Capability Assessment and Implementation Roadmap Workshop

Overview

The ServiceNow Capability Assessment measures the maturity of Customer's service management processes and readiness to utilize features and functionality of the corresponding ServiceNow applications. The results of the Capability Assessment provide insight into process improvement opportunities and implementation prioritization and are delivered in a one (1) day on-site review session.

The ServiceNow Implementation Roadmap Workshop is a one (1) day on-site workshop designed to create an actionable roadmap that will guide the transition to the corresponding ServiceNow applications. Using the results of the Capability Assessment as an indicator of Customer's current state, the Roadmap Workshop activities are structured to answer the most common transformation questions: "Where would we like to be, where do we start, and how do we get there?" The Roadmap Workshop can be extended an additional day for a deeper dive into managing the execution of the roadmap and the demand for new services on the ServiceNow platform.

The ServiceNow Capability Assessment and Implementation Roadmap Workshop are available in three (3) different levels of engagement. Services delivered for each level of engagement are indicated below.

Services Delivered	Capability Assessment	Implementation Roadmap Workshop	Implementation Roadmap Workshop (Extended)
Online survey of up to 7 ITSM processes (Incident, Problem, Change, Configuration and Service Catalog, Request, Release and Knowledge)	Yes	Yes	Yes
Capability Assessment results analysis and preparation of key findings and improvement recommendations	Yes	Yes	Yes
One (1) day review of the Capability Assessment findings and recommendations at Customer location	Yes	Yes	Yes
Review of Customer 'desired state'	No	Yes	Yes
Value/cost-risk evaluation of desired service management initiatives	No	Yes	Yes
Creation of roadmap timeline	No	Yes	Yes
Preparation of process ownership map	No	Yes	Yes
Development of governance model/organization	No	No	Yes
Review of demand management best practices	No	No	Yes
Review of platform management best practices	No	No	Yes

Deliverables

The following deliverables are provided after the Capability Assessment is conducted:

Capability Assessment Deliverables	Description
Process Radar Chart	An illustration of the overall weighted average score for each assessed process.
Process Scores by Group by Domain	Two side-by-side graphs that compare scores by respondent group and domain (people, process or technology).
Key Findings by Process	Summary of key findings within each domain.
Recommendations by Process	Improvement recommendations to address specific areas of weakness.

The following deliverables are provided after the Implementation Roadmap Workshop is conducted:

Implementation Roadmap Workshop Deliverables	Description
Demand Evaluation Matrix	A two-dimensional graph that maps each demand initiative based on its perceived value, cost and risk.
Implementation Roadmap Timeline	A map that shows the planned sequence of the implementation initiatives and other impacting business initiatives on an 18-to 24-month timeline.
Process Ownership Map	A chart that identifies the Customer process owner responsible for each planned demand initiative on the Roadmap timeline.

After the Implementation Roadmap Workshop (Extended) is conducted, the following deliverables and the deliverables for the Implementation Roadmap Workshop are provided:

Implementation Roadmap Workshop (Extended) Deliverables	Description
Governance Model	An organization and description of the roles, responsibilities and accountability for all areas of decision-making regarding the ServiceNow platform.
Demand Management Process Best Practices	A description of how to manage and control the demand for enhancements to existing applications and requests for new applications on the ServiceNow platform.
Platform Management Best Practices	A review of the methods and techniques that enable effective change control of the ServiceNow platform. These include architecture reviews, coding standards, and release upgrade strategies.

ServiceNow-Provided Resources

ServiceNow will provide the following resources:

ServiceNow Resource	Responsibilities
Business Process Consultant	Prepare and conduct the Capability Assessment; review and summarize findings and recommendations; prepare deliverables; and conduct the on-site review session(s).
Engagement Manager	Arrange kick-off meeting; coordinate scheduling of on-site review of Capability Assessment results; and coordinate scheduling of on-site Roadmap Workshop.
Solution Development Manager	Participate in on-site Capability Assessment review session and Roadmap Workshop.
Technical Consultant	If necessary for the Implementation Roadmap Workshop (Extended), discuss architecture review, coding standards and technical upgrade strategies.

Required Customer Resources

Customer will provide the following resources:

Customer Resource	Responsibilities
Assessment Coordinator	Responsible for coordinating the assessment and review session schedules, identification of assessment participants and internal communications to assessment participants. This person is the 'single point of contact' for the ServiceNow Business Process Consultant.
Assessment Participants	Process users, process owners/managers, and IT leaders/managers. Assessment Participants (up to 20 per process) may be assigned to take one or more process surveys and are responsible for completing the surveys within the specified assessment period.
Assessment Reviewers	Staff with accountability and decision-making authority for the corresponding process to participate in the on-site Capability Assessment review session(s).
Roadmap Workshop Participants	Customer participation in the Implementation Roadmap Workshop should be limited to eight (8) personnel with service management accountability and decision-making authority.

Capability Assessment and Implementation Roadmap Workshop Timeline

The following outlines the sequence and timing of the various Capability Assessment activities:

Business Day	Description
Kickoff	Engagement Manager conducts kickoff meeting with Customer Assessment Coordinator; ServiceNow Business Process Consultant discusses service details and determines timelines and dates.
Prep	Customer Assessment Coordinator prepares participant profiles.
1	Customer Assessment Coordinator sends completed participant profiles to ServiceNow.
2	Customer Assessment Coordinator notifies participants of purpose and duration.
3	Capability Assessment is initiated to run for eight (8) business days. Participants receive email instructions and access to the online Capability Assessment tool.
7	Customer Assessment Coordinator receives status update of Capability Assessment. A reminder email is sent to participants who have not started or completed the Capability Assessment surveys.
10	Capability Assessment is closed.
11-12	Capability Assessment results are analyzed and recommendations are prepared.
13	Conduct the one (1) day Capability Assessment review at Customer location.
14	Implementation Roadmap Workshop (if purchased)
15	Implementation Roadmap Workshop (Extended) (if purchased)

Packaged Service Terms and Conditions
Based on the scope of services and assumptions set forth above, the services herein shall be performed on a fixed price basis plus expenses stated on the ordering document. Customer agrees to pay the total fee amount on the ordering document regardless of the total number of effort days ServiceNow takes to complete the project. ServiceNow will provide the services as described herein limited to those ordered on the ordering document: (i) if Customer is purchasing directly from ServiceNow, on the terms and conditions in the Order Form and the Master Ordering Agreement incorporated by reference herein from http://www.servicenow.com/schedules.do; or (ii) if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from http://www.servicenow.com/schedules.do. ALL ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. ALL SERVICES WHEN ORDERED AND ACCEPTED BY SERVICENOW MUST BE CONSUMED WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDERING DOCUMENT. ANY PURCHASED AND UNUSED SERVICES SHALL EXPIRE WITH NO FURTHER CREDIT OR REFUND AND SHALL HAVE NO VALUE THEREAFTER. SERVICES ARE NOT INCLUDED IN THIS OFFERING UNLESS SPECIFICALLY IDENTIFIED AS INCLUDED IN THIS DOCUMENT. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services. For scheduled service days that are canceled or rescheduled by Customer with fewer than ten (10) business days prior written notice to ServiceNow, Customer shall be charged and pay for (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled service days if ServiceNow is not able to reassign the personnel to another project. For the purposes of this section, email to the ServiceNow personnel assigned to this project will be sufficient as written notice.