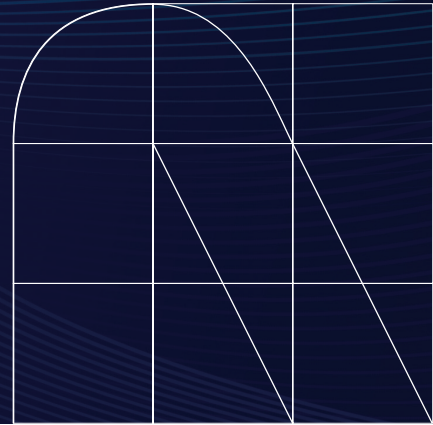


ServiceNow Change Management Assessment

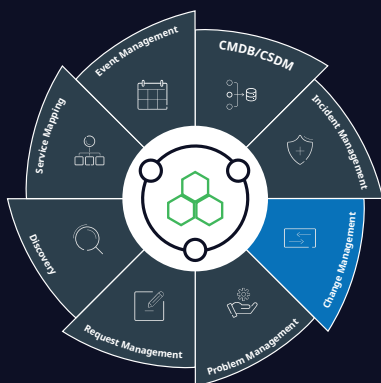


Service Overview

The NTT DATA Business Solutions Fit4Future Change Management Assessment is a professional service designed to optimise your organisation's Change Management implementation.

By aligning processes, configurations, and integrations with best practices and out-of-the-box (OOTB) standards, this assessment helps to enhance system stability, reduce technical debt, and improve operational efficiency.

Tailored recommendations ensure that Change Management processes support broader organisational goals, including digital transformation and regulatory compliance.



Why Change Management Assessment Matters

Effective Change Management is critical in today's complex IT environments, where hybrid infrastructures, regulatory requirements, and high system dependencies demand robust processes. Inefficient or misaligned Change Management can result in system outages, increased costs, and compliance risks. The ServiceNow Change Management Assessment:



Ensures adherence to ITIL best practices and OOTB configurations.



Reduces emergency changes and failed approvals.



Strengthens integrations with Incident and Problem Management.



Enhances data quality, reporting, and governance.

By providing actionable insights and prioritised recommendations, the service empowers organisations to optimise Change Management processes, support innovation, and improve ROI from their ServiceNow investment.

Customer Outcomes

The ServiceNow Change Management Assessment delivers measurable improvements:

Improved System Performance: Enhanced stability and fewer incidents caused by changes.

Reduced Technical Debt: Aligning with OOTB standards to simplify upgrades and scalability.

Enhanced Governance: Streamlined CAB/CCB processes with improved auditability.

Increased Data Quality: High-quality data for accurate reporting and better decision-making.

Reduced Emergency Changes: Minimise unplanned changes and system outages.

Future-Ready Processes: Clear action plans to support ITOM adoption, DevOps integration, and onboarding new business units.

Assessment Summary

Our Fit4Future Assessment Change Management Assessment Service is designed to diagnose and enhance your change processes to meet today's dynamic demands. By evaluating your current practices, we identify key areas for improvement and craft a customised roadmap that balances operational stability with agile transformation. This structured approach ensures our recommendations are practical, actionable, and fully aligned with your strategic objectives.

Fit4Future Methodology

1. Review: A technical deep dive into your Change 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 Change 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:

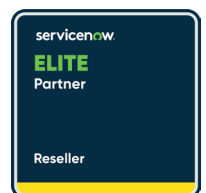
- **Detailed Report:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritised, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational leaders.
- **Best Practices:** Access to whitepapers and guidance from industry experts.

Get Started

Transform your Change Management processes with the ServiceNow Change Management Assessment. Contact us today to:

- Schedule a tailored assessment and identify key areas for improvement.
- Reduce system outages and improve operational efficiency.
- Achieve alignment with industry best practices and future organisational goals.

“ Contact us now to unlock the full potential of your Change Management implementation!



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

