SERVICENOW® TEMPLATES

Don't reinvent the wheel

ServiceNow templates cover the following ITIL® Processes:

- Change Management
- Contract Management
- Financial Management for IT Services
- Incident Management
- IT Asset Management
- Problem Management
- Request Fulfillment
- Service Level Management

Create detailed process flows

Each template includes:

- Process description
- Inputs & Outputs
- Controls & Metrics
- Activities & Tasks
- Roles & Responsibilities
- Process flow diagrams
- RACI and more….

Automatically produce & publish documentation

Technical specifications for ServiceNow implementation

- Process states
- Triggers
- Data fields & values
- Tool requirements
- Notifications

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