

Take a peek at our Service Catalog

servicenow®

servicenow

Manage

Administration	Offering	Frequency
	Create a User in ServiceNow®	On Request
	Create a User Role in ServiceNow®	On Request
	Manage Update Sets	On Request
	Run Debug Scripts	On Request

Operational	Offering	Frequency
	Check System Diagnostics	Daily
	Check Application Server Response	Daily
	Check Network Latency and Throughput	Daily
	Check Browser Rendering and Parsing	Daily
	Check Instance Cache	Daily
	Check Servlet Memory	Daily
	Check Available Semaphores	Daily
	Check System Overview	Daily

Enhance

Service Management

Standard	Offering	Points
OP	Create a Business Rule in ServiceNow®	10
	Create a UI Action in ServiceNow®	9
	Create a UI Policy in ServiceNow®	9
	Create a Client Script in ServiceNow®	10
	Modify a Form in ServiceNow®	5
	Create a Field in ServiceNow®	4
OP	Create a Workflow in ServiceNow®	10
	Create a Notification in ServiceNow®	6
OP	Modify ServiceNow Service Portal	10
	Create a Catalog Item in ServiceNow®	6
OP	Brand ServiceNow®	6
OP	Create a Report in ServiceNow®	8
OP	Create a Dashboard in ServiceNow®	8
	Create/Update Lists	5
	Create/Update Tables	8

OP = Popular Items

Enhance

Service Management *continued*

Standard	Offering	Points
	Configure SLAs	5
	Create/Update Widget	6
	Create/Modify a Workflow	6
	Configure Performance Analytics (Dashboards, Indicators, etc.)	5
	Configure In-form Analytics	5
	Create an Assignment Rule	8
	Create Orchestration	14
Non-Standard	Offering	Points
	Integrate ServiceNow with another Tool	Tailored
	Create a Variable Set	Tailored
	Create a Stage Set	Tailored
	Create Approval	Tailored
	Create User Criteria	Tailored

Configuration Management

Standard	Offering	Points
	Activate Discovery	5
	Enhance Discovery	22
	Install and Configure MID Server	16
	Create a CI (Manual)	3
	Import Information from another Source (XML, Excel, CSV)	6
	Configure "Help the Help Desk"	16
	Create a CI class	6
	Build a CMDB Query	10
	Build a Service Mapping Query	12
	Build a Combination Query	14
	Create a Map Indicator	8
Non-Standard	Offering	Points
	Integrate with an Existing External CMDB	Tailored
	Import Information from another Source	Tailored
	Setup Discovery	Tailored