



regoc consulting

Let Rego Be Your Guide

Configuration and Adoption Assessment

Achieve a Higher Return out of Your ServiceNow Investment

ITBM

ITSM

ITOM

CMDB

APM

Are you getting the most value from your ServiceNow components? Is technical debt creating performance issues in your production environment or blocking new features?



Rego can help. The ServiceNow Configuration and Adoption Assessment is a low-cost and low engagement assessment that is performed remotely. We quickly identify code and configuration issues that impede features or performance.



What's Included

- Rego will do a deep dive into your ServiceNow production environment.
- Review of previous upgrade logs and priority skipped records, which are areas of customization where a new ServiceNow release made changes to the same records.
- Analysis of the ServiceNow-provided Health Scan, if available.
- Recommendations where returning to out-of-the-box functionality will provide the most value.
- Discussions of missing functionality resulting from skips.
- Creation of technical debt register, ranked by severity, and recommendations on improving the health of your ServiceNow platform.
- Best practice guidance for coding.
- Review of customizations and alternative solutions will be supplied as needed.
- The engagement will take a minimum of three to four weeks and at least 150 hours. Additional time and effort may be required depending on the number of applications installed.



Benefits to You

- Identify technical debt and how to reconcile it
- Opportunity to replace over-customization with existing out-of-the-box functionality
- Receive recommendations report that includes best practice guidance
- Roadmap review that includes quick-wins and long-term maturity options
- Alleviate slow performance issues
- Work with Rego guides who are ServiceNow experts
- Can be performed remotely, without the need for on-site visits
- Achieve a higher rate of return on your ServiceNow investment

Contact your Rego Account Manager today.