

# WHY YOU NEED A SERVICENOW SIMULATION

## YOUR CHALLENGES

58M  
LACK OF BUY-IN OR RESISTANCE TO ITSM/CLOUD.  
**CREATING ENTERPRISE READINESS**  
FOR SERVICENOW OR OTHER IMPROVEMENT PROGRAM.  
PRESSURE TO INNOVATE, REDUCE COSTS,  
IMPROVE SERVICE AND DRIVE MATURITY.  
PROVIDING CONTEXTUAL UNDERSTANDING AROUND ITSM.

## THE SOLUTIONS

### THE SERVICENOW SIMULATION

54M  
A HIGHLY PARTICIPATIVE EXPERIENTIAL LEARNING  
WORKSHOP FOR 8-15 PARTICIPANTS OR KEY  
STAKEHOLDERS. INCORPORATES HANDS-ON EXPOSURE TO  
SERVICENOW TOOLS AND ITIL PROCESSES. POSITIONING  
THEM IN A PRACTICAL AND ENGAGING CONTEXT.

52M  
**BRINGING SERVICENOW  
AND ITSM/ITIL BEST  
PRACTICE TO LIFE**

### ROUND : 1

Chaos reigns.  
No communication,  
business and IT  
working in silos



### ROUND : 2

Introducing ITIL best  
practice.  
Welcoming Incident,  
Problem &  
Change Management,  
Intro to Knowledge  
Management



**A FOR 8**  
IN OUR FOUR-HOUR SIMULATION EXPERIENCE,  
WE WILL TAKE YOU ON A JOURNEY THAT WILL  
SHOW YOU HOW THE IMPLEMENTATION OF BEST  
PRACTICE AND SERVICENOW WILL DRIVE IT  
MATURITY AND CREATE A ROI OF UP TO **\$8,000,000**

**ENGAGED  
TRANSFORM  
SUCCEED**

### ROUND : 3

Maturing key  
processes for  
business benefit.  
Introduction  
Configuration &  
Release Management,  
introduction ServiceNow.

### ROUND : 4

Leveraging tool and  
process to deliver  
performance  
improvements.  
Deeper focus on  
Knowledge and  
Confirmation  
Management.

### ROUND : 5

Optimal maturity is  
reached.  
Performance is  
optimized  
via us of  
ServiceNow  
and ITIL



## BENIFITS

- EXPERIENCE YOUR ROADMAP TO IT MATURITY
- REALIZE THE BENIFITS OF SAAS AND SERVICENOW
- CREATE SHARED UNDERSTANDING OF REASONS FOR CHANGE
- ENGAGE AND ENNERGIZE PEOPLE

**70%**  
OF TECHNOLOGY  
RELATED CHANGE  
INITIATIVES  
WILL FAIL DUE  
TO A LACK OF  
FOCUS ON  
PEOPLE  
OCM IS  
KEY TO  
SUCCESS  
- Forrester

“ Games based learning can be significantly accelerated the transfer and application of knowledge”  
- Gartner

“ Simulations should pay back many times over with the creation of a cohesive team with a greater understanding of the components, inter-relationships and vision that are required to successfully transform an IT organization”  
- Forrester

“ The power of the simulation is really important in the whole aspect of preparing our people for change”  
- IT Director, Global Pharma organization

### A STORY OF SIMULATION: GLOBAL LOGISTICS ORGANIZATION

#### CHALLENGE

- Multiple tools & processes used globally for ITSM
- Low Operational Maturity
- Working in silos, low morale
- Problem gaining Exec and People buy-in for change

#### SOLUTION

- Ran simulation for 'C' Level Board
- Immediately engaged key stakeholders
- Gained commitment to global improvements program (tool & process)

#### RESULTS

- Global simulations & tool roll-out
- Rapid shift to service-focused culture
- Won ITSM project of the year