

ServiceNow HealthScan

Best practice analysis of your ServiceNow instance

ServiceNow HealthScan helps you understand and improve the health of your ServiceNow instance. Built on best practice definitions gathered from analyzing thousands of instances, this tool quickly scans your ServiceNow instance to provide data points across five key categories: security, upgradeability, performance, manageability and usability. HealthScan is used during implementation (Sprint Scan) and while running your ServiceNow instance.

Findings from a HealthScan help you understand where you may have areas for improvement. These data-driven insights help you form recommendations to optimize your instance's configuration so you can realize maximum value from the platform and your applications.

HealthScan Scorecard

A ServiceNow HealthScan supports hundreds of KPIs so you can evaluate your instance's health. The HealthScan Scorecard, an interactive dashboard, presents key KPI metrics across the five health categories broken down by ServiceNow product. It identifies customizations and configurations and provides data points to guide you on improving your instance. Provided recommendations are arranged by importance to help prioritize improvement decisions. As you use HealthScan multiple times, the scorecard shows trends on how your instance health has changed.

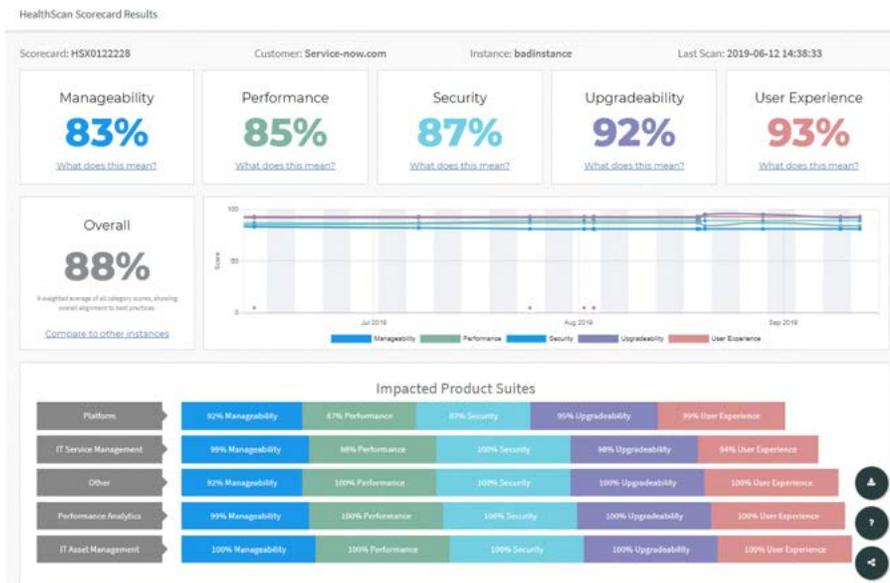


Figure 1: ServiceNow HealthScan Scorecard

Read on to learn more about the HealthScan and associated services.

Benefits

Improve your understanding instance health

HealthScan helps you understand instance by health through the use of hundreds of best practice checks.

Identify how to optimize health and performance

HealthScan data points and insights explain why your platform may not be performing optimally so you can take corrective action.

Prevent common implementation missteps

HealthScan used during implementation with the ServiceNow Implementation Methodology (SIM) helps proactively identify and avoid common implementation missteps.

Accelerate upgrades

A HealthScan performed during upgrade planning can proactively identify issues that help you perform upgrades in weeks, not months.

Uncover unnecessary customizations and configurations

HealthScan helps you identify unnecessary customizations and configurations so you can return reduce technical debt and optimize performance

ServiceNow Configuration Review Service

Expert advice is available to help you gain a deeper understanding of your HealthScan findings. ServiceNow Configuration Review (enabled by HealthScan) is analysis performed by an expert ServiceNow consultant resulting in a report of deep insights into the level of technical debt in your instance. It provides a detailed list of all the specific findings found through an automated scan and potentially, manual inspection. If applicable, this information contains the specific object and line number where the potential defect was found. The findings may result from reviews of coding best practices and indicators of process efficiency. The report includes links to documentation and relevant areas of best practices.

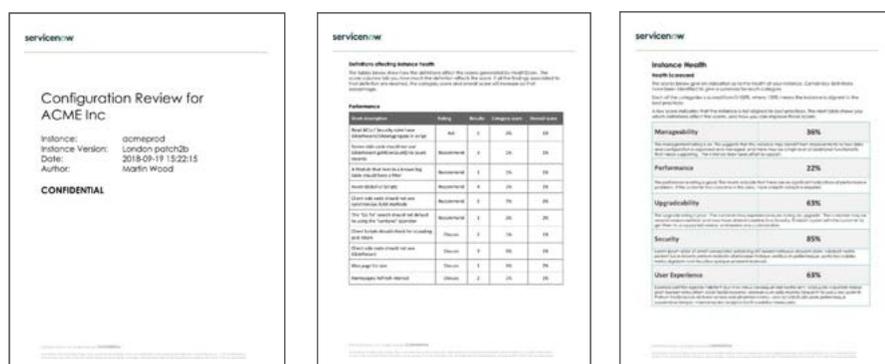


Figure 2: Configuration Review Report

Additional ServiceNow HealthScan Services

ServiceNow HealthScan provides a range of capabilities to help align your instance to ServiceNow best practices. When you take advantage of a ServiceNow Customer Success Package or use ServiceNow Expert Services for your implementation, the following capabilities may be available:

- Automated Code Review with HealthScan analyzes your development instance daily, providing fast feedback to your development team. This analysis helps ensure customizations using code follow ServiceNow best practices.
- ServiceNow HealthScan Sprint Scan helps you implement ServiceNow more effectively. By linking with the ServiceNow Implementation Methodology (SIM), it enables you to perform quality control check across your whole instance at the end of every implementation cycle. This check helps you to avoid common implementation missteps and errors.
- Upgrade Assessment with HealthScan detects issues and barriers that may prevent your upgrade from being successful. By performing an evaluation against key best practices and pulling information from multiple other sources, a HealthScan during upgrade planning helps you upgrade faster and with more confidence.

Examples of HealthScan best practice checks

Security

Are appropriate properties set?

Is the high security plugin enabled?

Are there the right access control rules?

Upgradability

What baseline functions have been changed?

Are deprecated APIs used?

What needs to be done before an upgrade?

Performance

Are inefficient scripting techniques being used?

Are report queries efficient?

Do forms take too long to load?

Manageability

How much code has been written?

How many update sets are there?

Is the CMDB populated appropriately?

Usability

Are the forms too big (too many fields)?

Are the processes efficient and well designed?

Is the left navigation bar useful?

Please contact your account team to learn more about HealthScan.

