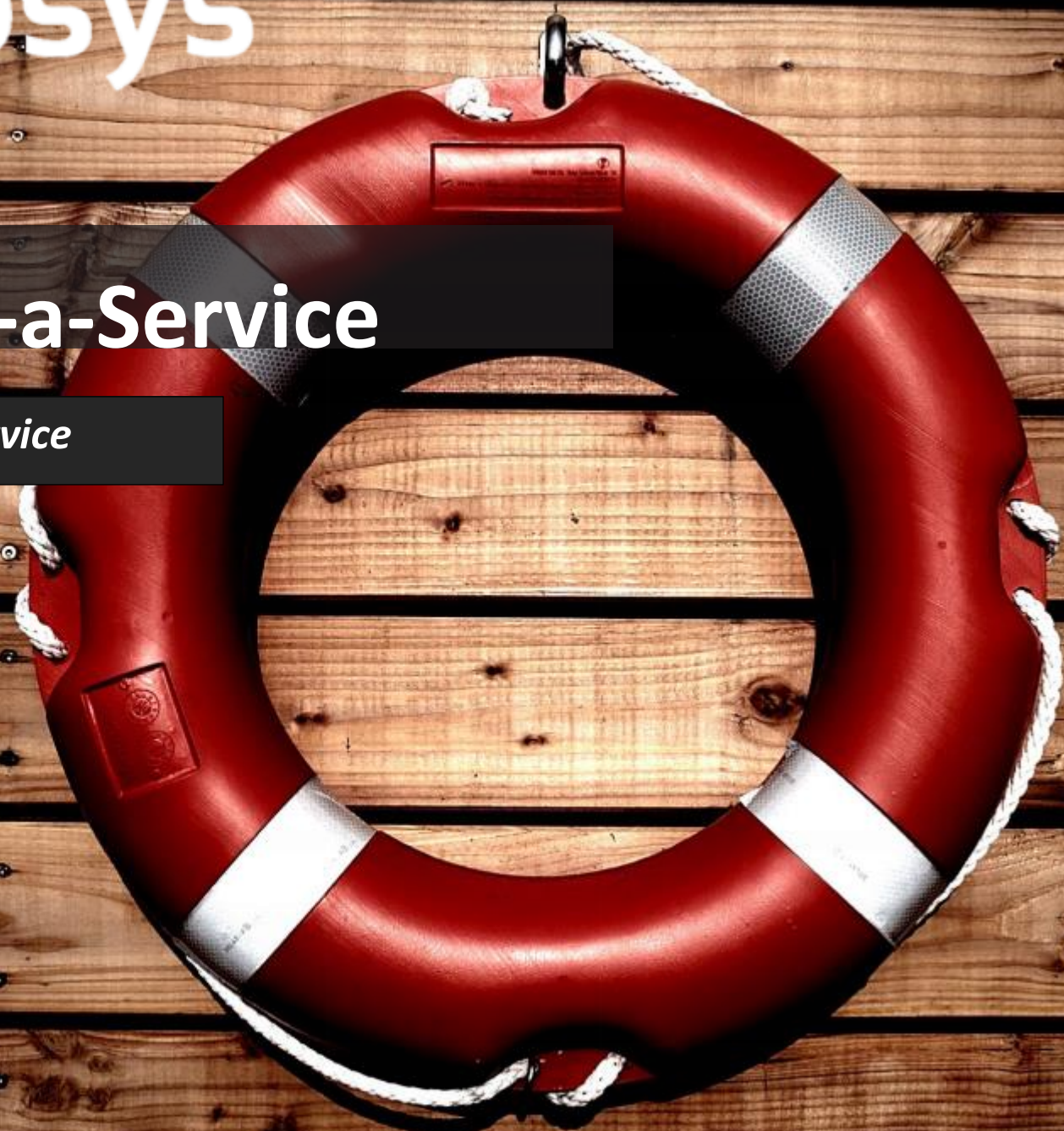




# Peace of Mind as-a-Service

*Technosys ServiceNow Managed Service*





# ServiceNow Managed Service Specification

## Introduction

Technosys ServiceNow Managed Service provides access to certified consultants who offer technical guidance and remote services to help maintain and enhance the customer's implementation of ServiceNow applications and platforms.

- Guidance Activities:** Guidance and advice on technical configuration alternatives and answering "how to" questions. ServiceNow can take customer-developed use cases and generate technical configuration specifications for the implementation.

- Enhancement Activities:** Technical configuration services for customer implementation of projects to deploy additional functionality of ServiceNow applications and platforms, meeting specific customer defined needs. Documentation of any customisation being developed, including process and user manuals, etc.

- Maintenance Activities:** Perform day-to-day administration work and provide observations regarding current configurations against best practices. Full support for day-to-day issues/questions that arise.

- Engagement Activities:** Lead planning activities, maintain and execute mutually agreed-to plans to complete technical requests, allocate appropriate resources from Technosys, and act as a single point of contact. Facilitate status calls to track the technical request progress as necessary.

- Training:** Ongoing training of new and existing ServiceNow functionality.

## Typical challenges faced by customers

As a ServiceNow partner and specialist in ITSM implementation, Technosys has the expertise and experience to monitor and manage ServiceNow applications, ensuring that they are ready to be utilised at their maximum effectiveness.

"I lost my system administrator and I really need some help"

Staff Gaps

"I need a backup for day-to-day administration while rolling out a new application."

Back Up

"I feel our Users have great Enhancement ideas but I can't keep up"

Help Grow

## Services offered

Our clients IT departments face daily challenges, most of these challenges stem from:

- Economic stress, budgetary constraints and the need to do more for less.
- Addressing competing needs such as servers vs. end users vs. business applications.
- Risk and exposure due to security and compliancy issues.
- Personnel turnover.
- Keeping ServiceNow skills level up to date.

By subscribing to the 'ServiceNow Managed Service', customers can address these top challenges by:

- Providing administrative services which deliver consistently high levels of service.
- Proactively review and maintain systems.
- Maximising technology investment to help your company achieve your business goals through increased productivity and efficiency.
- Receiving strategic discount levels on consulting.
- Obtaining cost-effective and predictable IT budgets.

## Examples of Technical Request Types Available

Task	Technical Requests Types	Task	Technical Requests Types
<b>ACE Report</b>  Note: ServiceNow may charge for the report.	<ul style="list-style-type: none"> <li>✦ Request an ACE scan</li> <li>✦ Remediate issues identified by the ACE report as agreed to by Customer and Technosys</li> </ul>	<b>Managing Data</b>	<ul style="list-style-type: none"> <li>✦ Import data using import sets and transforms</li> <li>✦ Configure users, groups, companies, locations, departments, etc.</li> <li>✦ Configure group on call rotation</li> <li>✦ Configure CMDB</li> <li>✦ Create update sets for changes</li> </ul>
<b>Content Management System (CMS)</b>	<ul style="list-style-type: none"> <li>✦ Configure CMS templates</li> <li>✦ Configure custom CMS interface</li> <li>✦ Configure the Self-Service Catalog in CMS</li> <li>✦ Tailor out-of-the-box CMS templates (themes and logos)</li> </ul>	<b>Navigation and UI Configuration</b>	<ul style="list-style-type: none"> <li>✦ Configure applications and modules</li> <li>✦ Configure CSS theme</li> <li>✦ Configure UI Actions</li> </ul>
<b>Email</b>	<ul style="list-style-type: none"> <li>✦ Configure events and email notifications</li> <li>✦ Configure inbound email actions</li> <li>✦ Configure labels and views</li> <li>✦ Reference information from other records</li> </ul>	<b>Reports</b>	<ul style="list-style-type: none"> <li>✦ Configure homepages and gauges</li> <li>✦ Configure public reports</li> <li>✦ Configure reports</li> <li>✦ Configure service level agreements (SLAs) and operational level agreements (OLAs)</li> </ul>
<b>Form Administration</b>	<ul style="list-style-type: none"> <li>✦ Add and modify Service Catalog items (requests)</li> <li>✦ Configure form sections</li> <li>✦ Add reference fields</li> <li>✦ Add related lists</li> <li>✦ Personalise forms</li> </ul>	<b>Security</b>	<ul style="list-style-type: none"> <li>✦ Configure access control list (ACL) rules</li> <li>✦ Configure contextual security</li> <li>✦ Configure role delegation</li> </ul>
<b>Integrations</b>	<ul style="list-style-type: none"> <li>✦ Configure ServiceNow-side LDAP</li> <li>✦ Configure ServiceNow-side Okta SSO</li> <li>✦ Configure ServiceNow-side HP Open View Operations (OVO)</li> <li>✦ Configure ServiceNow-side HP Operations Orchestration (OO)</li> <li>✦ Configure ServiceNow-side for other integrations</li> </ul>	<b>Workflow</b>	<ul style="list-style-type: none"> <li>✦ Configure approval activities</li> <li>✦ Configure rollback activities</li> <li>✦ Set conditions for activities</li> <li>✦ Configure notification activities</li> </ul>
<b>Localization</b>	<ul style="list-style-type: none"> <li>✦ Configure locales</li> <li>✦ Configure time zones</li> <li>✦ Add languages</li> <li>✦ Add Currency</li> </ul>	<b>Remote Services</b>	<ul style="list-style-type: none"> <li>✦ Assist with cloning activities</li> <li>✦ Configure business rules</li> <li>✦ Request for ServiceNow documentation</li> <li>✦ Provide upgrade assistance</li> <li>✦ Provide go-live assistance</li> <li>✦ Provide cursory evaluation of Customer instance</li> <li>✦ Update designated requestor(s)</li> </ul>

## ServiceNow Managed Service Offerings

### Technosys ServiceNow Managed Service Cost Options





**Bronze** - This is a 'Pay as You Go' service where member customer pays for the service on an hourly bases, during normal Technosys business hours. No notice periods.

**Silver** - This is a quarterly renewed service, requires a minimum of three months' contract (paid monthly). Service is capped to 60 objects of administrative activities (non-development) per month. Includes 1 free consultancy day per month.

**Gold** - This is an annually renewed service offering, paid monthly. Service is un-capped; any number of administrative tasks can be requested. Includes up to 3 consultancy day per month.

**Platinum** - Same as Gold but with up to 5 consultancy days available for the customer per month.

**Please Note:**

-  Free Consultancy Days Bundled: Customer can utilise Technosys consultants for any ServiceNow activities (e.g., training, development, or integration activities).
-  Service is mainly provided remotely but includes up to 2 days per month on-site (booked in advance) for Platinum Service subscribers.
-  Unused inclusive monthly consultancy days cannot be carried over to the next month.
-  Extra consultancy days purchased at a discounted rate never expire.

	Technosys ServiceNow Managed Service			
	Bronze	Silver	Gold	Platinum
Pay-As-You-Go	✓	×	×	×
Minimum of Three Months Contract	✓	×	×	×
One Year Contract, Renewed Annually	×	✓	✓	✓
Monthly Subscription	×	✓	✓	✓
Billing by 15 Minutes	✓	✓	✓	✓
Capped to Maximum 60 hours of administrative activities per month	×	✓	×	×
Unlimited Configuration Changes	✓	×	✓	✓
Annual Health Check (Security, Configurations, Customisations)	×	×	✓	✓
Extra Consultancy Days @ Discounted Rate	×	✓	✓	✓
Inclusive Free Consultancy Days Per Calendar Month	×	1	2	3

Managed Services can be scaled up for growing businesses or back for those looking to reduce monthly spend. This gives businesses using Managed Services great flexibility and security in knowing their IT spend is scalable in line with company growth.

**By subscribing to the ServiceNow Managed Service offering, the customer achieves the following key benefits:**

- ✦ **Extensive ITSM knowledge** - Each of our consultant will have ITSM experience with all the necessary modules for your solution. In addition, backline support staff members will have an array of experience with integration points and will be able to give advice on configuration options and how to expand the use of the applications.
- ✦ **Understanding Your Environment** - As part of the ServiceNow Managed Service, Technosys makes an effort to understand our customers' ITSM environment and processes. This knowledge is gained immediately upon starting a contract and continues while it is running. Technosys employs a standard approach to new customers which engages both parties in structured learning sessions, enabling our ServiceNow Managed Service technicians to document and understand the customers' specific environment. Additionally, during a ServiceNow Managed Service contract, Technosys learns and documents changes to the ITSM environment and business processes.
- ✦ **Independent Advice** - Our recommendations are unbiased and made with the customer's best interest in mind.
- ✦ **Cost Effective** - Technosys ServiceNow Managed Service provides customers an alternative to hiring multiple personnel to obtain the same coverage and expertise being offered by the Technosys program.

- ✦ **Documented System** – Many companies today have very little documentation regarding their ITSM environment. The Technosys ServiceNow Managed Service program completely and accurately documents any configurations and customisations implemented and follows an agreed upon documentation and development standard.
- ✦ **Improved IT Proficiencies** – Technosys will be able to identify areas of improvement in the ITSM solution that can improve overall IT processes. Many IT organisations have bottlenecks in their process or work outside the system because they are not aware of all of the ITSM applications functionality.
- ✦ **Expand the ITSM Footprint** – Many companies have organisational / individual requests for enhancements to the ITSM solution, that are potentially denied because they take too long to implement or aren't perceived to be core to the ITSM solution. Technosys' knowledgeable staff will be able to quickly determine the feasibility of these requests and provide insight on

### **Who Are Technosys?**

Technosys are ServiceNow Sales & Services Partner. With more than 30 years experience implementing IT Service management tools, our teams' expertise and knowledge are second to none, providing you with the information you need to find the best solution for your company.

The Technosys ServiceNow Peace of mind as-a-Service provides organisations with a comprehensive, flexible and remote managed service offering that is capable of maintaining all of a customer's ServiceNow out-of-the-box and custom applications.



**For more information, please contact our sales team:**

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