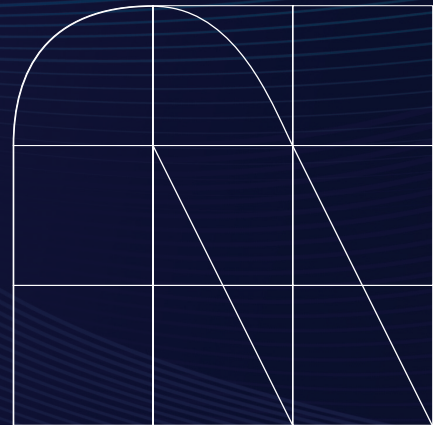


# Fit4Future: ServiceNow Event Management Assessment

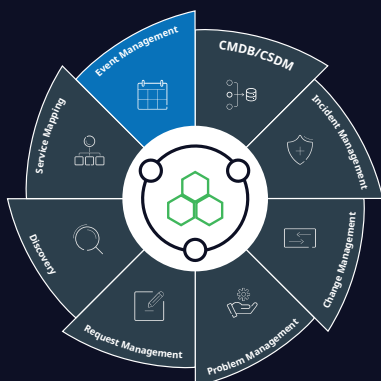


## Service Overview

The NTT DATA Business Solutions Fit4Future ServiceNow ITOM Event Management Assessment is a professional service designed to optimise your Event Management implementation.

By evaluating configurations, integrations, and workflows, this assessment ensures alignment with best practices and out-of-the-box (OOTB) standards.

It provides actionable recommendations to enhance event correlation, noise reduction, root cause analysis, and automated remediation workflows, ensuring your organisation's IT operations remain efficient and scalable.



## Why Event Management Assessment Matters

In today's complex IT environments, efficient Event Management is critical for reducing noise, streamlining alert handling, and ensuring proactive incident resolution. Misaligned configurations and inefficient workflows can lead to operational bottlenecks and higher costs. This assessment helps organisations:



Reduce event noise and prioritise actionable alerts.



Automate remediation workflows to save time and resources.



Improve CI binding and service correlation for better impact analysis.



Enhance visibility with optimised dashboards and reporting.

By addressing inefficiencies and delivering tailored insights, this service empowers organisations to achieve a future-ready Event Management implementation.

## Customer Outcomes

By engaging with the ServiceNow ITOM Event Management Assessment, organisations can achieve:

**Enhanced Event Correlation:** Reduced noise and improved prioritisation of alerts.

**Increased Efficiency:** Faster alert responses and automated remediation workflows.

**Improved Service Visibility:** Accurate CI binding and service correlation for clearer impact analysis.

**Optimised Workflows:** Streamlined processes for handling alerts and incidents.

**Better Decision-Making:** Actionable dashboards and reports provide valuable insights.

**Governance and Compliance:** Alignment with regulatory and organisational policies.

**Future-Ready Systems:** Scalable, stable configurations that support ITOM and ITSM objectives.

## Assessment Summary

Our Fit4Future Event Management Assessment Service is engineered to refine your IT Operations by streamlining event detection and response processes. By analysing your current event management setup, we pinpoint gaps and develop a comprehensive roadmap to enhance efficiency and proactive resolution. This structured approach delivers practical, actionable recommendations that are perfectly aligned with your strategic ambitions.

## Fit4Future Methodology

**1. Review:** A technical deep dive into your Event 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 Event 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:

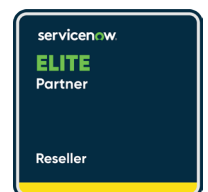
- **Detailed Report:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritised, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational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

## Get Started

Optimise your Event Management processes with the ServiceNow ITOM Event Management Assessment. Contact us to:

- Reduce event noise and streamline alert handling.
- Automate workflows for faster incident resolution.
- Prepare your Event Management implementation for future growth.

“ Contact us now to enhance your Event Management processes and achieve operational excellence!



## 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](https://nttdata-solutions.com)

