ServiceNow Service Architecture, CSDM Design and Build

A Mozaic ServiceNow Service

2025

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A Digital Service Management (DSM) enabler, this service defines and builds a strong CMDB Service Architecture. It provides the construct for the businesses and users that consume IT services, services delivered to the business, links between IT services, their providers, service agreements and discovery tools; ensuring currency of IT assets.

Features

- Addresses User and Business structures
- End to end IT services
- Service Integration capabilities using a standard services lexicon
- IT delivery models can encompass both internal and sourced services
- OKRs, SLAs and OLAs
- IT assets and components
- Integration with third parties and discovery tools

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Benefits

- Understand the environment that IT supports
- Perform impact assessment on technology changes, escalations and incidents
- Perform impact assessment and targeted escalations on technology incidents
- Understand the services delivered by operational teams
- Perform effective cost/benefit analysis on services
- Define OKRs and SLAs and measure against agreed KPI's
- Improve service performance using metrics derived from defined services
- Improve process adherence using metrics derived from ticket analysis
- Build the foundation for IT cost modelling
- Create a CMDB that supports the on-boarding of new services



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The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

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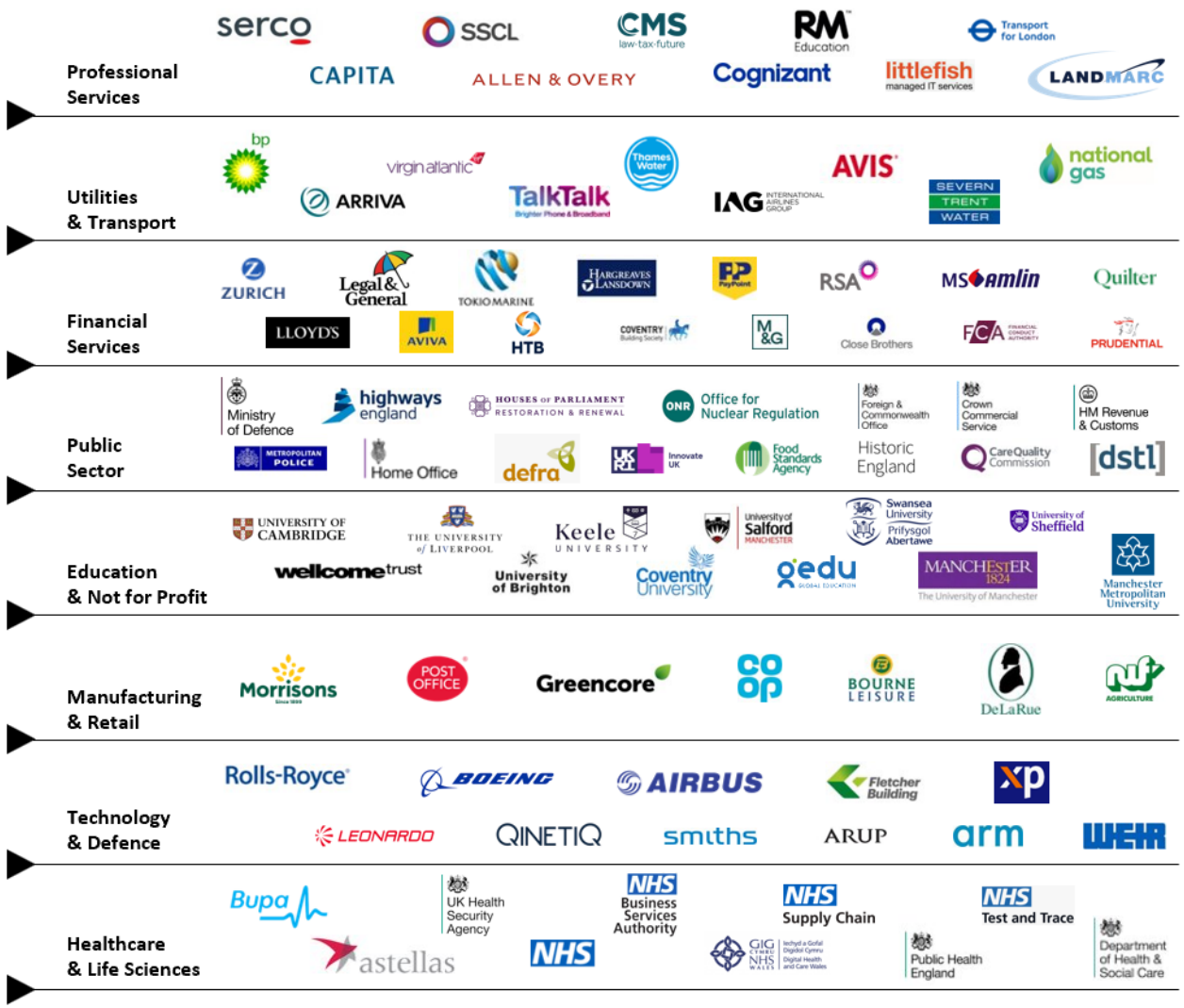
Trusted by the World's Leading Organisations

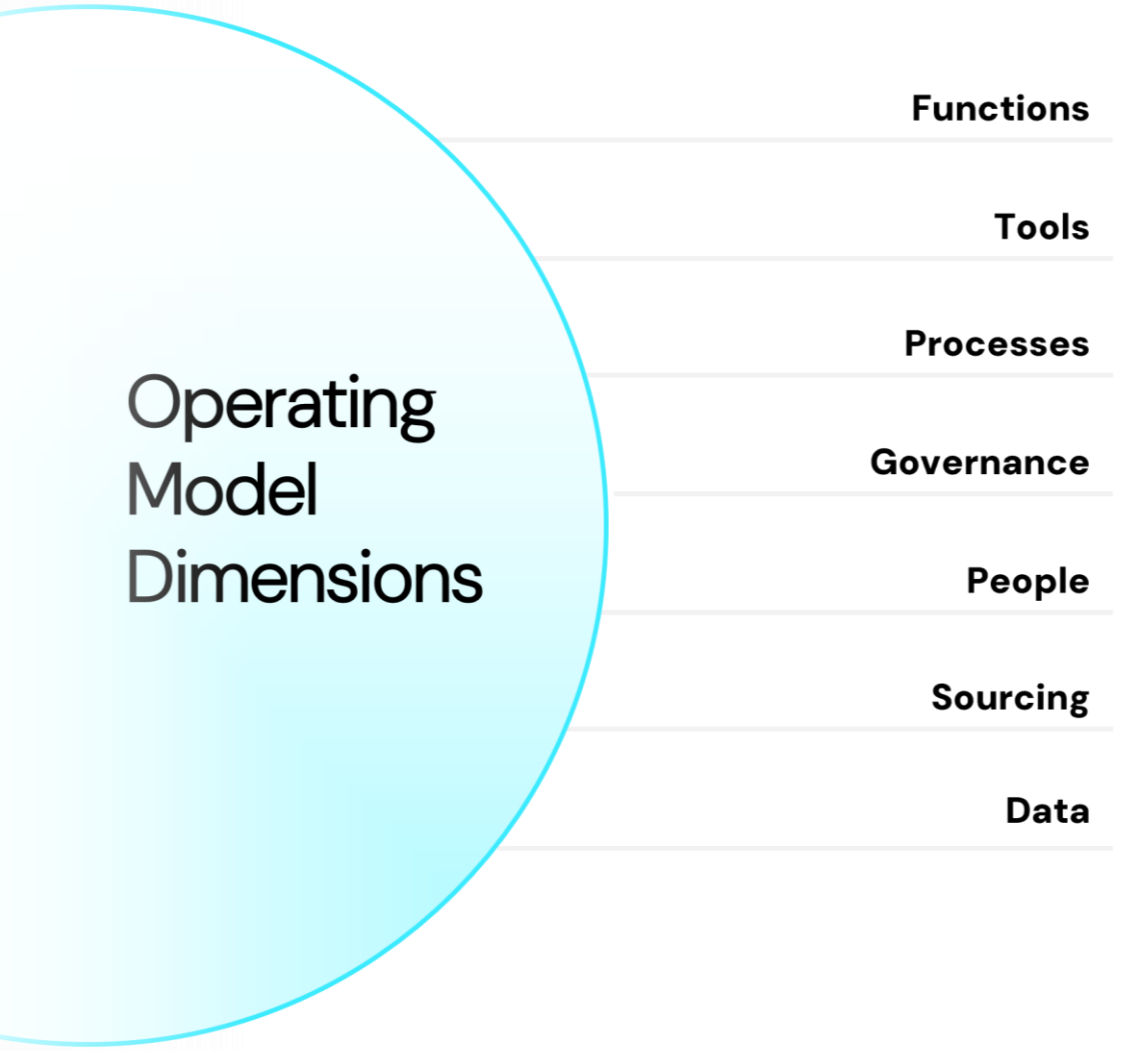
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

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Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO_2 emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.

COMMITTED ecovadis Sustainability Rating

Carbon Neutral Britain



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