

# ServiceNow Services Accelerate IT Transformation

## Certified Resources, Support and Training

### Benefits

- Shortest path to success and ongoing value
- Proven StartNow methodology drives rapid implementation
- ServiceNow application suite and platform expertise
- Definitive source for ServiceNow training and certification
- Embedded ServiceNow best practices leveraged across transformation
- Certified ServiceNow resources
- 24/7 world-class product support experts, 365 days a year
- Extensive, integrated global services ecosystem

The ServiceNow Services team provides experienced leadership, support and guidance. As a partner to some of the world’s most recognizable and innovative brands, ServiceNow Services provides the shortest path to success and ongoing value for their customers.

Services include professional services, training and certification, and support offerings. Together with an extensive, integrated global ecosystem, this team of certified consultants guarantees that you always have access to the resources you need—when you need them—accelerating your time-to-value.

ServiceNow provides proactive, customer-centric services to ensure that you can go from where you are—to where you want to be—as quickly and efficiently as possible. Using an iterative process, ServiceNow Services uses best practices—based on experience with hundreds of successful deployments—to train users, provide assurance services and optimize configurations to successfully transform IT. Underpinning this process is the ServiceNow StartNow methodology supported by the ServiceNow IT Service Automation Application Suite and the Service Automation Platform and domain expertise.

### Professional Services

ServiceNow Professional Services accelerates IT transformation using proven best practices and the StartNow implementation methodology.

A portfolio of services, including tailored and packaged options, covers all aspects of the product implementation and operational lifecycles as well as process, technical, project and program management best practices for:

- Implementation
- Process & Technical Workshops
- Technical Reviews
- Remote Administration

This powerful combination of best practices and implementation methodology, supported by an ecosystem of professional services, partners and Global System Integrators (GSIs), ensures customers achieve faster time-to-value.

### StartNow Methodology

The ServiceNow StartNow implementation methodology is derived from experience with hundreds of successful deployments. StartNow utilizes functionality from the ServiceNow Project Management and Software Development Lifecycle (SDLC) applications.

- **Plan**—Establish the project charter and overarching plan
- **Discover**—Determine requirements for success
- **Prepare**—Build the base platform for deployment
- **Deploy**—Configure the platform iteratively
- **Operate**—Prepare for go-live and transition to operation
- **Transform**—Improve service continually

This proven methodology balances both traditional and rapid iterative approaches to achieve faster deployments at lower total costs.

**Services Ecosystem**

The services ecosystem is a network of ServiceNow experts that includes GSIs and services partners—all with a commitment to customer success and an ability to deliver superior solutions.

Services partners are all technically certified and maintain high customer satisfaction scores. The services partner program has three designated levels of experience and expertise—Authorized, Preferred, and Master—to meet customer needs.

**Training & Certification**

Your successful ServiceNow experience begins with a solid foundation. ServiceNow offers flexible training solutions, including onsite options, designed to match your skill level, learning style and schedule. A comprehensive catalog of instructor-led and virtual classrooms and self-paced, online learning programs include real-world scenarios to give you valuable, practical experience. Training is available through ServiceNow or ServiceNow Authorized Training Partners (ATPs).

ServiceNow also offers certification, available for both customers and partners, for those individuals interested in demonstrating effective mastery of the critical dimensions of the ServiceNow platform.

Public courses are available for system administrators and developers. ServiceNow also offers custom training for process users. Scheduled locations and dates for each public course are published on the ServiceNow website at [www.servicenow.com/training](http://www.servicenow.com/training).

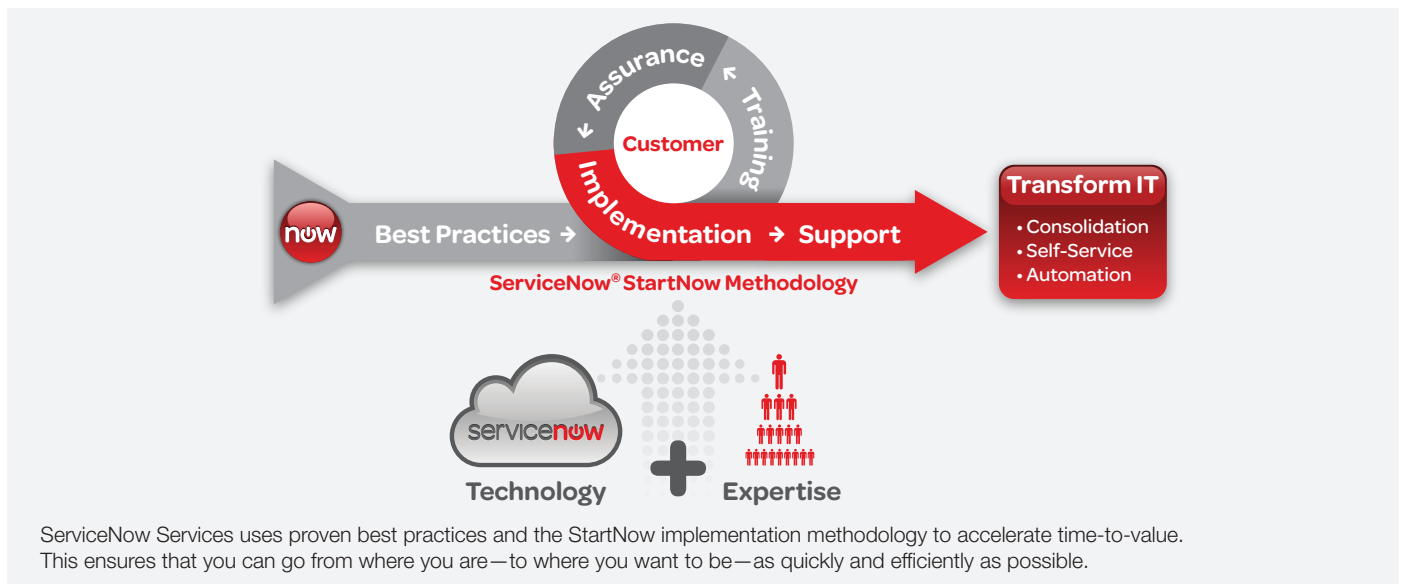
**Support**

ServiceNow Support provides proactive, customer-centric support, ensuring that customers receive the maximum return on their ServiceNow investment. Gain access to trained, experienced professionals with deep product knowledge and real-world experience who can help your team resolve issues as quickly as possible.

Interact and network in the ServiceNow Community with users from around the globe using ServiceNow to enhance and expand their IT service offering or visit

the ServiceNow Wiki for easy access to comprehensive product documentation, the latest release notes, and best practice methodology. ServiceNow users can also access the Knowledge Base to get the latest alerts, service recommendations, implementation troubleshooting content, and video tutorials. Login to the ServiceNow support portal to access self-service tools, review support messages and track service requests.

Optionally, additional support is available from a Support Account Manager. Support Account Managers provide you with a designated resource to support your ServiceNow technical team. They act as a customer advocate for incidents and problems, a coordination point for upgrades and provide scheduled reporting of customer utilization trends.



[www.servicenow.com](http://www.servicenow.com)

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