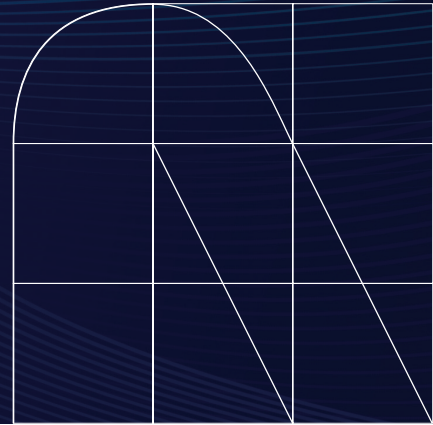
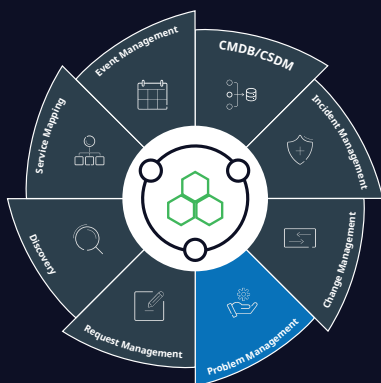


Fit4Future: ServiceNow Problem Management Assessment



Service Overview

The NTT DATA Business Solutions Fit4Future ServiceNow Problem Management Assessment is a professional service that evaluates and optimises your existing Problem Management implementation. By aligning configurations, processes, and integrations with best practices and out-of-the-box (OOTB) standards, this assessment helps organisations enhance root cause analysis (RCA), streamline known error management, and improve operational efficiency.



Why Problem Management Assessment Matters

In today's complex IT environments, recurring incidents, inefficient processes, and poor data quality can lead to operational bottlenecks and increased costs. The ServiceNow Problem Management Assessment provides organisations with actionable insights to:



Reduce incident recurrence through more effective RCA.



Optimise known error management processes.



Align Problem Management with broader ITSM objectives.



Improve data quality for better decision-making and reporting.

By addressing configuration inefficiencies and ensuring stronger integrations with Incident and Change Management, this service empowers organisations to unlock the full potential of their ServiceNow Problem Management module.

Customer Outcomes

By engaging with the Problem Management Assessment, organisations can achieve:

Improved Root Cause Analysis (RCA): Faster and more effective identification of underlying issues.

Streamlined Known Error Management: Enhanced processes for documenting and resolving errors.

Stronger ITSM Integrations: Improved collaboration between Problem, Incident, and Change Management.

Enhanced Data Quality: Accurate, consistent data for actionable insights and reporting.

Increased Process Efficiency: Reduced manual effort through better workflows and automation.

Future-Ready Processes: Alignments that support ITOM and AIOps adoption.

Assessment Summary

Our Fit4Future Problem Management Assessment Service is crafted to uncover inefficiencies and address recurring challenges at their source. Through a thorough evaluation of your problem management processes, we pinpoint opportunities for improvement and deliver a targeted roadmap for systemic resolution. This structured methodology guarantees that our recommendations are practical, actionable, and in step with your long-term strategic vision.

Fit4Future Methodology

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

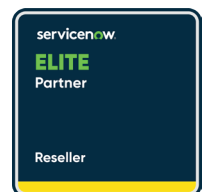
- **Detailed Report:** A thorough analysis highlighting strengths, weaknesses, and recommendations.
- **Remediation Plan:** Prioritised, actionable recommendations for immediate and future improvements.
- **Executive Summary:** A presentation-ready document for C-level decision-makers and operational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

Get Started

Take the next step towards optimising your ServiceNow Problem Management implementation. Contact us today to:

- Schedule your assessment and address key focus areas.
- Enhance your Problem Management capabilities for better RCA and efficiency.
- Achieve operational excellence and prepare for future growth.

“ Contact us now to unlock the full potential of your ServiceNow Problem Management processes!



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

