

Underdeveloped process plans can limit your ServiceNow efficiency.

Process Alignment Workshop

Process improvement consulting is critical for organizations striving to advance their process maturity in order to improve IT service delivery responsiveness, maintain consistent levels of service, and increase customer satisfaction.

CDW's Process Alignment Workshop can help you achieve:



Operational Efficiencies



Increased Performance



Agility

Finding the Right Solution

Led by CDW Advisory Consultants, this half- or full-day Process Alignment Workshop is grounded in ITIL and industry best practices. Instead of reinventing the wheel, we'll focus on new processes that are in-scope for your project, aligning with your existing processes in order to work together at all levels.

These workshops can stand alone, or be done in conjunction with a ServiceNow implementation, resulting in a significantly more effective Discovery workshop.

The Workshop Process:

- We provide a knowledge transfer on industry-recommended practices and processes.
- We help align your organization's processes to best practice ServiceNow workflows.
- We generate a process map for your organization utilizing those best practices.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



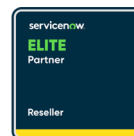
CDW + SERVICENOW



As a ServiceNow Elite Partner, CDW is helping accelerate outcomes and improving ROI across the entire ServiceNow platform. Our focus is on optimizing the value of your ServiceNow investment and driving innovation and transformation across the enterprise.

Important Stats

- 4.6+ (out of 5) CSAT Score 5-year avg. Visit servicenow.com/partners and search "CDW" for details
- 960+ Product Certifications
- 2,500+ ServiceNow Engagements
- ServiceNow Partner since 2013



Deliverables Checklist

The highly interactive Process Alignment Workshop focuses on industry best practices in relation to the subject process areas. It provides knowledge transfer and high-level alignment to your organization's current state processes through the following deliverables:

Deliverables	Process Alignment Workshop
Pre-built recommended Practice Process Flows*	✓
RACI aligned with Best Practice Process Flows*	✓
Recommended Roles and Responsibility document for key process roles	✓
Recommendations report with summary of findings	✓
Minor adjustments and discussion around process areas that don't align with recommended practice will be done during the session	✓

*For ITSM, these artifacts will be based on ITIL processes.

Proofpoints

#1

ServiceNow's
Global Elite Segment and
Americas Elite Segment
Partner of the Year 2021

960+

Product Certifications

2,500+

ServiceNow Engagements

4.6+

5-year average CSAT Score
(out of 5)

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To learn more about CDW's Process Alignment Workshop,
call your account manager or 866.782.4239.

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