Fit4Future: ServiceNow ITOM Discovery Assessment

Service Overview

The NTT DATA Business Solutions Fit4Future: ServiceNow ITOM Service Discovery Assessment is a professional consulting service designed to review and optimize existing Discovery implementations.

By evaluating configurations, integrations, and processes, this assessment ensures alignment with best practices and out-of-the-box (OOTB) standards. It helps organizations enhance CMDB health, improve discovery success rates, and optimise IT operations through actionable recommendations.

Why ITOM Service Discovery Assessment Matters

Organizations rely on ITOM Discovery to maintain an accurate and efficient Configuration Management Database (CMDB). However, many struggle with incomplete data, poor scheduling, and misaligned configurations. This assessment addresses these challenges by:

Identifying inefficiencies and misconfigurations.

Ensuring optimal credential management and security.

Enhancing visibility into hybrid and multi-cloud environments.

Strengthening compliance with organizational governance policies.

Delivering tailored recommendations for immediate and long-term improvements.

Customer Outcomes

The ServiceNow Discovery Assessment delivers measurable benefits, including:

Streamlined Management: Faster completion times and more efficient workflows for standard and custom requests.

Improved User Experience: Enhanced self-service capabilities with optimized portals, forms, and templates.

Operational Efficiency: Reduced manual effort through better automation and ITSM process alignment.

Enhanced Reporting: Actionable dashboards and reports for greater visibility into request trends and performance.

Data Quality Improvements: Accurate and consistent data for reliable decision-making.

Future-Ready Systems: Scalable, OOTB-aligned configurations to support system upgrades and expansion.

Assessment Summary

Our Fit4Future Discovery Assessment Service is designed to optimize your ServiceNow Discovery implementation, ensuring complete and accurate visibility of your IT environment. Through a structured evaluation of your current setup, we identify gaps, inefficiencies, and opportunities for improvement. Our assessment delivers a clear, actionable roadmap to enhance Discovery coverage, automate asset identification, and improve CMDB accuracy—empowering your organization with reliable data for IT operations and decision-making.

Fit4Future Methodology

1. Review: A technical deep dive into your Request Management configuration and alignment with best practices to identify gaps and opportunities for improvement.

2. Interview: Stakeholder surveys and one-on-one interviews provide insight into user sentiment, adoption challenges, and perceptions of the Request Management value within your business.

3. Observe: Expert analysis of collected data reveals critical insights and areas that need immediate attention.

4. Recommend: Tactical and strategic action plans are crafted to prioritize both short-term fixes and long-term improvements.

Fit4Future Deliverables

The deliverables from this assessment are comprehensive and designed to drive meaningful change:

- **Detailed Report:** outlining findings and recommended improvements.
- **Prioritized Roadmap:** for immediate and long-term enhancements.
- **Optimization strategies:** for discovery configurations and MID Server performance.
- **Integration recommendations:** to improve ITOM and ITSM workflows.
- **Governance and compliance:** insights to ensure regulatory alignment.

Get Started

Take the next step in optimizing your ITOM Discovery implementation. Contact us today to schedule an assessment and unlock the full potential of your CMDB with enhanced visibility, efficiency, and security.

> " Contact us today to enhance visibility, improve CMDB accuracy, and drive smarter IT operations with our Discovery Assessment Service.

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About NTT DATA Business Solutions

Digital transformation helps companies reach their full potential by ensuring the underlying technologies work seamlessly for their people. We design, implement, manage, and continuously enhance solutions to make them work for companies and their employees.

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