

ServiceNow Implementation

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ServiceNow

Phase-1 Basic Implementation

- ❁ Assessment of client needs
 - ❁ Conduct workshops to analyze gaps and pain-points
 - ❁ Conduct workshops to define KPI metrics
 - ❁ Gather detail requirements including integration requirements, data requirements, etc.
- ❁ Licenses management
 - ❁ Coordinate with SNC to manage and report licensed users
- ❁ Core set up and configuration
 - ❁ Establish connectivity for LDAP
 - ❁ Customize the look and feel (logo, banner, etc)
 - ❁ Company set up, location set up, etc.

Phase-2 Development of additional features

- ✿ Requirements gathering and analysis
- ✿ Scrum planning
- ✿ Create back log of work defined
- ✿ Develop codes and modules
- ✿ Conduct Unit testing, System testing and User Acceptance Testing
- ✿ Implementation
- ✿ Warranty support

Administration and Support

- ✿ Instance production support
- ✿ Implement major enhancement
- ✿ Implement minor enhancement
- ✿ System upgrade support
- ✿ Trouble shooting and bug fix



2 CASE STUDIES

Ameriprise ServiceNow Phase 1 & 2

- ❁ Conducted gap analysis and process consulting
- ❁ Defined KPI Metrics
- ❁ Gather business requirements and user requirements
- ❁ Participate in solution design and detail design
- ❁ Conducted ServiceNow core system set up
- ❁ Conducted LDAP integration
- ❁ Imported common/legacy data
- ❁ Build functionality from SDLC backlog
- ❁ Conduct system testing and UAT and provide warranty support

RG A ITSM Phase 2

- ❁ Leading ServiceNow development, integration and implementation using Agile methodology.
- ❁ Developing and implementing complex technical integrations between Service Now and other Enterprise Applications using various technologies including Web Services, SOAP, etc.
- ❁ Supporting and optimizing RGA ServiceNow instances including trouble shooting, major/minor enhancements, and bug fix;
- ❁ Advising RGA on Best Practices in both the methodologies and the Service Now platform;
- ❁ Providing knowledge transfer, training and mentoring to other RGA staff members;
- ❁ Key liaison with ServiceNow on platform, product and support issues.

Typical Gestation / Time Estimates

- ❁ Need Analysis, Sizing and Solution Design – Up to 80 - 120 Hours (Architect)
- ❁ Implementation of ServiceNow Basic – 300 to 450 - 600 Hours (Architect and Admin)
- ❁ Development of Features – TBA (Architect and Developers)
- ❁ Administration – Ongoing (Admin)
- ❁ Support – Ongoing (Developers)

Typical Hourly Rates

✿ Architect –

✿ Onsite \$ 150 + Exepenses

✿ Offsite / Remote - \$ 125

✿ Admin

✿ Onsite – 125 Per Hour + expenses

✿ Offsite / Remote – 90 Per Hour

✿ Developers

✿ Onsite - 115 Per Hour + expenses

✿ Offsite / Remote – 90 Per Hour