SDG
[technology + passion] – risk

servicenow

Consulting

- ITSM (IT Service Management) Framework Assessment
- Process Consulting
- Solution Design
- Gap Analysis & Recommendation
- Service Improvement Program
- Development Methodologies

Implementation

- Asset & Configuration Management
- Data Modeling and Migration
- ITIL Process configuration
- IT Governance Risk Compliance
- Inter & Intra application Integration
- *ServiceNow* Version Upgrade
- Feature Rich UI implementation

Quality Control

- Test Automation
- Test Metrics
- Full Testing Life-cycle
- Test Framework Design & Development

Managed Services

- Release & Deployment
- Maintenance
- Enhancement
- End User Training
- User Manual – Technical Writing

Engagement Methodology

1 Comprehension

- Understand Operations' Environment
- Perform Gap Analysis
- Prepare Roadmap & Design Strategy
- Process & Product Best Practices

2 Elaboration

- SME Workshops
- Requirement Expansion
- Realize & Utilize SN Features

3 Construction

- Set-up Core ITSM functions
- Populate CMDB (Configuration Management Database)
- Build & Re-engineer Processes
- Extend *ServiceNow* Platform

4 Acceptance

- Performance Tests
- Functional & Data Integrity Tests
- Integration & User Acceptance Tests

5 Administration

- Auto Update Set Merge
- Manage Deployments
- Shakedown Testing
- *ServiceNow* Team Connect
- Performance Monitoring & Optimization

6 Managed Services

- 24x7 Help Desk
- L2, L3, L4 Support
- End User Training
- User Manual Roll-Out

Value Add

- Implementation Accelerators
- Incorporate leading industry coding practices
- Flexible, reliable *ServiceNow* implementation
- Dramatically reduce project configuration and testing time.

APPROACH

Rapid Application Development Reducing Time to Market

- Quick process modeling and implementation
- Extension and Implementation of harvested code base
- Test driven development methods
- Use established and proven cross platform/third party integration solutions

Unearthing Hidden *ServiceNow* Capabilities

- Re-engineering processes using Six Sigma DMAIC project methodology
- Dedicated *ServiceNow* lab of research analysts

Focusing on High System Performance Orientation

- Conducting rigorous performance tests during the development phase
- Observing and keeping vigil on system performance in live environments
- Knowledge of what makes and breaks the *ServiceNow* environment

OUTCOME

- Reduce risk involved in complex ITSM transformations.
- Achieve true value of ITSM, faster.