

# MATURITY ASSESSMENT AND ROADMAP

ServiceNow



Are your IT processes plagued by inefficiencies? Are business customers asking for things you can't provide or easily manage? Are you unsure if you could improve or replace your current ITSM tool to reduce cost and improve efficiency? If you answered "yes" to any of these questions, our Maturity Assessment will help guide you toward the next level of process maturity.

## CDW's Maturity Assessment and Roadmap can help you achieve:



**Increased Performance**



**Faster Innovation**



**Operational Efficiencies**

## ORCHESTRATING THE RIGHT SOLUTION

Ensure the ongoing maturity and adoption of your ServiceNow instance with our specialized Maturity Assessment. This assessment builds a "just-in-time" path, from current state to a recommended future state, outlining the best-fit journey for you. This is an Advisory Services-led engagement that infuses a best-practice view of the future, incorporates a business-led approach and then designs a custom plan for ongoing ITSM and toolset maturity.

### Benefits You Will Receive:

- Implementation roadmap outlining a recommended path for service management maturity that aligns with overall business goals and objectives.
- Opportunity analysis identifying both short-term wins and longer-term areas for improvement.
- Holistic approach with recommendations for maturity that include organizational readiness and cultural adoption, process maturity and toolset adoption and enhancements.
- Process maturity review (for new process areas) and recommendations for improvement as aligned with business goals and organizational benefit.
- Creation of a multi-phase maturity action plan that includes identification of assumptions and dependencies, as well as a definition the benefits, estimated timeline, scope and cost of short-term opportunities.

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



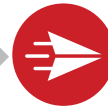
Design



Orchestrate



Test



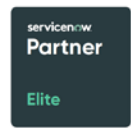
Deploy

## CDW GETS SERVICENOW

As a ServiceNow Elite Level Sales and Services 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

- Greater than 9 (out of 10) CSAT Score
- Visit [servicenow.com/partners](https://servicenow.com/partners) to see details
- 140+ ServiceNow Certifications
- 800+ ServiceNow Application Deployments
- IT Service Management since 2003
- ServiceNow Partner since 2013



## DELIVERABLES CHECKLIST

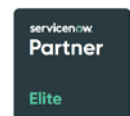
The following deliverables are included in CDW's Maturity Assessment and Roadmap Service:

Deliverables	Crisis Response Portal
<b>Observations and Organizational Themes</b> <ul style="list-style-type: none"><li>▪ Business goals and objectives</li><li>▪ Compilation of key observations</li><li>▪ Identified gaps and pain points</li><li>▪ Risk assessment and approaches for migration</li></ul>	✓
<b>Strategic Roadmap</b> <ul style="list-style-type: none"><li>▪ Multi-year view of maturity</li><li>▪ Path from current state to future state</li><li>▪ Identification of opportunities with project activities and dependencies</li><li>▪ High-level execution path</li></ul>	✓
<b>Recommended Project Summary and Timeline</b> <ul style="list-style-type: none"><li>▪ Key variables, considerations and recommendations for improvement</li><li>▪ Identification of short-term wins with plan of action</li><li>▪ Recommendation for next phase of execution, including assumptions and dependencies</li><li>▪ Identified timeline</li><li>▪ Recommended plan of action</li></ul>	✓

## WHY CDW?

- CDW's seasoned and certified experts leverage years of successful experience across several industries to provide a wide spectrum of services spanning business architecture, business analysis, process improvement and automation.
- We use our deep domain knowledge and industry-leading methodologies and frameworks such as Agile/Scrum, SAFe, Waterfall and Zachman to ensure that our teams are delivering the solutions that will meet business needs and provide results.

**For more information, contact your CDW account team team or visit [CDW.ca/solutions](https://www.cdw.ca/solutions)**



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