# WE GET BUILDING A COMPLETE IT SERVICE TAXONOMY ISN'T ALWAYS CRYSTAL CLEAR.

## CDW Amplified™ OS
### Service Taxonomy Workshop

Documenting your Service Taxonomy allows you to identify the services offered and any overlaps between them. This becomes especially important when your ServiceNow catalog includes multiple services. As an example, services like training may be offered by several departments. Identifying and mapping these services out allow you to make better decisions regarding how to display them in your catalog.

**CDW's Service Taxonomy Workshop can help you achieve:**

**Operational Efficiencies**

**Increased Performance**

**Faster Innovation**

## Orchestrating the Right Solution

This three–day interactive journey will guide participants through the process of aligning IT service delivery with business needs and priorities. They will gain greater awareness of how business services impact IT operations from a macro perspective. In the end, we help them build a useable service taxonomy model based on their specific services, and help them become self–sufficient in maintaining and maturing that business service taxonomy and CMDB.

Our Advisory Service consultants help you define and document your organization's services and provide your team with the experience to easily handle continued updates and enhancements.

**Workshop Benefits:**

· Provide knowledge transfer on how to identify and define your services.

· Align your services to match your business needs.

· Help you design a fully tailored business services taxonomy.

· Provide your delivery team with a complete business services guide.

## CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.
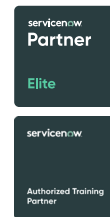
**Important Stats**

· 4.5+ (out of 5) CSAT Score Visit servicenow.com/partners and search "CDW" for details

· 640+ ServiceNow Certifications

· Authorized ServiceNow Trainers

· 2,000+ ServiceNow Application Deployments

· AXELOS® Accredited ITIL® Trainers

· IT Service Management since 2003

· ServiceNow Partner since 2013

**What Our Customers Say**

"Your team has been a great pleasure to work with during our transition to ServiceNow."
— Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."
— Paula (Investment Company, Boston, MA)

2021 GLOBAL PARTNER AWARD WINNER now

servicenow Partner Elite

servicenow Authorized Training Partner

2021 AMERICAS PARTNER AWARD WINNER now

**CDW's full lifecycle of Services can support your business no matter where you are on your journey**

Design → Orchestrate → Manage    On–Premises → On–Journey → Cloud–Based

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## Deliverables Checklist

Over the course of three days, experienced Advisory Service Consultants conduct a knowledge transfer session to ensure all participants understand the concepts of Service Taxonomy and Service Definition. They also provide full documentation of core Business Services and their attributes, including:

| Deliverables | Service Taxonomy Workshop |
| --- | --- |
| Methodology and approach for defining an appropriate Service Taxonomy and documenting Services in a Service Definition teamplate (.docx) covering:<br>·    Identification of Service-Level Agreements (SLAs)<br>·    Operational Level Agreements (OLAs)<br>·    Underpinning Contracts (UCs) | ✓ |
| Documentation of the agreed upon number of Services defined from the workshops, including associated Service Attributes (.docx) | ✓ |

## Proofpoints

**#1**
ServiceNow's Global Elite Segment and Americas Elite Segment Partner of the Year 2021

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**To learn more about CDW's Service Taxonomy Workshop, call your account manager or 866.782.4239.**

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