential of your instance. Impact Accelerators connect you directly to experts through fixed-scope service engagements to provide value exactly where you need it. Impact was enhanced and updated in the Washington DC release.

Impact highlights for the Washington DC release

- Utilize new Accelerators that connect you directly to fixed-scope offerings with experts behind each option to quickly provide value exactly where you need it.
- Consume more experts on-demand in parallel with separate Accelerator Sub-catalogs, Architecture, Strategy, and Technical.
- Detect irregularities in performance metrics within production instances by utilizing AI-based anomaly detection in Instance Observer. This feature is accessible to Total customers.
- Experience Instance Observer as an Impact Guided tier customer.
- Consume Impact in alignment with your organizational needs using Group Views.

See [Impact](#) for more information.

Important information for upgrading Impact to Washington DC

In order to obtain the Impact Washington DC SKU, contact your Account Manager.

New in the Washington DC release

Accelerator catalog

Accelerator sub-catalogs: Advanced and Total customers can take advantage of three new Accelerator sub-catalogs, Architecture, Strategy, and Technical, each with separate concurrency allocations, allowing more parallel value to be delivered.

Note:

Exceptions: Impact Accelerators marked with * in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

- [Introduction to Instance Observer-Guided](#): Provides guidance on understanding and monitoring performance using Instance Observer.
- [Jumpstart Your Generative AI](#): Provides a demonstration of the possibilities and capabilities of ServiceNow® Generative Artificial Intelligence (AI).
- [Jumpstart Your Natural Language Understanding](#): Provides a demonstration of the possibilities and capabilities of Natural Language Understanding (NLU).

- **Jumpstart Your Predictive Intelligence:** Provides a demonstration of the possibilities and capabilities of Predictive Intelligence and the clustering framework.
- **Jumpstart Your ServiceNow AI Journey:** Provides guidance to kick-start your hyper-automation journey with ServiceNow platform AI capabilities.
- **Jumpstart Your Task Intelligence:** Provides a demonstration of the possibilities and capabilities of Task Intelligence.
- **Data Management and Governance:** Provides insights and guidance to assess and improve your data management and data governance practices.
- **Multi-instance Topologies:** Provides education on drivers and topology alternatives to support multiple production instance implementations delivered within the context of a single-customer production implementation.
- **Citizen Development Program Design:** Provides prescriptive guidance on enabling Citizen Development and utilizing App Engine Studio for Advanced and Total customers.
- **Common Service Data Model (CSDM) Assessment - Foundation Data - Advanced,** previously known as the CSDM Assessment Accelerator – Advanced: Shifted focus strictly to Foundation Data and provides guidance to assess and improve the Foundation Data that is part of your CSDM framework.
- **HRSD Maturity Assessment:** Provides a base-level understanding of maturity tied to business outcomes being driven.
- **Jumpstart your Service Operations Workspace*:** Provides a demonstration of the possibilities and capabilities of Service Operations Workspace.
- **Jumpstart Your Multi-lingual Virtual Agent*:** Provides a demonstration of the possibilities and capabilities of Dynamic Translation.
- **TuneUp Your AI Search:** Provides guidance on fine-tuning artificial intelligent (AI) Search to optimize performance and value.
- **TuneUp Your Virtual Agent - Assessment:** Provides guidance on fine-tuning Virtual Agent setup to optimize value.
- **TuneUp Your Virtual Agent – NLU (Natural Language Understanding):** Provides guidance on fine-tuning NLU models to optimize value.
- **TuneUp Your Virtual Agent – Performance Monitoring:** Provides guidance on fine-tuning Virtual Agent performance to optimize value.
- **TuneUp Your Virtual Agent – UX (User Experience):** Provides guidance on fine-tuning Virtual Agent conversations to optimize value.

Impact Instance Observer

- Proactively detect the anomalies for cyclical or non-cyclical metrics under the Instance Observer performance chart for the Impact Total package on production instances. Additionally, Instance Observer allows setting anomaly alerts based on AI-detected metric outliers in historical patterns.
- Access Instance Observer as a Guided tier customer using the digital experience.

Activity Center

Turn off self notifications for create and comment notifications on conversations, so that users who comment on a conversation will not receive a notification of the change.

Value Journey

- View and manage multiple Capabilities Maps per instance that were previously managed at an account level.
- Take advantage of multiple Product Adoption Roadmaps (PARs) that allow additional granularity for Advanced and Total customers.
- Use Group views in Value Journey for Value Blueprint, Outcome Performance, and Business Value that provides organizations the ability to view their objectives and outcomes for different stakeholder groups.

Initiatives & Accelerators

Impact Foundations is a fit-for-purpose set of account level initiatives to start you on the fast track to value and to maintain momentum via a streamlined quarterly motion.

Group Views

Utilize multiple stakeholder groups within your organization to lead their own digital transformation.

UI changes

Impact: Guided

Guided customers will experience an updated catalog look and feel, along with recommendations.

Changed in this release

Accelerator catalog

Introducing the Accelerator sub-catalog for Advanced and Total customers to take advantage of the three new sub-catalog categories, Architecture, Strategy, and Technical, each with concurrency limitations, allowing more parallel value to be delivered.

TuneUp Your Virtual Agent Accelerator

This Accelerator is being split into six separate Accelerators, designed to address different features and capabilities within Virtual Agent, and to help customers successfully maintain and enhance ITSM Virtual Agent. The new Accelerators are listed under **New in this release**.

Tuneup Your ITOM Discovery Accelerator

This Accelerator has added support for Impact Guided customers.

TuneUp Your IT Asset Management Accelerator

This Accelerator has added support for Impact Guided customers.

Business value reports

Operational Performance under Business KPIs is renamed to **Outcomes Performance** to avoid confusion with the Support Account Manager (SAM) deliverable with a similar name.

Value Journey

Business Objectives under Value Journey has been renamed to **Value Blueprint** to align with the naming conventions of the related deliverables.

Accelerator catalog

Deprecations

The Technical Roadmap Accelerator will have no new enhancements or activations but will have continued support.

Activation information

Request Impact activation from your ServiceNow Customer Support Manager.

Browser requirements

Chrome, Safari, Edge, and Firefox are supported.

*Exceptions

This Impact Accelerator in its entirety or portions of the Impact Accelerator Activities may not be available to customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected datacenters, to self-hosted customers, or in other restricted environments, or to managed service providers (except for their internal use).

May 2023 quarterly Impact release notes

ServiceNow® Impact is built on the ServiceNow AI Platform and combines customized service with a digital interface to help you realize the full potential of your instance. Impact was enhanced and updated in four major areas for the May 2023 quarterly release.

Impact highlights for the 2023 May quarterly release

- Experience the improved Impact **Homepage** where you can see key activities and deliverables requiring attention. Value Journey is enhanced with personalized recommendations with training widgets and accelerators based on individual and organizational profiles.
- Access the new **Benefits** option that includes enhanced recommendations, with a quick snapshot of where you are on the Impact value journey.
- Benefit from several new and enhanced Accelerators.
- Monitor platform health and gain direct, expedited technical support with enhanced admin tools, such as Instance Observer and Developer Support.

See [Impact](#) for more information.

Impact is available by subscription. For details, see the "Activation information" section of these release notes.

New in the May 2023 release

Impact Digital Experience

Benefits & Usage experience:

- Drill into the new **Benefits** framework, the comprehensive redesign of the **Features** pages and learn about the capabilities included with your Impact subscription then request and consume them.
- Direct access to Discovery and available features included in your Impact subscription.
- Access the **Capabilities** map, which displays all of your capabilities. Drill down into each tile for additional curated resources from a variety of sources, such as Now Create, ServiceNow University, and product documentation, etc., to simplify

your adoption of ServiceNow capabilities. Engage features from the tile to call to action and open a request case for engagement.

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- Setup and manage your Value Blueprint.
- Use the **Consumption Report** to see program progress related to your business objectives. Select the filters to select fields to display on the report for Accelerators and Usage. View the Instance Observer and Developer Support seats in the Premium Access section that have been assigned.

Accelerator catalog

Access the Experts on Demand Menu and view the Description, Catalog in view, search tiles, and also custom sort by name or duration.

- [Jumpstart Your Employee Center](#) and [Jumpstart Your Employee Center US Public Sector](#): Get a head-start on using the Employee Center with a guided tour of the possibilities, capabilities, and leading practices on implementation, migration, and governance.
- [Success Readiness Assessment \(SRA\)](#): Receive an assessment of your ServiceNow platform maturity and readiness during the digital transformation journey.
- [TuneUp Your IT Asset Management](#): Receive prescriptive guidance to improve IT Asset Management health along with recommendations on addressing those findings.
- [Tuneup Your ITOM Discovery](#): Obtain assistance to gain better insight into your CMDB implementation and receive guidance to improve the health of CMDB through ITOM Discovery.

Changed in this release

Value Journey

Capabilities map and Product adoption roadmap:

- Select a capability tile to see resources curated for you that will help you learn about the capability and how to adopt it faster and easier.
- Use the new **Notes** section added to the capabilities map and product adoption roadmap to enable a more efficient collaboration around capabilities adoption.

Platform Health (formerly Tech KPIs)

See platform health on a single page divided into three categories, Diagnose, Monitor, and Support.

- **Diagnose**: Powered by HealthScan, has been improved into a single page. Filter by production or sub-production instances, view individual score card scans, and contact your Squad directly from the new contact card.
- **Monitor**: Powered by Instance Observer and is available to Total and Advanced packages. View daily performance summaries outlining how your instances are doing or dive deeper into platform performance details. See [Impact Instance Observer](#) for more information.

- **Support:** Powered by Now Support and has been improved into a new page to view company cases and trends. The **Developer Support** tab is only visible to Advanced and Total packages. See [Impact Developer Support](#) for more information.

Impact Developer Support:

Utilize increased developer support seats to 5 for Advanced, and 10 for Total subscribers.

Impact Instance Observer

- Explore using the additions to Reporting, such as Performance and Consumption reports.
- Use Instance Observer call to action button to launch the feature.

Value Blueprint

Customers can now review Value Blueprint in Impact with an easy-to-use interface powered by a recommendation's engine. Users can select products, set up business objectives and outcomes for each product, and finalize their blueprint. Users can learn about each outcome, related success metrics, and core ServiceNow capabilities to achieve the outcome.

Key Activities:

- Focus on the upcoming 14 days, what has been completed by your Impact Squad, and drill into each activity.
- Get familiar with **Welcome** widgets for new Impact users, including contacts to get started and introduction activities.

Accelerators Consumption

View the consumption bar to show accelerators in use, how many slots are available for usage, then select to explore the accelerator.

Foundations Initiatives available on the Initiative list and roadmap

View initiatives with Enhanced visibility on the calendar, as an initiative owner, then Foundations are hidden from the homepage upon completion.

Enhanced meeting interface:

- Additional editable fields are available, such as time & location, agenda, and meeting minutes.
- Set a custom recurring meeting cadence and edit recurring meeting details.
- Select an initiative for a new meeting, then add images and meeting tasks with ease during the meeting
- Auto-save timestamped meeting minutes and email them directly from the meeting.

Accelerator catalog

TuneUp Your Security

Gain insight on instance security configurations, instance security leading practices, and a demonstration on which security settings may be enabled to further enhance security using the new Security Center.

Expert Connect

Use the simplified engagement steps to connect with a ServiceNow subject matter expert on a specific technical how-to question.

Integration Strategy- Advanced

Add Advanced package support for the accelerator, which is now available.

Activation information

Request Impact activation from your ServiceNow Customer Support Manager.

Browser requirements

Chrome, Safari, Edge, and Firefox are supported.

February 2023 quarterly Impact release notes - Utah

Impact release notes for the February 2023 release.

2023 Q1 Impact Accelerators release notes

ServiceNow® Impact Accelerators connect you directly to experts through fixed-scope service engagements to provide value exactly where you need it. The Accelerator catalog was updated in the ServiceNow Store 2023 Q1 release.

Impact Accelerators highlights for the Q1 release

- Benefit from several new accelerators including Training Strategy Assessment, ITSM Maturity Assessment, Jumpstart Your CIO Dashboard, and more.
- Access to advisory-only versions of Accelerators for United States Public Sector (USPS) Customers or those who do not agree to the terms and conditions of our Impact Accelerator descriptions are available [here](#). 

See [Accelerator catalog](#) for more information.

New in the Q1 release

Training Strategy Assessment

Receive a training plan for educating and upskilling your ServiceNow users with best practice training recommendations tailored to your needs.

ITSM Maturity Assessment

Get an in-depth evaluation of your ITSM implementation against our leading practices, along with targeted recommendations to maximize your value from the product.

Introduction to CXO Dashboards

See a demonstration of one of our C-Suite dashboards designed to help your executives make better, faster data driven decisions, as well as receive preliminary guidance and resources to get started.

Jumpstart Your CIO Dashboard

See our CIO dashboard (included with C-Suite dashboards) brought to life through an applied demonstration using your own data in a temporary instance. You will also receive targeted guidance and next steps to configure the dashboard for your organization.

Jumpstart Your Success Dashboard

Get a head-start on the Success Dashboard with an applied demonstration using your own data in a temporary instance and receive targeted guidance and next steps to configure it for your organization.

On-Demand Value Report

Get a review of your organization's performance against your standard business objectives outside of our standard annual reporting cadence.

Advisory-only versions of the following Accelerators that DO NOT require additional terms and conditions:

- Jumpstart Your AI Search
- Jumpstart Your AppEngine
- Jumpstart Your Automated Testing
- Jumpstart Your CIO Dashboard
- Jumpstart Your Success Dashboard
- Jumpstart Your Upgrade
- Jumpstart Your Virtual Agent

2023 Q1 Impact Digital Experience release notes

The ServiceNow® Impact Digital Experience is a centralized, interactive portal where you can access your Impact tools and benefits. Impact Digital Experience was enhanced and updated in the ServiceNow Store 2023 Q1 release.

Impact Digital Experience highlights for the Q1 release

The Impact Digital Experience is further enhanced through several admin tools making it easier to manage users, permissions, and more. New features enable users to better review business objectives and outcomes, such as making the most out of your Impact package with Consumption Report, and more.

See [Impact Digital Experience](#) for more information.

New in the Q1 release

Activity Center: Activity Log

Presents a time line in the Activity Center for customers and squad members detailing how each activity contributes to an organization's specific initiatives, business objectives, or operational outcomes.

Consumption Report

Provides an overview of Impact features usage to customers and Impact squad members based on the Impact Tier, such as advisory sessions, Accelerators, other initiatives, and a listing of users with premium access.

User Management

Enables Impact customer admins to easily create, view, and manage users and user permissions. Admins can also manage account access and permissions to ServiceNow University and Now Support.

Manage Initiative and Accelerator permissions

Provides a centralized permission menu to manage an account permission records for Accelerators that have additional terms and conditions.

Product Adoption Roadmap

Recommends implementation sequence of the customer's capabilities tailored by the customer's squad, and designed to achieve a customer business objectives.

Impact Digital Experience for GCC

Enables the commercial Impact Digital Experience to a GCC instance.

Changed in this release

Value Management

View how your implementation of the ServiceNow platform capabilities and Impact squad are driving value for your business objectives.