



# ServiceNow Transformation: Governance Model for Success

## Quick Reference Guide

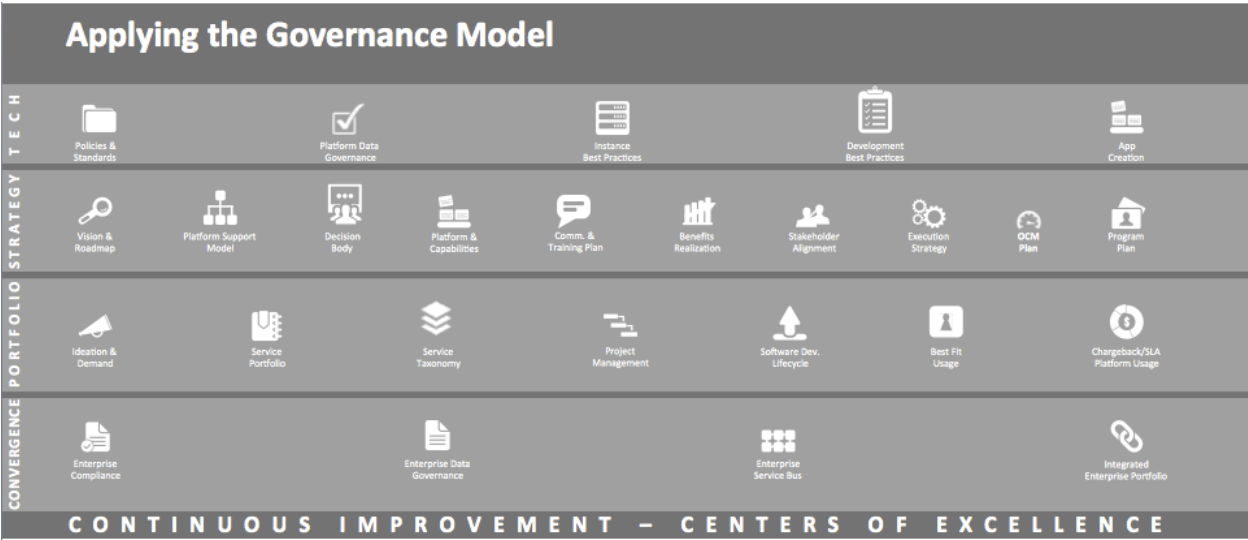
Thank you for taking a very important step towards your organization's transformation and the endless potential the ServiceNow® platform provides. Every organization is at a different point in its ServiceNow journey and each has a different level of maturity. The ServiceNow platform governance model accommodates all levels – from those that are just starting out with the platform to organizations that have implemented a multitude of applications over the past few years and are now tackling the concept of converged governance.

servicenow





## Overview of ServiceNow Governance



## Base Platform Management and Governance

In order to ensure success with implementing, managing, and governing your platform, it is important to establish base platform management capabilities and a platform support team. These functions provide operational readiness and supportability to stakeholders and consumers of the platform throughout its lifecycle. Effective supportability begins with an instance strategy and day-to-day operations plan that will mature with your organization’s requirements and needs.

## Technical Governance Best Practices

Organizations should start their ServiceNow® journey with some key technical governance best practices. Laying the groundwork early on will equip your company to be scalable and sustainable while maturing within the platform.

Contact Us for More Info

© 2016 ServiceNow, Inc. All rights reserved.  
 ServiceNow believes information in this publication is accurate as of its publication date. This publication could include technical inaccuracies or typographical errors. The information is subject to change without notice. Changes are periodically added to the information herein; these changes will be incorporated in new editions of the publication. ServiceNow may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time. Reproduction of this publication without prior written permission is forbidden. The information in this publication is provided "as is." ServiceNow makes no representations or warranties of any kind, with respect to the information in this publication, and specifically disclaims implied warranties of merchantability or fitness for a particular purpose.  
 ServiceNow and the ServiceNow logo are registered trademarks of ServiceNow. All other brands and product names are trademarks or registered trademarks of their respective holders.