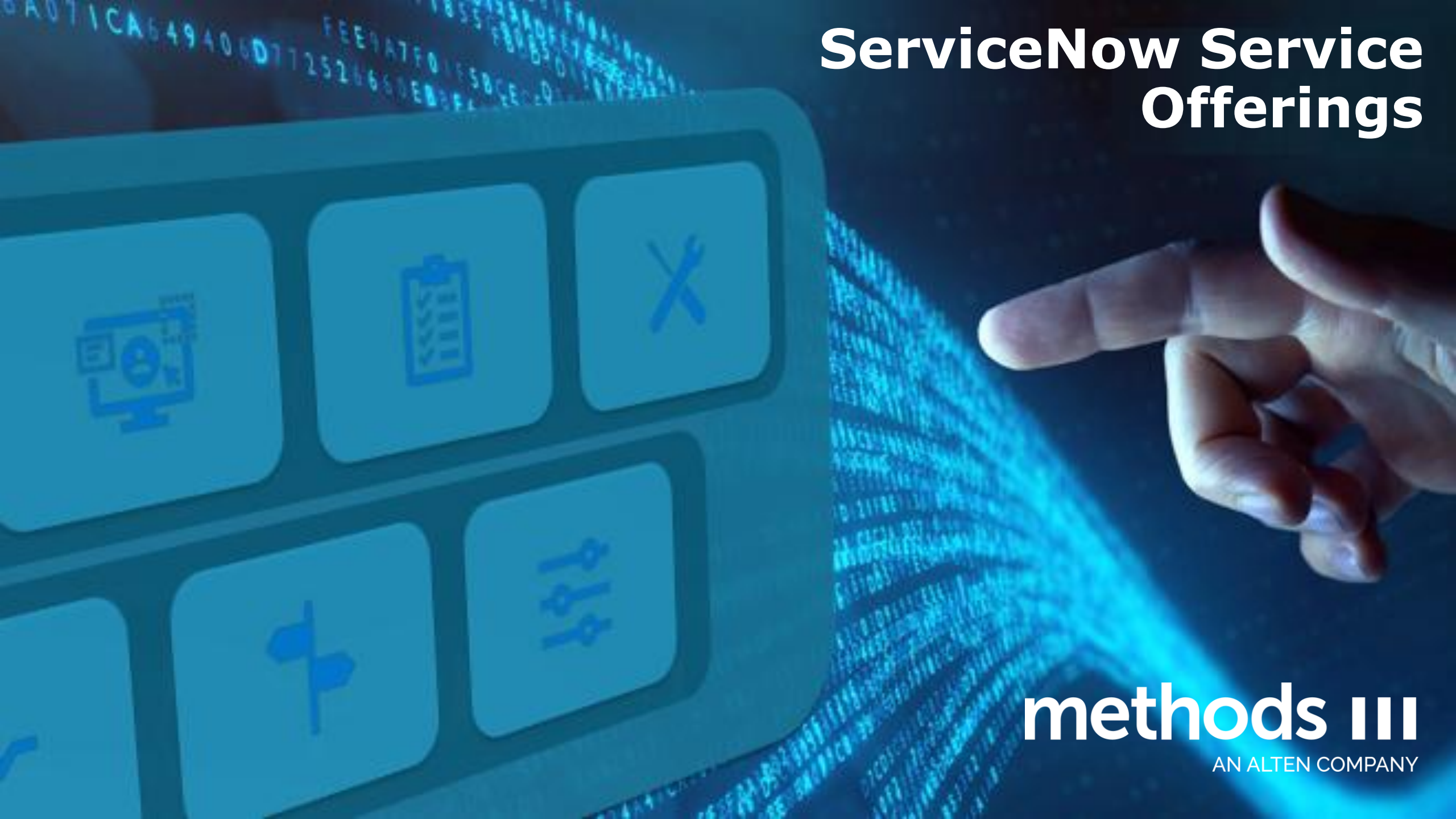# ServiceNow Service Offerings

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Driving Operational Excellence with ServiceNow

Methods specialise in providing thought leadership to drive operational excellence, enabling organisations to optimise processes, maximise productivity and minimise waste to foster a culture of innovation, collaboration, and accountability, driving sustainable growth that maximises return on your ServiceNow investment.

Challenge

Organisations often struggle to deliver the digital transformation that will ensure resilience and effective service delivery to drive operational excellence. This can be due to disparate and siloed data and systems, resulting in data loss, repetition, and a lack of communication. This in turn causes challenges in orchestrating the processes necessary to complete work and service employees and citizens.

ServiceNow Overview

ServiceNow is the intelligent platform for end-to-end digital transformation, enabling efficiency and growth to drive operational excellence, sitting over all the data and processes in an organisation, to:

- Empower employees and customers with intuitive and simplified experiences, and unified data
- Drive efficiency and optimisation with pre-built workflow solutions
- Create visibility, adaptability, and speed with a low-code, intelligent platform

Service Overview

We focus on delivering business outcomes and do it in a way that is flexible, scalable, fast, and built to last, offering a range of services to support your ServiceNow journey to drive operational excellence.

ServiceNow Service Offerings

- **Licencing**: Ensures you have the licencing required to deliver your complex ICT portfolios, programmes, and projects.
- **Design and Implementation**: Rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within your organisation.
- **Test and Assurance Services**: Provides scalable testing and assurance services to enable ripple-free delivery combined with consistent quality throughout the release lifecycle.
- **Support Services**: A range of flexible ServiceNow support services to suit all budgets, scaling from platform maintenance to continual improvement initiatives, ensuring optimal utilisation and alignment with organisational objectives.
- **Adoption and Health Assessment**: An objective expert insight into the adoption of your platform and the health of your production instance configuration.
- **Roadmap Development**: A collaborative engagement to define and prioritise objectives to create a phased roadmap tailored to your needs.
- **Platform Remediation vs Reimplementation Assessment**: An independent review of your instance to recommend the best approach to optimise processes and enhance platform health.
- **Legacy ITSM to ServiceNow Migration Planning**: Provides a clear, low-risk, holistic migration plan, equipping you will the tools and knowledge to complete planning at your own pace.
- **CMDB Health and Maturity Assessment**: Provides a structured, fact-based evaluation of your CMDB, aligned to the CSDM Crawl →Walk → Run → Fly maturity phases.

Licencing

Licencing

Service Definition

As a fully accredited ServiceNow Reseller, and Consulting and Implementation partner, the Methods ServiceNow Licencing Service provides the ability to purchase licencing across the full ServiceNow products suite. Our team of certified ServiceNow professionals have the skills to advise on your ServiceNow licencing requirements quickly, effectively, and pragmatically.

Service Description

Our ServiceNow Licencing Service allows our customers to benefit from our specialist knowledge and expert recommendations for licencing based on your needs, as well as our competitive buying power. Methods is an experienced ServiceNow partner, delivering flexible, scalable solutions across the ServiceNow suite. We offer our clients tailor-made solutions for ServiceNow, enabling process alignment, transition from legacy services, end-to-end business change, end user training, and licence provision aligned to evolving business needs and strategic vision. Our ServiceNow Licencing Service provides you with efficient licence management, ensuring costs and licence utilisation are optimised to maximise ROI from purchased ServiceNow subscriptions.

Customer Outcomes

Our service will provide the licencing required to deliver complex ICT portfolios, programmes, and projects. Our ServiceNow subject matter experts work with our customers to understand licencing requirements, make impartial recommendations on licence options, and negotiate cost-effective procurements, taking advantage of competitive discounts.

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Licencing

Features

- Cost-effective ServiceNow Licence procurement through experienced Partnership
- Impartial, straight-forward consultation on available licences
- Deep knowledge of, and focus on, ServiceNow future roadmap
- Expert recommendations for cost-effective and most suitable licence options
- Act as the licencing liaison between customer and vendor
- Provide advice and remediation strategies for maintaining licence compliance
- Provide recommendations for an effective licencing provision process
- Support the licence lifecycle management strategy, including renewal reminders
- Assistance with subscription planning, purchasing and renewal management
- Advice on licence usage monitoring to inform cost-saving initiatives

Benefits

- Ability to agree licencing and delivery under one contract
- Seamless licence negotiation and renewal management
- Positioned to negotiate competitive pricing to improve buying power
- Pragmatic licence subscriptions aligned to a strategic roadmap
- Predictable licence costs with subscriptions aligned to budget planning
- Maximised ROI by fully utilising existing licence subscriptions
- Licencing compliance issues prevented with proactive monitoring
- Optimised costs by reducing unnecessary user licencing allocation
- Enhanced operational efficiency through appropriate licencing across the organisation
- Improved employee experience with controlled access to the platform

Licencing: Our Approach

We are a trusted ServiceNow Reseller Partner, and our focus is always on customer satisfaction and long-term value realisation, leveraging our expertise and relationship within the partner ecosystem.

As a Reseller, we purchase ServiceNow licences for our customers at partner-discounted rates, providing advice and guidance to ensure licencing subscriptions are aligned to customer needs, both for immediate use and for roadmap expansion within the contract term.

We provide guidance on optimising licence subscriptions, regularly reviewing licence utilisation, focussing on maximum return on your investment in the platform, producing clear, jargon-free options papers, so customers can make the most-informed choice for their organisation.

Our complementary Adoption and Health Assessment service can also benefit our customers, providing objective expert insight into the adoption of the platform compared to licencing subscription and the health of the production instance configuration.

To provide the best service to our customers, our sales and delivery teams stay updated on ServiceNow releases and roadmap announcements, ensuring this information is shared with our customers within compliance with ServiceNow's commercial practices.

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Design and Implementation

Design and Implementation

Features

- Elite ServiceNow partner with onshore, SC-cleared certified consultants

- Fully customisable and scalable delivery, tailored to your requirements

- Tried and tested delivery models that effectively mitigate risks

- Platform advice and implementation across all ServiceNow products

- Full ITIL Service Management v4 process alignment for ITSM

- Process alignment to out of the box adoption

- Approach that supports effective migration and exit from legacy tools

- Blended project teams enabling successful knowledge transfer to client resources

- Agile, iterative delivery to maximise benefits realisation

- Solution adoption planning, delivery and review

Service Definition

Methods is an Elite ServiceNow partner, delivering flexible, scalable solutions across the ServiceNow platform. Services include consultancy, lifecycle design, deployment, and end-to-end business change and training.

We enable digital transformation, transitioning our customers from legacy systems and processes to ServiceNow, with a streamlined approach aligned to business outcomes.

Service Description

Being both a fully accredited ServiceNow Reseller, and Consulting and Implementation partner, the Methods ServiceNow Design and Implementation Service provides clients with tailored services across the full suite of ServiceNow products, whether the intention is the sole use of an instance or sharing a platform with other organisations, such as multiple NHS Trusts migrating from multiple systems to one shared ServiceNow instance.

This service, combined with our other ServiceNow service offerings, enables Methods to be the strategic partner of choice for all ServiceNow requirements, including licencing, short-term consultancy, full implementations, testing, platform health assessments, remediation and reimplementation, support, and roadmap development.

Our team of certified ServiceNow professionals have the skills to digitise IT, Employee, and Customer Workflows, implementing and integrating ServiceNow products with other tooling, quickly and effectively.

Design and Implementation

Benefits

- Efficient delivery of ServiceNow solution with integration across IT services

- Experience in leading complex tooling deployment and implementation projects

- Proven methodologies with templated materials and repeatable processes

- Integration with the wider business services portfolio, increasing ROI

- Transformation toolkits and accelerators based on experience and lessons learned

- Cost-effective ServiceNow Licencing recommendations

- Automated testing framework and approach

- Managed risks across process and technology replacement

- Rapid deployment capability, reducing internal and external costs

- Access to experienced resources to backfill in-house capabilities

Customer Outcomes

Through streamlining current processes, automating common repetitive tasks, and delivering a single system of record, Methods ServiceNow Design and Implementation Service rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within an organisation. Our ServiceNow capability, coupled with our expertise in service management, UX engagement, programme delivery, and business change / solution adoption, enables us to work closely with our customers, aligning people, processes, and tools to provide business focused solutions.

We know our clients have complex IT and supplier landscapes, which ultimately means the platform needs to flex appropriately to deal with various suppliers, teams and departments using the same processes with differing parameters. Our solutions take a data driven approach, achieved by dynamic and intelligent workflows that flex based on the parameters of the service, to ensure that users work within the parameters appropriate to their function or contract. This avoids continually inefficient and expensive redevelopment of the core platform processes.

With an emphasis on configuration over customisation, Methods brings thought-leadership to platform design, helping our customers plan the most efficient and cost-effective migration approach, accelerating implementation with our best practice coding standards.

Our delivery methodology is aligned to ServiceNow's agile Now Create methodology. We understand that not all stakeholders are familiar with an agile approach, so we ensure that this is fully explained during project mobilisation.

Design and Implementation: Our Approach

Approaching ServiceNow Design and Implementation for a customer sees Methods observing ServiceNow's best practice methodology at every stage, whilst incorporating Methods' own internal governance framework. To begin, we conduct high-level solution scoping during the sales cycle, setting expectations, identifying dependencies, and linking business goals to the proposed solution.

We will then commence mobilisation, including Methods-led data template completion by the customer, and handover from sales to delivery, confirming all necessary access, permissions, and accounts are in place.

Workshops with stakeholders and process owners will then shape the detail of the requirements, which are translated into user stories with clear acceptance criteria. Based on the SOW scope and agreed timelines, stories will then be prioritised.

Development and configuration will then be carried out, being fully tested throughout the development lifecycle against defined acceptance criteria, with test cases written collaboratively with the customer and supplemented by Automated Testing Framework (ATF) tests as required. User Acceptance Testing will be managed by Methods and conducted and signed off by customer stakeholders, with Methods ensuring defects are resolved and exit reports are documented.

Training is provided for customer Subject Matter Experts to support end-user readiness. Go-live preparation involves creating technical implementation plans, system documentation, and conducting change management activities.

Deployment to production is followed by a Hypercare period to address possible post-go-live issues and queries. Finally, we complete project closure with lessons learned and a detailed closure report.

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Test and Assurance

Test and Assurance

Features

- Customisable and scalable test and assurance services
- Assurance services expertly tailored to customer requirements
- Experienced with all major ServiceNow products and modules
- Leverages a variety of test management tools, including SPM
- Option for ATF implementation for additional automated assurance
- Support for running and interpreting ServiceNow Healthchecks
- Constructive collaboration with partners and third-parties
- Outcome focused delivery, underpinned by defined performance metrics
- SC-cleared onshore consultants
- ServiceNow Elite partner

Service Definition

Methods is a an Elite ServiceNow Partner delivering flexible, scalable solutions across the ServiceNow platform. Methods' ServiceNow Test and Assurance Services provide clients with scalable testing and assurance across the full suite of ServiceNow products. We enable ripple-free delivery combined with consistent quality of releases throughout the release lifecycle.

Service Description

Methods' ServiceNow Test and Assurance Services provide clients with scalable testing and assurance across the full suite of ServiceNow products. Our approach enables ripple-free delivery combined with consistent quality of releases throughout the release lifecycle, from requirement creation through to user acceptance and operational readiness, whether for a greenfield implementation, or for a phased transformational journey. The service can utilise the test management suite in the ServiceNow Strategic Portfolio Management product suite, the Automated Test Framework, or legacy test execution scripts and customer tools, as required.

Test and Assurance

Benefits

- Scalable, efficient, and effective Test Assurance services for ServiceNow

- Proven track record of ripple-free release delivery

- Efficient and effective testing through the Automated Testing Framework

- Proven methodologies with ready-made materials and repeatable processes

- Experienced with agile, high paced, high cadence release delivery

- Focussed on OTB alignment and best practice

- Elite ServiceNow Partner with onshore SC-cleared, certified consultants

- Highly experienced across public sector operation and delivery

- Rapid deployment capability, reducing internal and external costs

- Access to experienced, accredited resources to backfill in-house capabilities

Customer Outcomes

Methods provides ServiceNow Test and Assurance Services that deliver comprehensive capability across all elements of best practice test assurance and release management and can assure development releases spanning any level of complexity or release cadence. Our service is responsive to client needs and able to scale upwards or downwards subject to requirements and demand.

We call on expertise of accredited individuals across all key ServiceNow and test assurance disciplines. Our experienced subject matter experts have a track record of successful delivery within the public sector and apply constructive collaboration with partners and third-parties to ensure consistent delivery success

We provide support for running, interpreting, and remediating ServiceNow Healthchecks. We also offer implementation of Automated Test Framework (ATF) to add an additional level of assurance to transformational projects, BAU activities, and platform upgrades, whilst also significantly reducing required timelines and effort. Our services enable consistent, ripple-free release delivery that can be trusted not to cause significant impact to live service.

We establish a comprehensive, outcome-focused assurance framework to monitor and track the critical performance of all client releases, harnessing, documenting and embedding best practice ServiceNow and test assurance governance and controls, that are scalable and repeatable and can be handed over to you to ensure future release success.

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Test and Assurance: Our Approach

Our approach to ServiceNow Test & Assurance Services ensures scalable, efficient, and ripple-free delivery across the entire release lifecycle, leveraging proven methodologies and tailored processes.

Requirements, stories, and their acceptance criteria are analysed by Methods to determine the test cases which are needed to confirm that all relevant functionality, paths and integrations are covered. Once test cases have been identified, comprehensive test scripts are written to detail the actions needed to carry out the actions to prove the test case passes or fails.

Once the development period is complete, a show-back is held to guide the relevant test personnel through the functionality. Updates to the test scripts or configuration are made where necessary before deployment to the test environment. After the configuration changes have been deployed to the test environment, the test scripts are run, and the defect management process is followed to make sure that defects are identified, prioritised and fixed as part of system testing and integration testing. Methods collaborates closely with third-party suppliers where testing integrations with ServiceNow are required, allowing seamless end-to-end assurance. Once all tests have been run, and all agreed defects have been resolved and retested successfully, a test exit report is produced.

The next stage is User Acceptance Testing (UAT). To guarantee UAT success, we provide customer onboarding and training for Test Management 2.0, enabling customers to run their assigned tests under the guidance of Methods. A kick-off session is held at the beginning of UAT to lay out expectations and points of contact, then throughout UAT we hold a daily triage call to discuss issues raised and determine whether they constitute a defect, an enhancement or a knowledge transfer opportunity. Following UAT, a further test exit plan is produced which will inform the go/no-go call to determine readiness for go-live deployment.

During go-live, a subset of tests are run in production to ensure that the deployment has landed successfully. Methods are present throughout the HyperCare period to ensure that any enhancements required in this period receive the necessary level of quality assurance.

Support Services

Support Services

Features

- Dedicated certified System Administrators to manage platform maintenance effectively
- SC-cleared experts to deliver significant platform enhancements seamlessly
- Thought leadership to fully leverage ServiceNow capabilities and ROI
- Strategically align ServiceNow functionality with organisational change management support
- Maximise platform adoption with organisational change management support
- Cost-effective flexible solutions to minimise ongoing platform support expenditure
- Scoped work packages to deliver enhancements alongside platform support
- Burst capability to flexibly augment resources for specific needs
- Constructive collaboration with partners, third parties and blended teams
- Outcome-focussed services underpinned by defined performance metrics

Service Definition

Methods is an Elite ServiceNow partner and offers a range of flexible ServiceNow support services to suit all budgets. Services include standard day-to-day platform maintenance and troubleshooting, platform upgrades, user support and minor enhancements, and scale up to continuous improvement initiatives, to ensure optimal utilisation and alignment with organisational objectives.

Service Description

Methods ServiceNow Support Services allow organisations to leverage additional expertise, capacity, and capability to suit their requirements, whilst they maintain focus on key operational activities, vision, and strategy. Our flexible, scalable range of support services provides our clients with solutions across a range of budgets and requirements.

Methods ServiceNow Support Services allow organisations to benefit from our Elite ServiceNow Partner status, leveraging additional expertise, capacity and capability, leaving our customers free to focus on key operational activities, vision and strategy. Our flexible, scalable support service provision provides solutions across a range of budgets.

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Support Services

Service Description (continued)

We have three categories of support services:

Platform Support: We provide named resources in the roles required for our customers' ServiceNow Centres of Excellence and Innovation to both run the business and change the business. At a minimum, this will include certified System Administrators to manage platform maintenance or to work alongside internal resources. The blended team can also include resources to:

- Deliver major development releases.
- Provide thought leadership to fully leverage the platform.
- Align ServiceNow functionality with strategic objectives and priorities.
- Support organisational change management and platform adoption initiatives.

Work Packages: Minimising the ongoing standard cost of platform support, work packages provides a cost-effective solution to augment development capability in the form of Statements of Work for a team to deliver scoped packages of work, alongside the core BAU support team as and when required.

Burst Capability: Can be used to augment our Platform Support team or as a stand-alone offering to augment internal teams for a specified period, e.g., to cover long-term absence, or to support platform upgrades and major development initiatives.

We have the expertise and accredited resources to deliver tailored, responsive, and scalable support solutions to explicitly meet our customers' needs including outsourced day-to-day platform support, rapid augmentation of the internal team, support for delivery of major development releases and management of multiple platform upgrades each year.

Support Services

Benefits

- Scalable, responsive solutions to meet varying needs and budgets

- Accredited SC-cleared individuals providing resources for your COEI requirements

- Collaborative, inclusive approach to ensure consistent delivery

- Flexibility to scale effectively based on need and demand

- Tailored, adaptable solutions from platform support to strategic outcomes

- Outcome-based monitoring, tracking critical performance measures effectively

- Objective thought-leadership aligning platform capability with organisational priorities

- Proven support methodology with ready-made materials and repeatable processes

- Integration with our wider portfolios maximising enterprise service excellence

- Client-centric solutions driven by your requirements and desired outcomes

Customer Outcomes

Methods provide ServiceNow Support Services that can adapt from platform support through to support/resolution of niche client requirements, such as annual platform upgrades or complex development.

Our approach is scalable, responsive, and aligned to ServiceNow best practise, leveraging expertise of accredited individuals across all elements of the ServiceNow COEI, including strategic planning, design, development, test assurance, platform upgrades, and live service support.

We constructively collaborate with partners and third parties to ensure consistent delivery excellence, using experienced subject matter experts with a track record of on-the-ground success.

We are responsive to client needs, being able to scale upwards or downwards subject to your requirements and demand. Our comprehensive, outcome-based, and customer-led framework is used to monitor and track the critical performance measures that underpin the service.

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Support Services: Our Approach

Our approach to ServiceNow Support Services sees scalable, flexible, and budget-friendly solutions tailored to meet the varying needs of each customer. Support is delivered through a choice of engagement models designed to optimise platform performance and align with organisational goals.

For organisations requiring ongoing support, Methods' **Platform Support** model offers named, certified resources, such as System Administrators, Developers, Platform Architects, and Business Change Specialists who manage platform maintenance and adoption either independently or alongside internal teams. This approach supplies certified professionals to conduct work related to their expertise for the customer based on the contracted period.

For project-specific needs, the **Work Packages** model provides cost-effective Statements of Work to augment development capacity, enabling the seamless delivery of scoped improvements in conjunction with BAU activities. The approach here will depend on the scope of the work package and will include the necessary certified personnel to meet the agreed scope.

For short-term or flexible support, our **Burst Capability** model supplements existing teams for defined periods, covering long-term absences, supporting platform upgrades, or delivering major development initiatives. The approach we take here sees our certified personnel placed in your existing teams to conduct the scope of work as documented in the statement of work.

With an emphasis on scalability and continual improvement, this service ensures ServiceNow instances are effectively managed, maintained, and improved, driving optimal utilisation and long-term value for the customer and their needs.

Adoption and Health Assessment

Features

- Review of the ServiceNow provided Health Scan report

- Investigation of platform configuration quality and best practice process alignment

- Structured assessment exercise using Methods' assessment methodology

- Pre-engagement questionnaire to enable information gathering

- Collaborative requirements review, and identification of shortcomings

- Determination of priority areas and pain points for assessment

- Technical review summary of platform strengths and weaknesses

- Detailed report of in-scope product areas' performance and recommendations

- Remediation vs Reimplementation recommendation, including tactical and strategic considerations

- Collaborative action plan for next steps

Service Definition

Methods' ServiceNow Adoption and Health Assessment service provides objective expert insight into platform adoption compared to licencing subscription and the health of production instance configuration, as well as tailored recommendations to maximise ROI on ServiceNow investment and optimise platform functionality.

Service Description

Methods ServiceNow Adoption and Health Assessment uses a combination of documentation, inspection, technical reports, interviews, and workshops, to provide a view of the current adoption and capability level of the platform, alongside tailored recommendations. Throughout the period of the assessment, our stakeholder management approach will ensure involvement and contributions from key stakeholders, securing buy-in to the process and the findings.

We will collaboratively review the final report, that contains the detailed technical platform assessment presented at a process/module level in addition to a strategic overarching organisational view. The review and report will also contain a series of recommendations for improvement at both a tactical and strategic level.

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Adoption and Health Assessment

Benefits

- Expert, independent assessment of your current ServiceNow platform
- Clear insights into current state and recommended next steps
- Cost-effective recommendations aligned to budgetary considerations
- Structured, templated approach to maximise stakeholder engagement
- Business case support for platform investment to unlock ROI
- Action plan to move forward and align to OTB
- Guidance for an operational roadmap for functional optimisation
- Prepare to remove technical debt to enable simpler upgrades
- Foundation for a strategic roadmap on a scalable platform
- Enable enhanced employee experience and interoperability

Customer Outcomes

Methods ServiceNow Adoption and Health Assessment provides a detailed and independent assessment of how well current ServiceNow configuration level is supporting operations and transformation objectives.

The Adoption Assessment focuses on platform utilisation compared to licencing subscriptions, considering inputs from stakeholders for perceived pain points, and operational and business objectives that could be better realised using the ServiceNow platform. The output is a ServiceNow Platform Adoption Map at two levels, providing a clear view of modules and core platform functionality by Deployed, Subscribed but Not Used, Not Subscribed and Proposed.

For the Health Assessment, our ServiceNow specialists and ITIL practitioners (for ITSM processes) use our assessment methodology and toolkit to provide a view of current configuration state, and tactical and strategic recommendations for potential improvement. This includes a review of the ServiceNow Health Scan and a hands-on platform investigation, combined with interviews and workshops with key stakeholders.

The information provided and the involvement of stakeholders throughout the assessment will facilitate organisational buy-in for the next steps in evolving and improving the platform, as required.

Further transformation support can be provided via our complementary ServiceNow service offerings, as appropriate:

- Design and Implementation
- Licencing
- Platform Remediation vs. Reimplementation Assessment
- Roadmap Development

Adoption and Health Assessment: Our Approach

Our approach to ServiceNow Adoption and Health Assessment provides a comprehensive evaluation of the customer's platform and its alignment with business goals. The first step is to make sure that prior to engagement, the relevant accounts and access exist for the personnel conducting the assessment. In addition to this access, it is vital that access to and availability of key stakeholders and process owners is understood and agreed prior to the engagement to ensure that the customer gets the most out of the assessment.

Using the ServiceNow Health Scan as a foundation, we inspect the customer's instance to analyse configurations, customisations, performance, and the utilisation of licensed applications. Alongside this, technical logs are inspected to identify possible errors, inefficiencies, and optimisation opportunities.

Workshops and interviews are held with process owners and key stakeholders determining how the platform is currently being used. The aim here is to highlight pain points and identify areas for improvement.

All findings and the resulting analysis are presented in a detailed slide deck, outlining the current level of platform adoption against licensed ServiceNow products and assessing the overall platform capability, including governance, compliance, and user satisfaction.

As part of the slide deck, an objective SWOT analysis will provide insights into process improvements and platform optimisation opportunities. Tailored recommendations will be delivered in the same comprehensive report, prioritising quick wins, strategies to maximise return on investment, and proposed projects to elevate the platform's capabilities and achieve business objectives.

While this is an advisory service, Methods offers the option to support the implementation of the recommendations if required, via our complementary service offerings.

Roadmap Development

Features

- Platform health and adoption assessments to understand current state

- Stakeholder identification and alignment across the organisation

- Requirements gathering with key stakeholders, capturing needs and objectives

- Value-based demonstrations of proposed new functionality

- Prioritisation of initiatives by effort, impact and potential cost

- Risk and dependency assessment of the planned initiatives

- Change and adoption planning to enhance the end-user experience

- Phased roadmap with a timeline aligned to business goals

- Clearly defined and actionable outcome-based milestones

- Foundation to evolve the roadmap to enable continual improvement

Service Definition

Methods' ServiceNow Roadmap Development service is a collaborative engagement to define and prioritise objectives to create a phased roadmap tailored to customer needs. With a structured timeline and clear milestones, the output enables maximisation of the ROI on ServiceNow investment aligned to organisational goals.

Service Description

Our collaborative Roadmap Development service begins with an assessment of platform health and adoption to help support workshops and in-depth discussions with key stakeholders to understand perceived current pain points and organisational objectives.

We then work collaboratively to prioritise initiatives and identify key deliverables to create a phased roadmap with clear timelines and milestones that will remove any technical debt, maximise utilisation of current licencing subscriptions, and include opportunities to further exploit the platform capabilities aligned to short- and long-term organisational goals.

Our approach to roadmap development focuses on optimisation and efficiency, providing the information needed to leverage the ServiceNow platform effectively, and introduce cost-savings by enhancing inefficient processes and migrating manual, time-consuming activities to the platform. This enables our customers to realise tangible benefits and drive organisational transformation, fully maximising return on ServiceNow investment.

Roadmap Development

Benefits

- Visualisation of platform configuration with the Platform Adoption Map

- ServiceNow initiatives aligned with functional requirements and organisational objectives

- Clearly defined actionable milestones delivering value-based outcomes

- Collaboration across all organisational levels with effective stakeholder engagement

- Early identification of risks to mitigate and address issues

- Early identification of dependencies to address potential challenges

- Continual improvement enabled with scalable solution planning

- Provides a foundation for innovation and forward-thinking strategies

- Cost-effective planning and resource allocation to understand time requirements

- Metrics established to measure performance and evaluate success

Customer Outcomes

Methods' ServiceNow Roadmap Development service is designed to help organisations overcome common customer challenges of key stakeholders having a clear view of how ServiceNow is currently supporting operations and how it can drive transformation objectives (due to lack of time, quality or amount of available information), thus hindering effective decision-making.

Starting with the health and adoption assessment, this focuses on platform utilisation compared to licencing subscriptions, considering inputs from stakeholders on perceived pain points, and operational and business objectives that could be better realised using the ServiceNow platform.

Workshops and stakeholder discussions then capture functional, operational, and strategic requirements to firstly create a ServiceNow Platform Adoption Map at two levels, providing a clear view of modules and core platform functionality by Deployed, Subscribed but Not Used, Not Subscribed and Proposed, with value-based demonstrations of any proposed new functionality to further aid decision making.

The outcome is a phased roadmap, aligned to the agreed priorities and required timelines.

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Roadmap Development

Customer Outcomes (continued)

Further support for transformation goals can then be provided through our complementary ServiceNow service offerings as appropriate:

- Design and Implementation
- Licencing
- Platform Remediation vs Reimplementation Assessment

Alternatively, if now is not the right time for a full road-mapping engagement, our ServiceNow Adoption and Health Assessment is a lighter-touch offering that provides objective expert insight into the adoption of platform compared to licencing subscription, the health of the production instance configuration, and tailored recommendations to maximise ServiceNow ROI and optimise platform functionality.

Roadmap Development: Our Approach

The foundation of our Roadmap Development service lies within our Platform Health and Adoption offering [1], namely:

- Gaining visibility of platform health via the ServiceNow Health Scan and a technical deep dive into platform configuration.
- Understanding current pain points and future demand aligned to business requirements and priorities.
- Assessing platform adoption compared to licence subscriptions already purchased.

Building on these, there are then 3 subsequent workstreams to the service:

1. Operational Priority Objectives
2. Business Strategy Map
3. Phased Roadmap

Operational Priority Objectives

How: Workshops with key stakeholders to agree operational priorities and objectives to be addressed.
Output: Report linking priorities and objectives to platform functionality and licence subscriptions.
Value: Optimised operational processes, maximised ROI, enhanced user experience.

Business Strategy Map

How: Interviews with senior stakeholders to understand mid to long term business objectives and budget.
Output: Report mapping alignment between business objectives and platform capabilities / licensing subscriptions.
Value: Prioritised business objectives, benefit analysis, platform embedded into Enterprise Architecture.

Phased Roadmap

How: Taking inputs from streams 1 and 2 to build a structured roadmap with clear timelines and milestones.
Output: Phased roadmap with indicative costs for licencing and timeboxed efforts for each activity (costed if required).
Value: Clear visualisation of plans, understanding of future investment v budget, clear inputs to business case production.

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[1] Note that these activities are included within the Roadmap Development service; additional purchase is not required.

Platform Remediation vs Reimplementation Assessment

Features

- Review of the ServiceNow provided Health Scan report

- Investigation of platform configuration quality and best practice process alignment

- Structured assessment exercise using Methods' assessment methodology

- Pre-engagement questionnaire to enable information gathering

- Collaborative requirements review, and identification of shortcomings

- Determination of priority areas and pain points for assessment

- Technical review summary of platform strengths and weaknesses

- Detailed report of in-scope product areas' performance and recommendations

- Remediation vs Reimplementation recommendation, including tactical and strategic considerations

- Collaborative action plan for next steps

Service Definition

Methods' ServiceNow Platform Remediation vs Reimplementation Assessment is an independent review of the production instance to identify deviations from best practice, providing a recommendation for a remediation or reimplementation approach to optimise processes, enhance platform health, and further enable digital transformation across the entire organisation.

Service Description

Methods' team of highly experienced and accredited ServiceNow consultants, ITIL practitioners, business analysts and solution adoption experts can help our customers enhance return on investment in the ServiceNow platform by releasing the value that prompted the original investment with a robust platform assessment.

We have an impressive track record of remediating and reimplementing the ServiceNow platform across central government and the public sector, with activities including quick win realisation, tactical improvements, process and tooling re-alignment, process reengineering, and complete platform reimplementation.

Following the output of the assessment, customers can then benefit from our ServiceNow Design and Implementation Service to support focused remediation through to full platform reimplementation. In most cases this can either be executed on the current platform instance or can be developed on a new platform instance for future transition.

Platform Remediation vs Reimplementation Assessment

Benefits

- Expert, independent assessment of your current ServiceNow platform

- Clear insights into current state and recommended next steps

- Cost-effective recommendations aligned to budgetary considerations

- Structured, templated approach to maximise stakeholder engagement

- Business case support for platform investment to unlock ROI

- Action plan to move forward and align to OTB

- Guidance for an operational roadmap for functional optimisation

- Prepare to remove technical debt to enable simpler upgrades

- Foundation for a strategic roadmap on a scalable platform

- Enable enhanced employee experience and interoperability

Customer Outcomes

Our team works collaboratively with our customers to identify tooling and process misalignments, to design and deliver targeted improvements to the ServiceNow implementation.

Typically, these enable faster and simpler platform upgrades, increased platform scalability and stability, and increased alignment to business best practice frameworks, such as ITIL. They enhance platform health and security, simplifying platform support and maintenance, and mean significantly less complex product development and adoption by accurately adhering to the core platform data model and best practice out-of-the-box configuration.

Our accredited ServiceNow experts can help identify and address any technical debt, customisation, upgradability, and future development challenges. In turn this enables increased usage, enhanced user experience, and increased operational efficiency and automation, whilst also improving overall policy and process adherence across the organisation.

(continued)

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Platform Remediation vs Reimplementation Assessment

Customer Outcomes (continued)

Following our recommendation, Methods can then provide services to:

- Design and implement a focused remediation through to a full platform reimplementation at pace to rapidly release the value of the investment

- Harness an approach that is scalable, responsive, and aligned to ServiceNow best practice

- Provide options for transforming the current instance or migrating to a new Production instance for future transition

- Enable simpler and faster upgrade processes

- Simplify product adoption and management of development pipelines by removing the need to continually modify core ServiceNow products and features to work with existing customisations

- Increase release cadence through simplified development overheads

- Remove the technical blockers to enhancing platform maturity arising from technical debt

- Simplify platform support and maintenance processes

- Drive increased platform adoption and enhanced user experience

- Improve policy and process adherence

- Reduce operational pain points, and restore effective and efficient business management operation through the ServiceNow platform

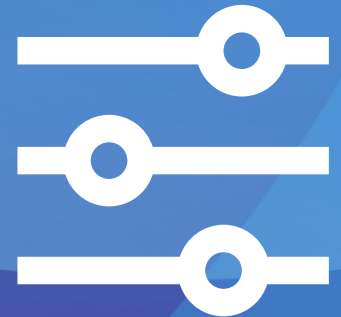methods **III** | servicenow.
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Platform Remediation vs Reimplementation Assessment: Our Approach

Methods' approach to the ServiceNow Remediation vs Reimplementation Assessment delivers an independent, evidence-based evaluation of the customer's platform to determine the optimal path forward.

The assessment begins with a thorough review of the ServiceNow instance, focusing on identifying customisations and deviations from best practices. This includes a detailed analysis of configurations, processes, and platform performance to uncover inefficiencies and areas for optimisation.

Workshops and stakeholder interviews are conducted to understand the organisation's current use of ServiceNow, pain points, and overarching business goals. Findings are summarised in a comprehensive report that provides a clear, objective comparison between remediation and reimplementation options.

Recommendations will be tailored to the customer's unique needs, balancing factors such as cost, timeline, and alignment with digital transformation objectives. The outcome is a robust action plan designed to optimise platform health, improve processes, and enable a seamless transition to a best-practice-aligned ServiceNow environment.

Legacy ITSM to ServiceNow Migration Planning

Features

- Comprehensive legacy system assessment of existing ITSM tools, processes and integrations
- ServiceNow readiness evaluation, identifying gaps in infrastructure, data and workflows
- Phased, strategic migration roadmap, tailored to business goals and technology landscape
- Collaborative stakeholder alignment workshops to define goals, roles and success metrics
- Data mapping and cleansing strategy to ensure clean, relevant data is migrated to ServiceNow
- Legacy workflow optimisation, rationalising processes to ServiceNow best practices
- Risk and impact analysis, identifying potential risks and mitigations to minimise business disruption
- Post-migration legacy toolset decommissioning strategy
- Licencing and cost modelling advice and guidance to optimise costs
- Structured planning checklist and templates for migration planning post-assessment

Service Definition

Methods' Legacy ITSM to ServiceNow Migration Planning service helps organisations prepare to modernise IT operations, by assessing the current environment alongside business goals, to deliver a clear roadmap for migration planning that will minimise risk and ensure a smooth, future-ready transformation.

Service Description

Traditionally, the approach to planning a migration from a legacy toolset has been to focus on the technology and the desire to replace outdated systems with scalable platforms that support automation, integration and data-sharing. This typically involves phased planning with a goal of migrating data and replicating the existing legacy workflow configurations, to ensure a smooth technical transition, that minimises disruption to BAU operations. Whilst this ensures data and configuration continuity, and minimal disruption, a purely technology-focused approach has significant limitations.

At Methods, we help our clients be future-ready with a holistic approach to transitioning to ServiceNow, helping you plan for an achievable minimum viable product (MVP) for the initial migration that will lay a strong foundation to maximise return on investment in the platform, enabling efficiency and growth to drive operational resilience.

Our assessment goes beyond the technology, including data, processes, organisation and people, and concludes with us supplying a thorough planning checklist and a complete set of easy-to-use templates, enabling you to continue the migration planning, ahead of you even purchasing the new software.

Legacy ITSM to ServiceNow Migration Planning

Benefits

- Clarity on current state, gaining an understanding of what you have, what is redundant and what can be improved

- Minimised migration risk, avoiding errors and disruption during transition

- Faster time to value with a clear, actionable plan for migration

- Clear alignment on plans and goals between IT, the business and leadership

- Improved data quality, ensuring only clean, reliable and compliant date will be migrated

- Optimised ITSM processes with modern workflows that will leverage ServiceNow's full capabilities

- Cost savings through licencing understanding and elimination of redundant legacy tools

- Scalable transformation with initial MVP plans for a foundation that supports future growth and expansion

- Structured insights to enable better decision making and make informed technical and business decisions

- Transformation confidence with a well-planned, low-risk, high-reward strategy

Customer Outcomes

The goal of our migration planning service is to ensure our clients are future-ready for a transition to ServiceNow, the AI platform for business transformation that will:

- Streamline Service Desk Operations
- Mature service delivery processes
- Drive operational excellence
- Enhance the user experience and adoption
- Provide a foundation for AI
- Unlock value earlier

At the conclusion of our engagement, you will be equipped with the tools and knowledge to continue planning for the migration to suit your timelines, having:

- A clear vision for ITSM transformation
- Identified obsolete tools and inefficient processes to reduce technical debt and lower cost of ownership over time
- A defined business change strategy to accelerate platform adoption and enhance user and agent experience
- High-level designs for optimised processes to enable better service delivery
- Plans for improved data governance and quality that will result from clean, well-structured data to enhance reporting and decision-making
- Strong stakeholder buy-in with clear alignment on goals and value, ensuring support from the top down.
- A foundation for long-term ITSM strategy with a future-proofed design

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Legacy ITSM to ServiceNow Migration Planning: Our Approach

The traditional approach to planning a migration from legacy ITSM toolsets, of focussing solely on the technology has significant limitations:

- Introduction of legacy inefficiencies that will undermine opportunities for modernisation and improvement.
- Misalignment with the wider business strategy, as evolving business needs, service delivery goals and enhancing the user experience are not considered.
- Increased complexity and cost, as technology-led migrations typically take more effort, elongating migration timelines and delaying business value realisation.
- Lower user adoption as your user base will not see any improvement in their ways of working, ultimately impacting return on investment (ROI).

Our holistic approach ensures our clients plan includes all the key elements for a successful migration:

- **Platform:** Understanding of platform capabilities and how these will unleash agility and unlock innovation with an accelerated time-to-value.
- **Data:** Robust data-mapping exercises to ensure redundant data is not migrated to the new platform.
- **Processes:** Plans for streamlined ITSM processes that will deliver better insights, allowing for iterative enhancements to further improve service delivery.
- **Organisation:** Assessment of business readiness is a critical element, often over-looked, considering the impact of business change to the organisation, with a focus on the to-be Operating Model, the hierarchical structure and the introduction of new processes and ways of working.
- **People:** The knowledge, experience and appetite for change of your people are key enablers to transformation of success and need to be factored early into migration planning, identifying "Change Champions" that will drive user adoption and ROI.

CMDB Health and Maturity Assessment

Features

- 3D visualisation of your CMDB, highlighting accuracy, completeness and freshness, providing an instant maturity assessment

- Compliance assessment of CMDB classes, relationships and usage patterns aligned to the CSDM

- Assessment of relationship integrity and service mapping, checking CI relationships across business, application and infrastructure layers

- Evaluation of governance processes, role assignments and CI ownership

- Discovery tools integration and coverage assessment, such as ITOM Discovery, SCCM etc.

- Data normalisation check, including naming conventions and categorisation consistency

- Assessment of CMDB data in a service context, including business service views, impact analysis and risk management

- Maturity benchmarking, identifying opportunities for improvement and a roadmap for growth to support business transformation

- Validation of CMDB data consumption by operational uses cases within ITSM, ITOM, Sec Ops and Risk e.g.

- Executive-facing visualisation and summary of CMDB health to enhance decision-making and stakeholder engagement

Service Definition

Our CMDB Health and Maturity Assessment provides organisations with a structured, fact-based CMDB evaluation against the Common Service Data Model (CSDM). Including a 3D visualisation, the service delivers a clear baseline of CMDB quality, relationship integrity, governance and maturity, identifying areas that are delaying value realisation across operational processes.

Service Description

Our CSDM aligned assessment framework, delivers a clear and structured health-check, to enable organisations to plan for structural compliance, operational value and trustworthy data.

As an accelerator, we leverage our relationship with EMMa3D, a ServiceNow Technology Parter and include their interactive 3D CMDB visualisation tool, transforming complex configuration data into clear, executive level insights.

The 3D visualisation, paired with our consulting expertise and thought-leadership, enables organisations to easily see their CMDB health, alignment and risks, creating immediate stakeholder engagement and a shared understanding of priorities.

Key deliverables of the service include:

- CMDB health baseline (completeness, accuracy, freshness, relationships)
- CSDM alignment scorecard
- CMDB maturity benchmarking and roadmap
- Discovery, integration, and governance effectiveness review
- Interactive 3D CMDB visualisation outputs for both executive and technical stakeholders

CMDB Health and Maturity Assessment

Benefits

- Baseline understanding of current state and a clear view of remediation requirements

- 3D cluster visualisation of problem areas, such as missing attributes, duplicates or stale data, reducing analysis time

- Accelerated understanding of CSDM alignment, highlighting gaps in CMDB structure mapping, including services, applications and technical components

- Prioritised recommendations for remediation, focussing on critical data, processes and integrations

- Shared view of current maturity across the business, improving stakeholder alignment and gaining agreement for improvements

- Realistic roadmap of maturity benchmarks, with measurable goals for a phased remediation

- Root cause and high impact area identification to eliminate rework and reduce remediation costs

- Achievable plan to enhance Service Management efficiency aligned to the CMDB maturity enhancement roadmap

- Optimisation plan for tooling and integrations to ensure they are assessed and refined before further weakening the CMDB

- KPI and metric definition to track future improvement and measure progress over time

Customer Outcomes

Organisations will gain clarity, transparency and executive-ready insights into CMDB state and its alignment with the CSDM, to enable prioritised planning for improvements.

EMMa3D brings the assessment to life, providing a visual, shared understanding of issues, making it easier to justify investment and build support for the improvements needed to drive business transformation.

At the conclusion of the assessment, you will have:

- A clear baseline of CMDB health and quality
- CSDM alignment status, highlighting both compliance and gaps
- Visibility of relationship gaps, that affect service mapping and impact analysis
- Identified gaps in governance processes, ownership and accountability
- Understanding of coverage levels of discovery tools and integrations versus reliance on manual entry
- A view of normalisation and data consistency gaps, such as inconsistent naming conventions, duplicate and unstandardised attributes
- Awareness of the extent of how the CMDB supports business service context
- A clear CMDB maturity rating against CSDM aligned benchmarks
- Stakeholder alignment and awareness of CMDB issues
- A commitment-free diagnostic roadmap of issues and priorities

CMDB Health and Maturity Assessment: Our Approach

Your ServiceNow CMDB should be more than a record of IT assets, it should be a living, reliable source of truth that drives smarter decisions, minimises risk, and keeps services running seamlessly. When managed well, it becomes a strategic asset that strengthens your entire organisation.

Success starts with strong governance. By defining ownership, roles, and clear processes for managing configuration items, we protect data quality and ensure lasting trust in the CMDB. With this foundation in place, automation takes over much of the manual effort. Tools such as ServiceNow Discovery keep your CMDB accurate and current, automatically detecting changes and running tailored schedules to match each environment.

We assess your current state CMDB, including a 3D visualisation, helping identify your most critical services and associated sources of data, highlighting and recommending areas for immediate results whilst supporting a foundation for growth. New and potential data sources are identified, ratified and schedules of implementation recommended in carefully validated phases, helping protect the integrity of your information every step of your journey.

Data quality management should be continuous with dashboards tracking completeness, accuracy, and compliance, while regular audits and validation sessions compare system discovery with trusted business records to identify and resolve discrepancies quickly. We share insights and enhanced tooling options to help map relationships and dependencies across your assets, enabling you with faster incident resolution, informed change planning, and robust risk assessment.

People remain central to success. We highlight best-practice approaches to help embed your CMDB into daily operations through methods including targeted training and increased collaboration between IT teams and business stakeholders, increasing the speed, quality and effectiveness of decision-making to support service delivery.

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