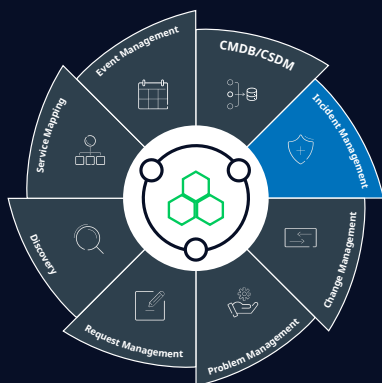


Fit4Future: ServiceNow Incident Management Assessment

Service Overview

The NTT DATA Business Solutions Fit4Future ServiceNow Incident Management Assessment is a professional service designed to review and optimize your existing Incident Management implementation.

By aligning configurations, workflows, and integrations with best practices and out-of-the-box (OOTB) standards, this assessment identifies areas for improvement and delivers actionable recommendations to enhance efficiency, improve incident resolution times, and maximize the value of your ServiceNow investment.



Why Incident Management Assessment Matters

Modern IT environments are complex, with high incident volumes, distributed teams, and hybrid infrastructures. Inefficient Incident Management processes can lead to longer resolution times, higher costs, and reduced user satisfaction. The ServiceNow Incident Management Assessment enables organizations to:



Validate and optimize configurations and workflows.



Align with ITIL best practices and reduce customization-related inefficiencies.



Improve mean time to detection (MTTD) and mean time to resolution (MTTR).



Enhance reporting, dashboards, and overall data quality.

By delivering tailored recommendations and actionable insights, this service ensures that your Incident Management implementation supports organizational goals, including ITOM and AIOps adoption.

Customer Outcomes

By engaging with the ServiceNow Incident Management Assessment, organizations can achieve:

Improved Resolution Times: Reduced MTTD and MTTR through optimized workflows.

Increased User Satisfaction: Enhanced adoption and efficiency among resolver groups.

Enhanced Data Quality: Accurate data for reporting and decision-making.

Governance and Compliance: Stronger alignment with auditable IT processes and standards.

Cost Savings: Reduced SLA breaches and manual efforts.

Future-Ready Processes: A stable, scalable foundation for ITOM and other advanced modules.

Assessment Summary

Our Fit4Future Incident Management Assessment Service is designed to streamline your incident resolution processes and bolster service reliability. By rigorously assessing your incident workflows and response strategies, we uncover critical improvement areas and provide a clear, actionable roadmap. This structured approach ensures that every recommendation supports your strategic goals while enhancing operational efficiency.

Fit4Future Methodology

1. Review: A technical deep dive into your Incident 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 Incident 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 prioritise 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:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritized, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational leaders.
- **Best Practices:** Access to whitepapers and guidance from industry experts.

Get Started

Optimize your ServiceNow Incident Management implementation today. Contact us to:

- Schedule an assessment tailored to your organization's needs.
- Unlock the full potential of your Incident Management processes.
- Achieve operational excellence and future readiness.

“Contact us now to enhance your incident resolution processes and drive measurable improvements across your IT operations.”



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.

Learn more about NTT DATA Business Solutions

nttdata-solutions.com

