

ServiceNow Platform Optimisation Healthcheck from Methods



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The Problem

Many Central and Local government organisations have implemented ServiceNow to support the delivery of scalable, efficient, consumer-grade digital services to their users. In our experience however, these organisations are failing to achieve intuitive,

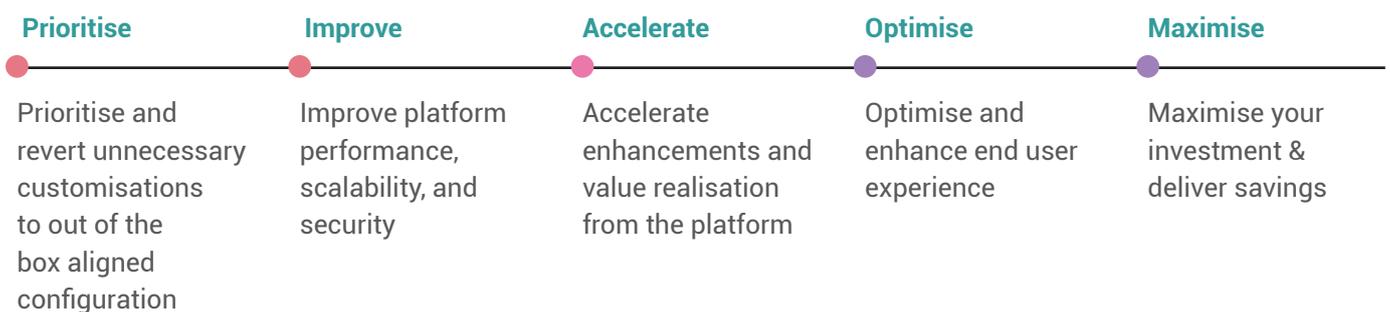
automated, extensible digital service delivery despite significant investment in their platform. This is most commonly due to unnecessary customisation, poorly configured processes, and a lack of alignment to best practice, which can result in:



Methods, the leading experts in best practice implementation of the ServiceNow platform, has developed a ServiceNow Healthcheck Assessment.

Our Optimisation Assessment

Delivered at organisations including Home Office and HMCTS, we use our deep expertise of ServiceNow to help you understand how to:



Outcomes & Benefits



Targeted platform review tailored to the needs of your organisation encompassing options for technical, process or organisational level health check scopes.



Makes practical, prioritised and fully documented recommendations to get the most out of your ServiceNow platform.



Help you realise your platform's potential including a roadmap to support you in developing further maturity and new services whilst maximising your existing investment.

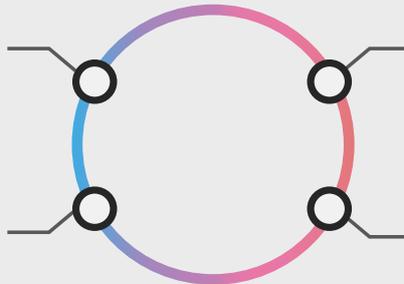
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Healthcheck involves:

Scan to identify configuration not aligned to best practice



Re-running the health scan to demonstrate all issues have been successfully resolved

Developing a remedial action plan and executing a remedial configuration release

Backend analysis of transaction execution times above the performance threshold, reviewing any system error or warnings

Methods perform process healthchecks, identifying any issues with misalignment to best practice business /ITIL process. This involves:



System review of process configuration



Interviews with process leads and relevant stakeholders



Developing a SWOT analysis to outline findings



Developing a remedial roadmap to build additional process maturity and alignment to best practise

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