

<u>DELIVERABLES</u>	<u>CONSULTANT ACTIVITIES</u>
Discovery and Planning	
Activation of ServiceNow Plugins	Activate the ServiceNow plugins for in scope applications.
Workshops	Review correct provisioning of ServiceNow instances
Completed Plan Phase deliverables for the project	<ul style="list-style-type: none"> • Lead Workshop(s) to review Customer-completed client workbook and data import template incorporating these topics: <ul style="list-style-type: none"> o Review correct provisioning of ServiceNow instances o Review project scope, project plan, test plan and training plan o Review Foundational Data leveraging completed Client Workbook and import templates o Demonstration of Platform functionality for in-scope ITSM Products (Incident, Problem, Change, Knowledge, Request, Service Catalog, Employee Center, Service Operations Workspace, and Core)
Implementation	
Platform Setup	
Platform foundation setup for ITSM according to ServiceNow OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> o Notifications o Best practice configurations • Set up 'ServiceNow Admin' • Configure ServiceNow SAML 2.0 Single Sign-On plugin • Load foundational data from completed Client Import Templates • Brand Customer instance • Remove demo data • Add roles to groups • Email configurations • Overview of OOTB Performance Analytics Incident Dashboard and activation of scheduled jobs
Execute	
Incident Management Configuration	

Configuration of Incident Management according to ServiceNow's OOTB definitions and the scope identified at right	<ul style="list-style-type: none"> • Prescriptive form configuration • Best practice classification • Category based auto-assignment • Schedule based auto closure • Assign ITIL roles to fulfillment groups • Activate Performance Analytics for Incident Management plugin and dashboard; up to 1 hour enablement between Customer and Consultant
Problem Management Configuration	
Configuration of Problem Management according to ServiceNow's OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Prescriptive form configuration • Best-practice classification • Intuitive root cause analysis • Assign ITIL roles to fulfillment groups • Update problem management group with appropriate Problem roles
Service Catalog Configuration	
Configuration of Service Catalog according to ServiceNow's OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Four (4) preconfigured catalog items for hardware, software, access, and generic request • Standardized user info variable set • Best-practice classification
Change Management Configuration	
Configuration of Change Management according to ServiceNow's OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Prescriptive form configuration • Scaled approach to process maturity • Configure up to three (3) maintenance and up to three (3) blackout schedules • Update the change management group with appropriate change roles
Knowledge Management Configuration	
Configuration of Knowledge Management according to ServiceNow's OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Setup three (3) knowledge bases <ul style="list-style-type: none"> o IT (internal) knowledgebase o Knowledge (end user) knowledge base o Known error knowledge base • Streamlined article lifecycle • Advanced knowledge plug-in

Configuration Management Database (CMDB) “Lite”	
Configuration of the CMDB according to ServiceNow’s OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Flat-file import of the following classes: <ul style="list-style-type: none"> o Applications o Computers o Servers o Software
Employee Center Configurations	
Configuration of Employee Service Center according to ServiceNow’s OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Branding support • Knowledge and catalog taxonomies • Prescriptive widget improvements • Role-based login experience
Service Operations Workspace	
Configuration of Service Operations	<ul style="list-style-type: none"> • Prescriptive form configurations • Prescriptive dashboards
Agent Mobile Configuration	
Configuration of Agent Mobile Application according to ServiceNow’s OOTB definitions and the scope identified at right.	<ul style="list-style-type: none"> • Prescriptive layout configuration
Deliver (Pre-Go Live)	
Testing	<ul style="list-style-type: none"> • Testing overview session • Developer End-to-End testing • Provide predefined UAT scripts • Facilitate UAT daily standups • Triage defect and enhancements • Update enhancements to the backlog
Training	<ul style="list-style-type: none"> • Deliver preconfigured Instructor-Led fulfiller training for all ITSM processes, which will be recorded and loaded to the Customer knowledgebase • Provide preconfigured Quick Reference Guides for all ITSM Processes

ServiceNow Technical Enablement	<ul style="list-style-type: none"> Recorded enablement sessions to be loaded to the Customer knowledgebase to include: <ul style="list-style-type: none"> How Do I... reference guide Core: <ul style="list-style-type: none"> Platform Analytics (Reports and Dashboards Notifications) Schedules Import sets Update sets Cloning Incident: <ul style="list-style-type: none"> Incident auto assignment Category creation Incident properties Problem: <ul style="list-style-type: none"> Incident state/problem flow Problems to changes Problem properties Change: <ul style="list-style-type: none"> Create standard changes Change schedules Change properties Standard Change Templates Request <ul style="list-style-type: none"> Create catalog items Flow designer basics Knowledge: <ul style="list-style-type: none"> Create KB articles Knowledge properties Service Operations Workspace: <ul style="list-style-type: none"> Form configuration
Go-Live	
Confirm operational readiness	<ul style="list-style-type: none"> Gain approval to Go-Live.
Deploy code to production instance ("PROD")	<ul style="list-style-type: none"> Deploy code to PROD environment
Go-Live transition	<ul style="list-style-type: none"> Guide operational cut-over (go-live)
Project Closeout Tasks	
Project meetings (post go-live):	<ul style="list-style-type: none"> Lead project meetings through to project closure.
Post go-live support	<ul style="list-style-type: none"> Provide go-live support for up to 12 hours for the 2- week period directly following go live date.

Final project status report	<ul style="list-style-type: none"> • Supply final project report.
Project Closure Meeting	<ul style="list-style-type: none"> • Final 1-hour closeout communication and lessons learned with engagement manager and/or technical consultant.
Additional Custom Items	
IT Asset Management	<ul style="list-style-type: none"> o Minor updates to Hardware Asset form/list behavior & business rules o Review core hardware asset data & model o Integration and population of hardware with, SCCM, Intune, etc. o Configure up to 2 Stockroom locations via Enablement o Configure up to 4 Restocking rules via Enablement o Import hardware assets and product models via flat files with consultant provided template
Procurement	<ul style="list-style-type: none"> o Activate Procurement Plugin o Enablement for Procurement Applet in NOW Agent Mobile app o Turn on asset receiving via mobile device o Publish up to 10 models to the product catalog with no variables and enablement for Customer o Minor configuration to procurement forms and workflow
Software Asset Management Foundation	<ul style="list-style-type: none"> o Configure included properties o Create SAM Admin and User groups (up to 3 total) and assign roles o Minor updates to Software Asset form/list behavior, business rules, etc. o Review/validate Software Discovery Models o Set up Software Virtual Stockroom via Enablement o Configure up to 3 unscripted Software Asset email notifications related to Asset with subject line and body text to be supplied by Customer o Install and Configure up to 3 Reports on the OOTB SW Workspace
Contract Management	<ul style="list-style-type: none"> o Minor configuration changes to OOTB behavior o Configure up to 3 Business Rules o Configure up to 3 unscripted OOTB Email notifications related to Contracts with subject line and body text supplied by Customer o Modify OOTB Contract Approval business rule o Configure up to 3 Contract Condition Check Definitions via Enablement o Minor updates to Contract Overview homepage/dashboard
Service Catalog	<ul style="list-style-type: none"> o Create 1 'Casino Systems User Modification' catalog request with 3 levels of approval. o Configure multi-selection field for tracking the permission changes requested (audit metadata only), with UI policies and ACLs to ensure specific fields become read-only during certain ticket states. o Configure approval groups
ServiceNow for MS Teams (Microsoft 365)	Configure the ServiceNow for Microsoft 365 integration for integrating Employee Center in MS Teams
DataDog Integration	Configure the DataDog integration from the ServiceNow app store to create incidents from pre-correlated alerts in DataDog
ServiceNow for Outlook	Configure the ServiceNow for Outlook OOTB integration.