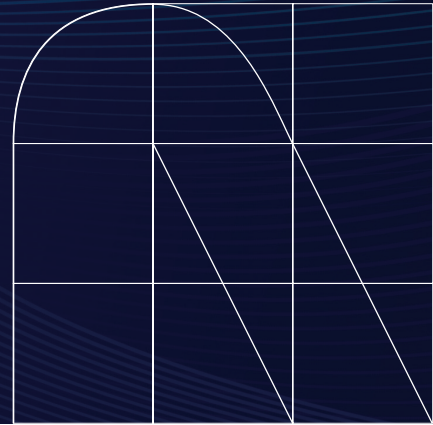


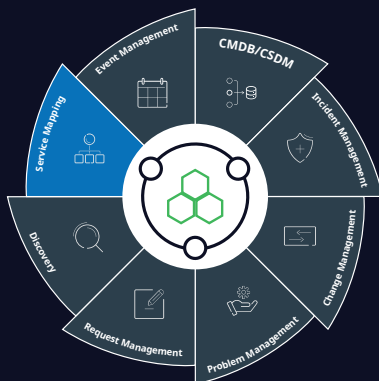
Fit4Future: ServiceNow ITOM Service Mapping Assessment



Service Overview

The NTT DATA Business Solutions Fit4Future ServiceNow ITOM Service Mapping Assessment is a professional service designed to review and optimise your existing Service Mapping implementation.

This assessment evaluates configurations, data accuracy, and alignment with best practices to ensure reliable and comprehensive service maps. By identifying inefficiencies and improvement opportunities, the assessment delivers actionable recommendations to enhance mapping accuracy, support ITOM objectives, and improve business outcomes.



Why ITOM Service Mapping Assessment Matters

Accurate service mapping is critical for IT operations, providing visibility into infrastructure dependencies and supporting proactive management. However, many organisations struggle with incomplete, redundant, or inconsistent service maps. Our assessment helps you:



Identify gaps and misconfigurations in service mapping.



Improve data accuracy and integrity through Discovery integration.



Optimise the use of OOTB and custom mapping patterns.



Enhance governance processes for managing service maps effectively.



Align Service Mapping with ITOM best practices to support automation and decision-making.

Customer Outcomes

By leveraging our NTT DATA Business Solutions Fit4Future ITOM Service Mapping Assessment, customers can expect:

Improved mapping accuracy with complete and reliable service dependencies.

Optimised feature usage for better scalability and performance.

Increased adoption through stakeholder engagement and training.

Stronger governance ensuring consistency in service mapping updates.

Future-ready implementation supporting ITOM scalability and business alignment.

Assessment Summary

Our Fit4Future Service Mapping Assessment Service is focused on unlocking critical insights within your IT infrastructure. Through a detailed evaluation of your service mapping processes, we identify opportunities to improve visibility and accuracy across your operations, crafting a targeted roadmap for success. This structured methodology ensures that our recommendations are both practical and in full alignment with your strategic objectives.

Fit4Future Methodology

1. Review: A technical deep dive into your Service Mapping 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 Service Mapping 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

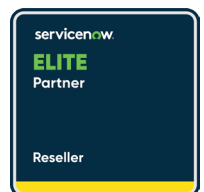
The deliverables from this assessment are comprehensive and designed to drive meaningful change:

- **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

Enhance your IT operations with the NTT DATA Business Solutions Fit4Future ServiceNow ITOM Service Mapping Assessment.

“ Contact us today to schedule an assessment and gain the insights needed to optimise your service mapping strategy for improved system performance and business agility.”



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

