



Service Description Document for:

ServiceNow Assessment Services

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NTT DATA Business Solutions is an Elite ServiceNow Partner and provides all ServiceNow products in the same form as if they had been purchased directly from ServiceNow

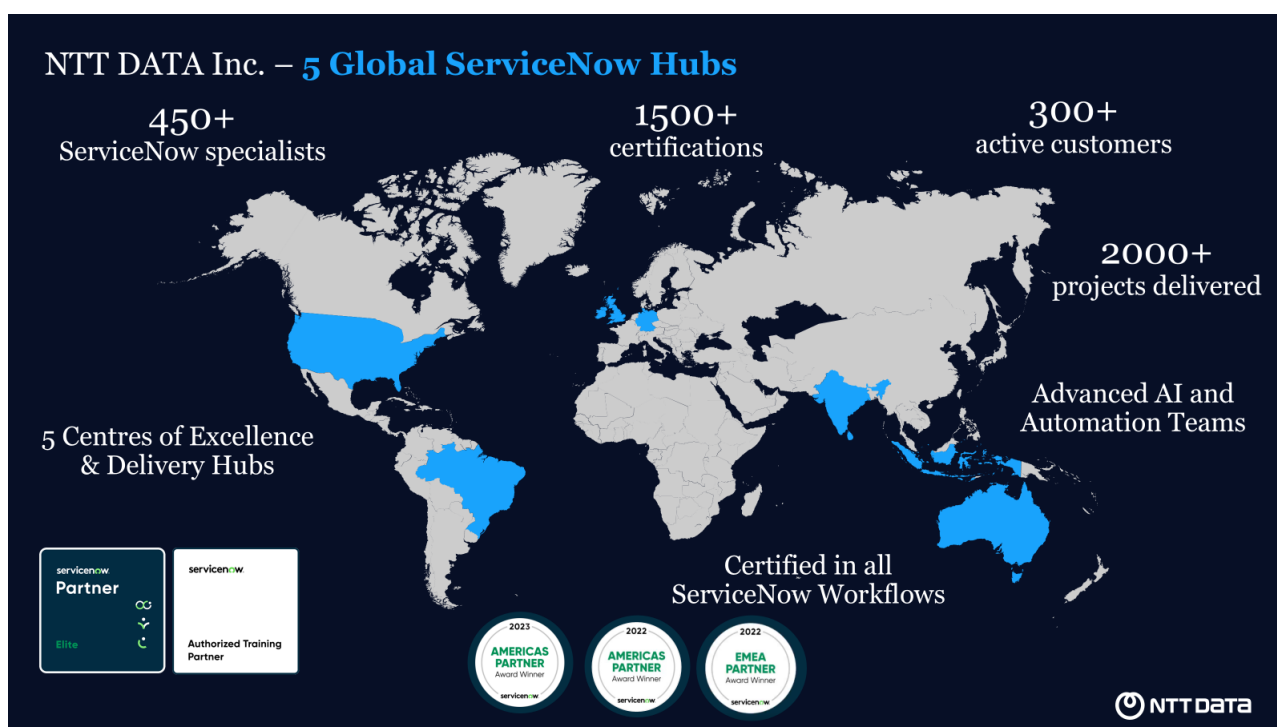
NTT DATA Business Solutions

We drive our customer's digital transformation journey on ServiceNow.

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve our customer's ServiceNow solutions to make them work for companies – and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for ServiceNow Products: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our strategic partnership with ServiceNow gives you access to innovative solutions and developments, and drive your journey into the AI space through an Agentic Workforce. Being part of the global NTT DATA group enables us to master any scope of project.

With operations across North and South America, Europe, India and APAC, we have enabled thousands of companies to become more efficient and effective during the last decades. Our 450+ specialists with over 1,500 certifications around the world drive and accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making ServiceNow work for companies – and for their people: We enable our customers to realise maximum value from their ServiceNow solution.



We are proud to be consistently recognised within the ServiceNow Partner ecosystem, having won multiple ServiceNow accolades over the years. We are also delighted to announce our recent strategic partnership with ServiceNow, becoming their strategic delivery partner for AI as we become the leader in, and largest consumer of, ServiceNow's AI Platform.

These awards and our global relationship celebrates the exceptional performance of one of the world's foremost ServiceNow partners, underscoring our commitment to excellence and innovation. Additionally, our greatest asset and our most significant differentiator is our people. In 2024, NTT DATA Business Solutions was named a Global Top Employer in 29 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

Our Expertise: Driving Value with ServiceNow

service-now
Partner

Elite

As an Elite Status ServiceNow partner, we deliver world-class expertise across key international markets. Our advanced capabilities, proprietary IP, and managed services maximise business impact across all ServiceNow workflows.

5 Global Delivery Hubs	2,000+ Projects executed	Financial Services Travel & Transport Retail Public Sector Energy & Utilities Life Sciences
450+ ServiceNow specialists	1,500+ Certifications	Technology Workflows Employee Workflows Customer & Industry Workflows Creator Workflows

Assessment Services

The CMDB Assessment commences with the customer from the point of contract signature and proceeds through the deliverables and phases outlined below.

Post Assessment remediation, implementation or support are also available through NTT Data Business Solutions (NDBS), as outlined in our listing for ServiceNow Implementation Services (Implementation and Remediation) and ServiceNow Managed Services (support), also on G-Cloud.

Assessment Services Types

NDBS's provides two different Fit4Future Assessments with two different set of outcomes for our customers.

Firstly, our Capability assessment is a deep dive into a specific capability (e.g. CMDB, Incident, Problem, Change etc) to better understand, advise and guide you on how you use and can improve usage and adoption of that capability. These assessments are aimed at customers who are looking to improve or mature a specific platform capability on their ServiceNow instance, typically where they are not seeing an appropriate return on their investment in that capability. Out full list of capability assessments are outlined below:

- CMDB & CSDM Assessment: Evaluating configuration management and service data model
- Incident Assessment: Reviews incident management processes and workflows
- Problem Assessment: Analyses problem management practices and workflows
- Change Assessment: Assesses change management procedures
- Service Request Assessment: Examines service request workflows to improve efficiency
- Discovery Assessment: Evaluates discovery implementation and tools
- Service Mapping Assessment: Reviews service maps to validate dependencies
- Event Management Assessment: Analyses event handling processes and rules
- Metric Intelligence Assessment: Reviews how Metric Intelligence has been implemented
- Health Log Analytics Assessment: Reviews log analytics capabilities and processes
- RaptorDB Readiness Assessment: Evaluates readiness for RaptorDB adoption

Secondly, our Platform assessment is a broader analysis of you instance, focused on understand licensing consumption and utilisation, instance customisation and ultimately understanding whether your platform is a solid platform to continue to build on. This assessment is typically aimed at 'early adopters' of ServiceNow – with a platform of 5+ years old, or with significant customisation driving significant upgrade cost and durations and a platform wide significant time to value.

Assessment Services Approach

Whilst the two Assessment types focus on two different outcomes, their approach is broadly similar and focuses on an efficient 4 week engagement, as outlined in the following section.

Capability Assessment

Readiness Checkpoint(s):

Before the Assessment begins, NDBS will schedule and drive a set of pre-requisites for each Assessment to ensure both parties are aligned on scope, stakeholder availability, timeframes, communication, reporting, target environment investigation and instance access.

Once these have all been completed, NDBS will schedule the Assessment kick-off with the required stakeholders from your organisation.

Stakeholder Interviews:

NDBS will conduct sentiment surveys and stakeholder interviews/ workshops to collect feedback from users across the organisation. This qualitative input will help identify user pain points, adoption challenges, and opportunities for improving engagement with the platform.

Current State Report:

NDBS will produce a current state report for Capability Assessments only. This report contains all of the observations, findings and prioritised/ weighted recommendations as part of the capability assessment, outlining the strengths and weaknesses of the existing capability in a low level of technical detail. This provides Customers with a detailed view of where immediate improvements are needed.

Technical Investigation:

NDBS will conduct an on tool Investigation of the Customer's instance to identify and validate capability usage, maturity and customisation, specific to the Capability being assessed. This enables NDBS to validate technical scope and areas of high customisation or low maturity that could be areas for efficient value realisation within the playback report

Executive Playback:

NDBS will create and provide an Executive Playback, and walk through that playback with your key stakeholders. The Executive Playback is a 'roll up' of all of the Assessment observations, findings and recommendations, linked directly to your strategic objectives and impacts/ challenges at a business level.

The Executive Playback outlines the following topics:

- The top themes from the sentiment analysis
- The identified objectives and strengths from the assessment
- The top challenges and risks the Customer currently faces
- A Phased roadmap focused on stabilising, scaling and innovating the Customer's use of CMDB in ServiceNow

This gives the Customer a deeper understanding of how and where remediation can be performed and what the impact of that remediation could be on the Customer's IT and Business operations.

Platform Assessment

Readiness Checkpoint(s):

Before the Assessment begins, NDBS will schedule and drive a set of pre-requisites for each Assessment to ensure both parties are aligned on scope, stakeholder availability, timeframes, communication, reporting, target environment investigation and instance access.

Once these have all been completed, NDBS will schedule the Assessment kick-off with the required stakeholders from your organisation.

Stakeholder Interviews and Engagements:

NDBS will conduct sentiment surveys and stakeholder interviews/ workshops to collect feedback from users across the organisation. This qualitative input will help identify user pain points, adoption challenges, and opportunities for improving engagement with the platform. More specifically, NDBS will drive and deliver the following workshops:

- Business Alignment Workshops to elicit Business Objectives, Vision, IT Strategy and Value measurement from Customer stakeholders. This qualitative input enables NDBS to gain a comprehensive understanding of the current and future business objectives and vision, alongside wider IT strategy and goals
- Platform Alignment Workshops to elicit technical capabilities of ServiceNow including Products, Applications and integrations. This qualitative input enables NDBS to gain a comprehensive understanding of the current and future states of ServiceNow
- Existing Roadmap Alignment Workshops elicit the current Platform Roadmap and in-flight projects. This qualitative input enables NDBS to gain a comprehensive understanding of the current platform roadmap and projects that are in flight

Technical Investigation:

NDBS will conduct an on tool Investigation of the Customer's instance to identify and validate technical capabilities, customisation and maturity of deployment/ instance. This enables NDBS to validate technical scope and areas of high customisation and low maturity that could be areas for efficient value realisation within the playback report

This investigation will also include current licensing consumption against the Customer's procured licensing, including capability deployment for each procured license. This enables NDBS to advise and guide on license optimisation and utilisation as part of the playback

Executive Playback:

NDBS will create and provide an Executive Playback, and walk through that playback with your key stakeholders. The Executive Playback is a 'roll up' of all of the Assessment observations, findings and recommendations, linked directly to your strategic objectives and impacts/ challenges at a business level.

The Executive Playback outlines the following topics:

- The top themes from the sentiment analysis
- The identified objectives and strengths from the assessment
- The top challenges and risks the Customer currently faces
- Platform Maturity rating by capability
- License utilisation by product suite
- A Phased Roadmap aligning Recommendations and Findings to Business Objectives, including highest value realisation opportunities, existing and desired ServiceNow footprints and usage

This gives the Customer a deeper understanding of how and where remediation can be performed and what the impact of that remediation could be on the Customer's IT and Business operations.

Assessment Services Pre-Requisites

As outlined in the previous section as part of the Readiness Checkpoint(s), both our assessment types require the delivery of a number of Pre-Requisites before any Assessment can begin.

Whilst our expectation is for the customer to manage, maintain and enable all stakeholder engagement from their side, there is also a dependency on the Customer to provide the following:

- Details of a cloned Production instance into a Development environment
- ITIL Read Only Access for the NDBS Assessment Team – including any onboarding of the team to provision that access
- Stakeholder availability for the duration of the assessment service

The Assessment Team

We have outlined below a typical Assessment team composition of both NDBS and customer stakeholders to drive a successful assessment.

Organisation	Resource Type	Details
NDBS	Project Manager	Responsible for running the project on a day-to-day basis and be the point of contact during this programme of work.
NDBS	ServiceNow Technical Architect	Responsible for leading and driving the on tool analysis of the CMDB and collation of associated findings
NDBS	ServiceNow Configuration Manager	Responsible for leading and driving the creation, submission and analysis of surveys and leading the organisation and delivery of interview/ workshops alongside some on tool analysis and collation of associated findings into the Current State Report
Customer	Senior Stakeholders	Head of areas/ services within the Customer Organisation
Customer	Asset Stakeholders	Asset and Config Leads
Customer	Architecture Stakeholders	Technical and Security Architects
Customer	CMDB/ Change Stakeholders	Environment and Testing Leads, Security Specialists
Customer	Service/ CI Stakeholders	Service/ CI Owners and Leads
Customer	Service Delivery Stakeholders	Service Delivery Managers, Service Desk Analysts and Transition Leads

Customer	Service Management Stakeholders	Service Management and QA Leads
Customer	ServiceNow Administration and Development	Product Owner, Admin or Developers

Post Assessment Support

On completion of the Executive Playback workshop, NDBS are happy to provide further proposals, costings or support to our customers to help guide and drive along the created roadmap and maturity journey.