

ServiceNow Deployment Health Check



A typical ServiceNow deployment can run over \$2 million per year (including licensing and support).
Can you justify it? Have you achieved your goals and objectives?
What is your overall ITSM strategy?

If you aren't sure, ServiceNow has not fully enabled your organization.

- What answer do you provide your CFO, CEO and Board of Directors as to the value achieved from your investment in ServiceNow?
- Do you have indicators of success like SLAs/KPIs in place to tell the story?
- Was a ServiceNow deployment strategy and approach defined and documented?
- Have you factored in people/organization components with the tool deployment?

Deployment success can be allusive. Research shows that less than 10% of large-medium ITSM tool deployments were deemed successful*. Many fall short of expectations and provide limited ongoing value because:

- It is not recognized as a transformation that requires changes to organization and the way people do their work.
- The implementations are executed in a fragmented way. Nearly 50% of all cases* are focused primarily on operational efficiency without being aligned to organizational outcomes. This occurs when the sole focus for the tool deployment is on operations and not a broader view of aligning to the IT /Business strategy.
- Implementations are performed in an ad-hoc fashion, driven by lack of a comprehensive ITSM roadmap and governance. As a result, the ITSM tool is not designed to enable organizational success or improve customer experience.

Silver Tree will help you determine the state of your ServiceNow deployment, **including an assessment of process and people aspects**, and a checklist of activities completed for the technology deployment.

Outcome: Once implemented, typical client results include:

- Meeting performance objectives more than 90% of the time
- Averaging less than **12 tickets** per user per year
- Averaging uptime of **98%+**
- Averaging customer satisfaction scores are greater than **80%**

*Info-Tech Research Group Study



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