



Innovation Group

SCC ServiceNow Fitness Check for G Cloud 15



ISO Document Revision History

Date	Revision	Distribution	Overview
15/05/2019	1.0	Final document response submitted.	SCC_Fitness_Check_GC11 v1.0.docx.
11/03/2020	2.0	Updated to support GC12	SCC_Fitness_Check_GC12 v2.0.docx
10/03/2022	3.0	Updated to support GC13	SCC_Fitness_Check_GC13 v3.0.docx
26/04/2024	4.0	Updated to support GC14	SCC_Fitness_Check_GC14 v4.0.docx
09/12/2025	5.0	Updated to support GC15	SCC_Fitness_Check_GC15 v5.0.docx

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1 Service Summary

1.1 Introduction

Organisations that invest in ServiceNow typically do so to take advantage of its cloud-based SaaS platform, its comprehensive set of service management applications, and its flexibility in meeting business objectives for IT Service Management and beyond.

With this flexibility comes risk however, in that the platform can be customised and adapted to a point that it both deviates from best practice, and increases technical risk in relation to manageability, performance, and security.

Also, the sheer breadth of capability within the ServiceNow platform and its applications (not to mention the twice-yearly version upgrade cycle) means that many customers are not taking advantage of all that the platform has to give, sometimes because they are simply unaware of the functionality provided.

With SCC's Fitness Check for ServiceNow offering, we can help you make your business release more value from your current ServiceNow implementation, and ensure that you are meeting best practices, not just technically but also operationally.

Determining Where You Are Today

In today's breakneck paced economic environment, there is a renewed focus on investing in initiatives that are tightly linked to your business's strategic imperatives. To make your organisation a top performer in a competitive field, SCC's Fitness Check for ServiceNow looks beyond simply the technology to plot your business imperatives, what you are doing today, and how ServiceNow can contribute more to your business objectives.

Our Approach

Our discovery starts with your business imperatives and mapping activities in play today to these imperatives. We then dive into your ServiceNow implementation to provide you with an easy to understand roadmap of where you are today, what quick wins you could execute to improve the value from ServiceNow against your imperatives and longer term suggestions.

1.2 Fitness Check Overview

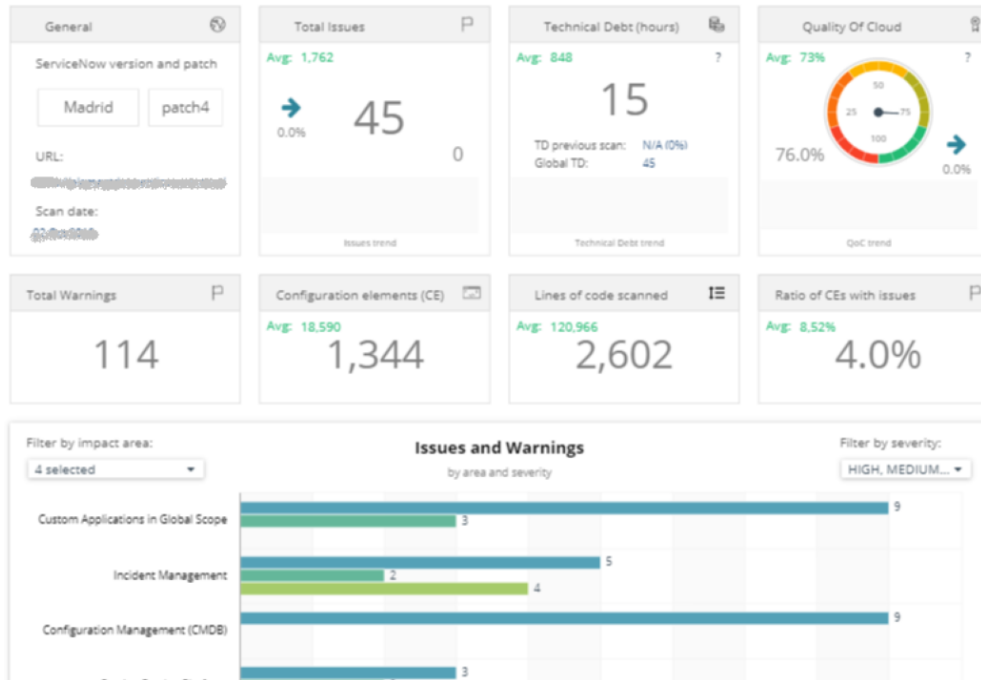
SCC's Fitness Check for ServiceNow offering comprises of the following key deliverables:

1. A Technical Assessment of existing ServiceNow platform using a technical scanning tool.
2. An Operational Assessment of how the platform is used to support ITSM processes.
3. Analysis and presentation of results.

1.3 The Technology Assessment

This includes the following key level activity:

- Technical Scan of the health of the ServiceNow system – SCC use an automatic scanning tool to analyse the platform configuration/customisations against ServiceNow best practices, the results of which are reviewed by one of our Senior ServiceNow consultants and a series of observations are produced for the high priority issues.



Example Scan Dashboard

- An SCC ServiceNow consultant will review the highest priority issues discovered by the scan and produce a list of observations. They will also highlight any opportunities available to improve these issues. The analysis will break the issues into the following sections: Manageability, Performance, Security, and Scalability.

The benefits of the Technology Assessment are as follows:

- **Performance** – Detects code that could negatively affect the platform's performance.
- **Manageability** – Identifies modifications that can inhibit regular upgrades.
- **Scalability** – Warns about changes in the code that might affect further developments.
- **Security** – Scans for properties in the platform that could harm its security.

1.4 The Operational Assessment

High Level Activities:

- Inspection of your current application of ServiceNow, using a best practice maturity assessment checklist. This will examine specific customisations and configurations that align to best practices.

- On-site/remote review meetings with questions to process owners, platform owner and system administrator, using a best practice maturity assessment checklist. Again, this will cover more subjective areas that the Technical Scan cannot determine.
- The maturity checklist uses specific questions with a standard marking scheme to establish the following:
 - A maturity rating (from 1 to 5, where 1 is the most mature) for each of the assessed processes.
 - An aggregated maturity score for the instance, based on the scores for each process.
 - A RAG status for each question (based on a matrix of question topic importance and individual answer) enabling “red” topics to be easily identified and quick wins to be established.

The benefits of the Operational Assessment are as follows:

- **Best Practice Adoption** – Identifies where the implementation has deviated from best practice and OOTB behaviour, to help identify process improvements.
- **Functional Gaps** – Identifies where the implementation is not taking advantage of ServiceNow functionality that is included in your subscription and will add value.
- **Data Quality** – Will review reference data quality and propose improvement initiatives.
- **Governance** – Identifies gaps in governance e.g., policies, processes, roles and responsibilities.

1.5 Analysis of Results

The analysis will include the technical scan results, along with the operational assessment scoring and topic RAG status results and will propose a roadmap to address the discovered issues, with quick wins identified, and longer-term initiatives suggested.

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