

## CHALLENGES

ITSM Processes taking too long and hindering agility?

Unsure if ServiceNow is right for you? What is ServiceNow and what can it do for your organisation?

Discovering Processes that can be automated with ServiceNow

Do you already have ServiceNow ready and need to move more business services or IT Orchestration enhancement?

How do you initiate and progress your business with ServiceNow? Considering ITOM capabilities?

How does ServiceNow sit within my DevOps and Cloud Strategy?

Want to extend ServiceNow to Orchestrate and Self-Serve IT Services?



## OVERVIEW

Our ServiceNow and DevOps consulting team will undertake a top down business service focused assessment of areas in your business with you and your team to assist you in pragmatically transitioning to or enhancing your current ServiceNow implementation.

Diaxon can help you from an ITSM, ITOM automation and orchestration, target operating model and transformation advisory perspective. A transition that is focused on providing tangible business benefits that can be measured will be the outcome

Diaxon will workshop with key stakeholders to identify the business outcomes and corresponding business areas that can transition to ServiceNow, including IT Services. User stories will be created that represent the business outcome which will then have business process maps created for their current state. We will work with your teams to perform optimisation across the process maps looking at ways in which ServiceNow can transform the user story to realise the business targeted benefits.

The workshops can be ITSM or ITOM focused or cover both holistically. ITOM can enable you to use ServiceNow to manage public and private clouds, extend your self-service and service catalogue into IT services, integrating ITSM into the orchestration.

## SERVICE OVERVIEW



- Diaxon will conduct a series of workshops with key stakeholders to outline the business benefits, define the outcomes, and work through what will be needed to encourage people to align with the transition or enhancement of your ServiceNow deployment.
- Undertake a current maturity review of your ServiceNow or other ITSM / ITOM deployment, service catalogue, consumer personas and processes.
- Use cases aligned to the identified business outcomes will be defined which can enable in year business benefits realisation.
- The use cases against current state that will be process mapped.
- Identification of the optimisation methods on the process map.
- Lean process improvement and organisational change approach for ITSM and orchestration processes.
- Identification of the processes that can be aligned/migrated or orchestrated to ServiceNow
- Build workflows to automate or orchestrate processes
- Leverage Service Portal to promote self-service items
- Develop Service catalogs for different areas of the business
- Develop Custom applications to excel business delivery
- Connect ServiceNow to existing Cloud infrastructures.
- Implement optimised ITSM / ITOM processes.
- New service catalogue definition and tool chain integration

Talk to Diaxon to understand how we have helped other enterprises achieve significant business benefits from utilising ServiceNow ITSM and ITOM into their business operations, cloud and DevOps practices.