

Digital Maturity / Capability Assessment

ServiceNow digital maturity and platform-readiness assessment

Service overview

Digital Clarity assesses your digital and service-management maturity and your readiness to adopt or expand ServiceNow. We benchmark current capability, identify gaps and quick wins across process, structure, people and culture, and produce a prioritised roadmap and business case for getting more value from ServiceNow. A fast, low-risk way to shape the plan and business case before you invest in platform work.

Features

- Comprehensive current-state maturity assessment
- ServiceNow platform-readiness assessment
- Current and future-state analysis linked to roadmap
- Benchmarking against market leaders
- Gap identification and quick wins
- Strategy for process, structure, people and culture
- Customer and staff perspectives
- Detailed assessment documentation
- Stakeholder presentation of findings
- Prioritised roadmap and business case

Benefits

- Understand your digital and ServiceNow maturity
- A clear, achievable roadmap for ServiceNow value
- Insight into technology investment priorities
- Analytics-driven decision making
- Identify automation and improvement opportunities
- Accelerate your digital and platform programme
- Align strategic goals across the organisation
- Understand transformation challenges early
- Future skills requirement analysis
- Low-risk way to shape the business case

Pricing

Fixed-price assessment packages, scoped to the size of your organisation.

A full pricing document accompanies this service on the Digital Marketplace. SFIA-aligned day rates by role.

Onboarding

Engagements begin with a short mobilisation: a kick-off and discovery workshop to confirm scope, outcomes, roles and the delivery plan, followed by environment access, a prioritised backlog and a governance cadence. We work to ServiceNow's Now Create method and integrate with your programme governance. Typical mobilisation is one to two weeks from contract.

Offboarding

At the end of an engagement we provide full handover: configuration and technical documentation, update sets and code, knowledge-transfer sessions and support runbooks where applicable. Your data and configuration remain in your own ServiceNow instance throughout, so there is no data extraction or lock-in on exit.

Support and service levels

Support is available during UK business hours as standard, with extended and managed-service options by agreement. Response and resolution targets are set by priority (P1 to P4) and agreed in the statement of work, with regular service reporting, a named contact and clear escalation routes.

Why Digital Clarity

We are a UK-based ServiceNow specialist with certified consultants, architects and developers, delivering for public sector, financial services and other regulated organisations. We combine deep ServiceNow expertise with recognised service-management and risk credentials, and accelerate delivery with our governed AI engine. References available on request.