**USE CASE** 

**MEET ANDREA** 

Cybersecurity Officer, DoD Agency

Needs a single platform to manage IT configurations, assets and business processes across highly secure, mission-critical systems.



**USE CASE** 

## HOW WE HELPED ANDREA WIN.

## 12-14 week process:

**DEFINE** 

BUILD

**TEST** 

LAUNCH

### Design

Ready implementation plan requiring continuity of operations and services be maintained at full performance levels

#### **Deploy**

Install & configure a new ServiceNow instance. Implement CMDB, Incident, Change, Asset, Knowledge, Demand & Resource Mgmt.

#### Hand-Off

Facilitate information transfer and continuous service. Streamline & automate workflows for better customer experience.

### **Adoption & OCM**

Ensure client team is selfsufficient in owning the platform and realizing value now and far into the future.

## **SOLUTION SCOPE**



## OUTCOME

# Next-Generation CSX from a Streamlined ITSM Platform

CMDB to provide business context of implemented IT products and configurations.

Find Flow in your ITSM operations & customer experience.

- Incident Management for rapid restoration of customer services
- Change Management to control configuration changes
- Asset Management supports stewardship of owned IT products
- Knowledge Management creates a single authoritative source
- Plus: Financial Planning, Demand Management, Resource Management & Performance Analytics

