

Datasheet

ServiceNow Virtual Admin Services

Take the headache out of administration and maintenance with day-to-day support from our experienced team of professionals.

Overview

Your organization relies on ServiceNow to support many functions of your daily operations. Having reliable and consistent support for the environment is critical to ensuring your customers and employees have the best experience with the platform. ServiceNow Virtual Admin Services from Logicalis provides the day-to-day support for your environment’s operational needs with experienced and certified system admins with years of experience supporting many types of ServiceNow environments. With the proper admin support, you can experience the following:

- Improved mean time to resolution on configuration-related ServiceNow incidents
- Reduced cycle time for ServiceNow-related requests
- Improved customer satisfaction as it relates to use/ adoption of ServiceNow
- Optimized resource model/costs for ServiceNow talent

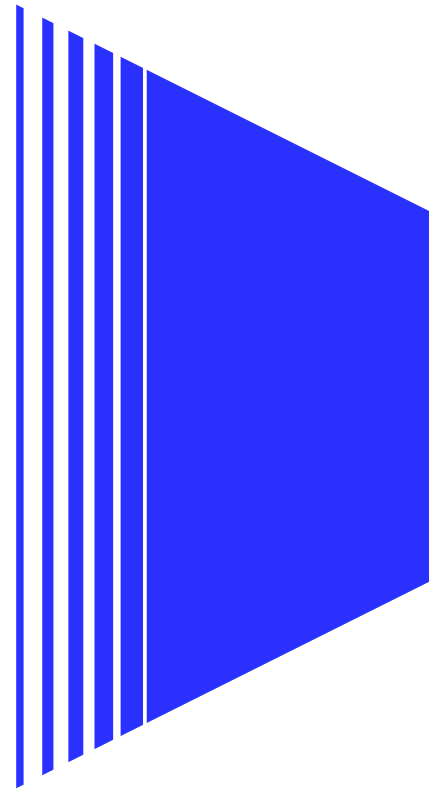
Services

To support the day-to-day ServiceNow environment operational needs, Logicalis offers ServiceNow Virtual Admin Services. These services include the following:

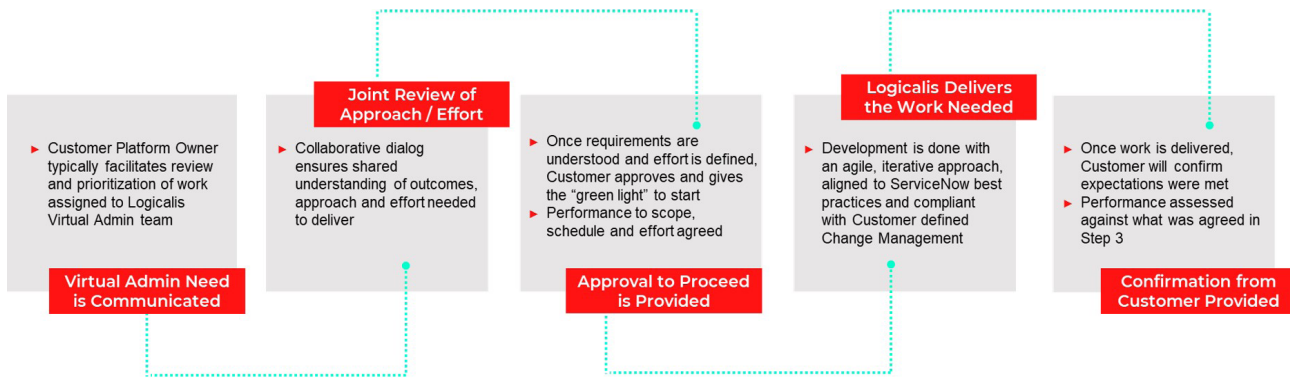
- **ServiceNow Troubleshooting/Incident Resolution** – Investigation, diagnosis, and resolution of ServiceNow-specific break/fix issues

- **ServiceNow Administration and Maintenance** – Form, data, and report administration
- **ServiceNow Enhancements** – Understand requirements, align on effort/approach, design/build/test, manage change into production
- **ServiceNow Training** – Admin enablement, targeted mentoring, training collateral, business process adoption (certification of participants is out of scope)
- **ServiceNow Advisory Services** – Process assessment, ServiceNow capabilities, assist with organizational readiness assessment

Service Options	Months			
	6	12	24	36
Standard Virtual Admin Scope	•	•	•	•
Quarterly Service Review/ Roadmap Planning Session	•	•	•	•
Next Release Showroom Demo		•	•	•
Upgrade Assessment		•	•	•
Automation Opportunities Assessment			•	•
Full-Day Training or Exec Awareness Session			•	•
Annual Executive Account Review				•



Engagement Model



Skills & Resources

The Logicalis ServiceNow Virtual Admin Team comprises resources with skills and experience in the following areas:

- **Technical Lead/Architect** (Primary Contact)
 - Assign work across team and track task completion
 - Responsible for allocating work and assigning resources based on skills required to meet the needs/requirements expressed
 - Collaborate to manage backlog/align on priorities
 - Estimate effort/define end-to-end approach
 - Design/architect solutions
 - Ensure compliance with development standards and best practices
 - Plan/schedule product delivery on user acceptance testing and prod environments
- **Business/Process Analyst**
 - Facilitate capture of business requirements
 - Write user stories
 - Assist with user adoption/training/communication
 - Provide guidance on metrics and reporting
 - Collaborate to optimize services (incident, knowledge, etc.)
 - Deliver ServiceNow Showroom demos
- **Developer**
 - Provide Sys Admin Support (primary and backup)
 - Develop/configure new capabilities based on defined requirements and ServiceNow best practices
 - Provide technical training as required
 - Support ServiceNow license compliance reporting
 - Support upgrades
 - Deploy solutions on sub-prod and prod environments
- **Quality Assurance**
 - Ensure the quality of the product
 - Facilitate knowledge transfer of final solutions
 - Drive automated testing through use of ServiceNow Automated Test Framework (ATF)
 - Execute smoke test on a production environment
 - Provide insight based on best practices

What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit
www.us.logicalis.com

Call
866 456 4422