



servicenow®

Accelerated Service Mapping

Expertise

ConfigureTek is a full-service technology provider empowering IT Operations organizations with the efficiency, stability, and top performance in the delivery of business services in **weeks** instead of years.



CMDB Population



Service Mapping



Asset Management



Event Management



Service Management

Implementations, QuickStarts, Assessments, Staffing

Accelerated Service Mapping using our Factory Approach

ITOM QUICKSTART™

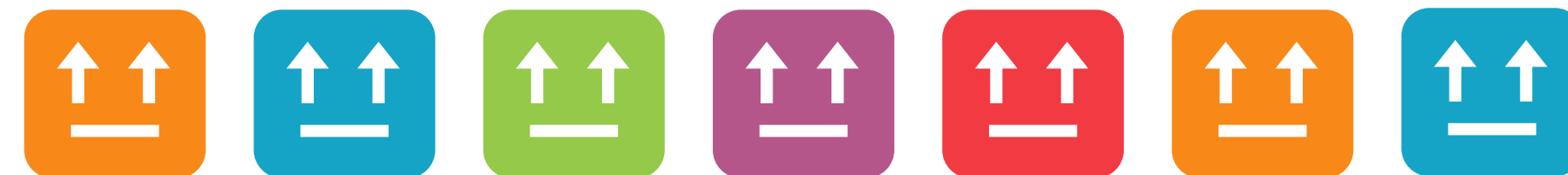
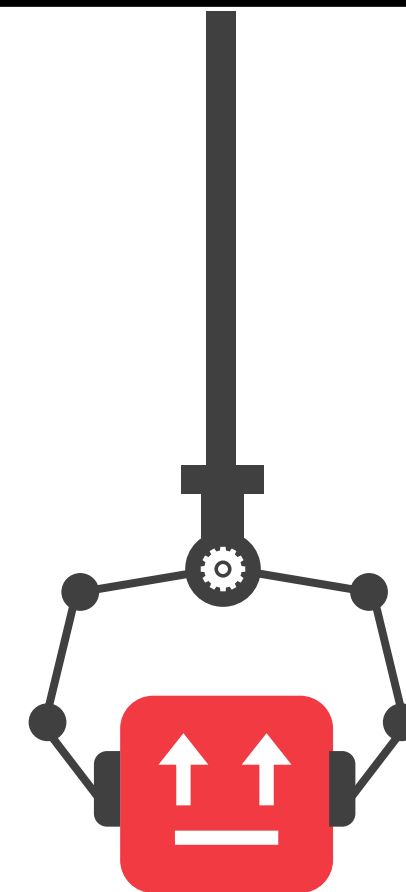
- ✓ SERVICE MAPPING FACTORY™
- ✓ AUTO DISCOVERY
- ✓ CONFIGURATION MANAGEMENT
- ✓ EVENT MANAGEMENT
- ✓ DATA INTEGRATION
- ✓ REPORTING & DASHBOARDS

FOUNDATION

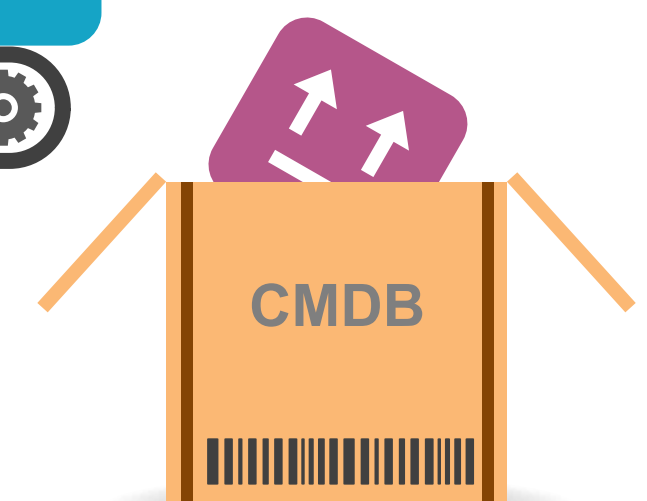


Service Mapping Factory™

- Document & map technology services
- Inventory infrastructure and applications
- Quickly triage and remediate events
- Report and track change history across environments
- Compliance tracking and reporting





A repeatable proven process developed by ConfigureTek based on hundreds of successful implementations.




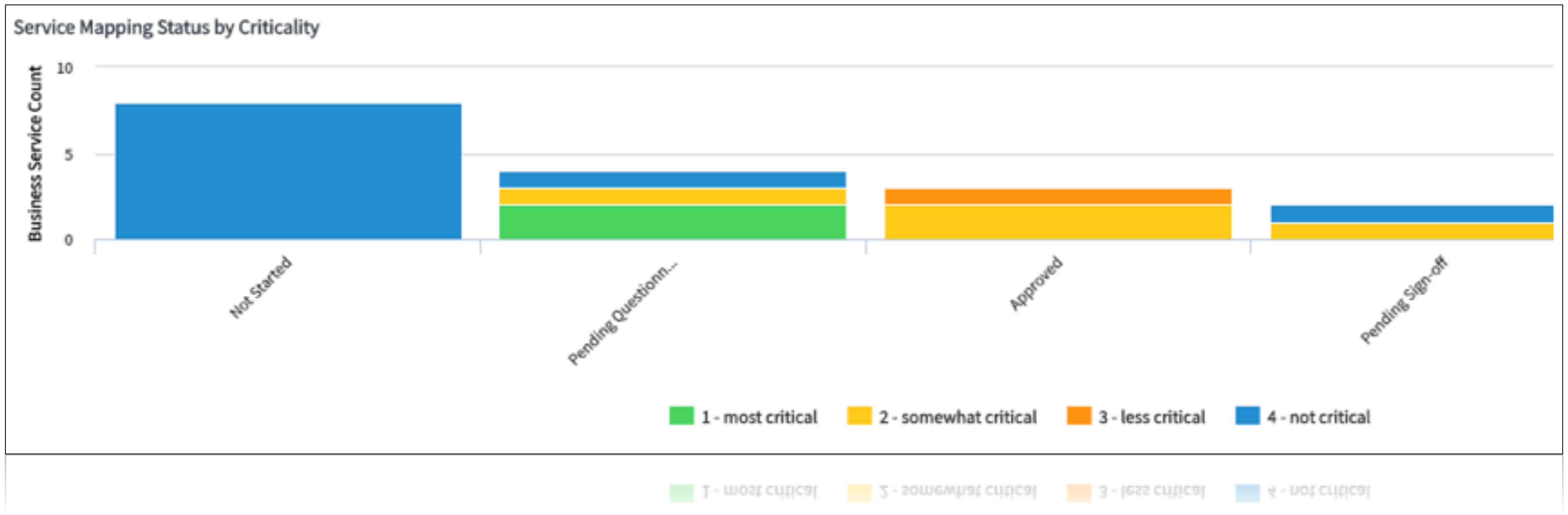
Service Mapping Lifecycle



 **Workflow Automation**
Task automation to progress through the lifecycle

 **Bottleneck Resolution**
Automated bottleneck resolution and escalation algorithm

 **Task Assignment**
Automatic task assignment to SMEs and app owners



Service Mapping Foundation

01

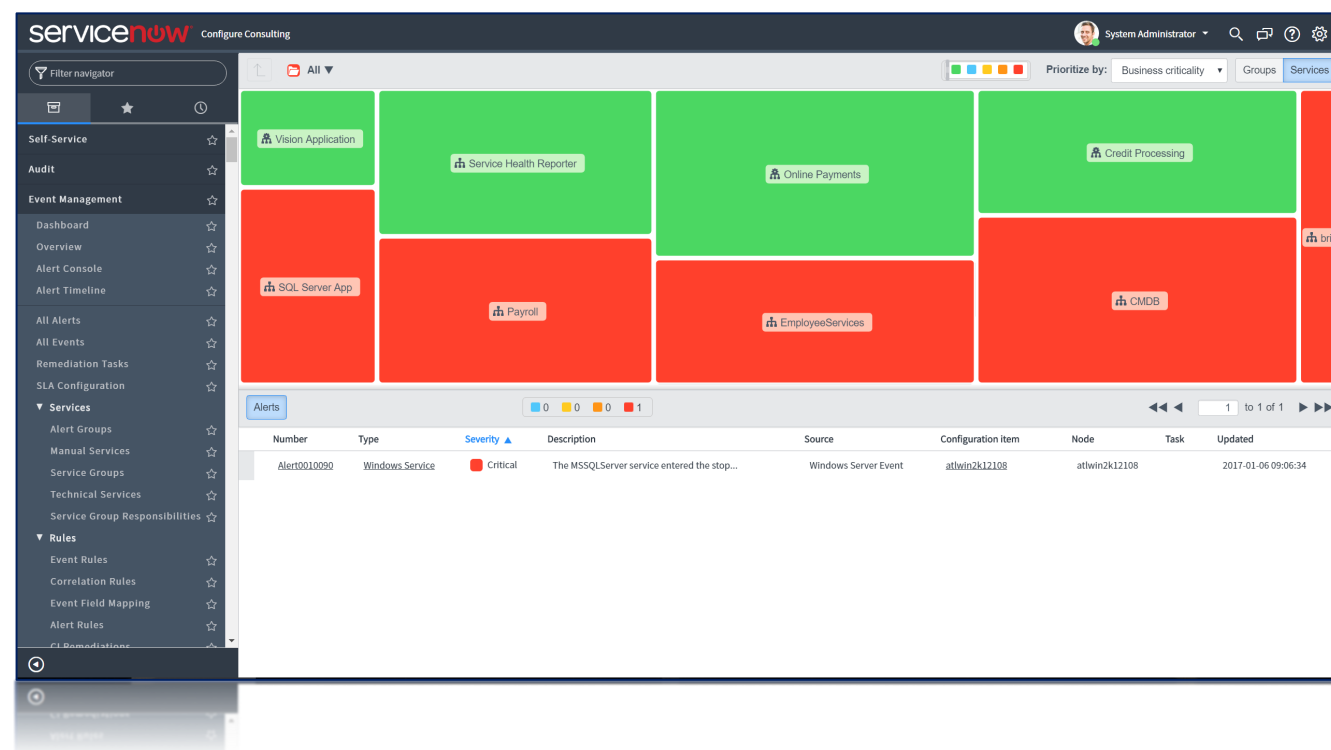
▶ REACTIVE

02

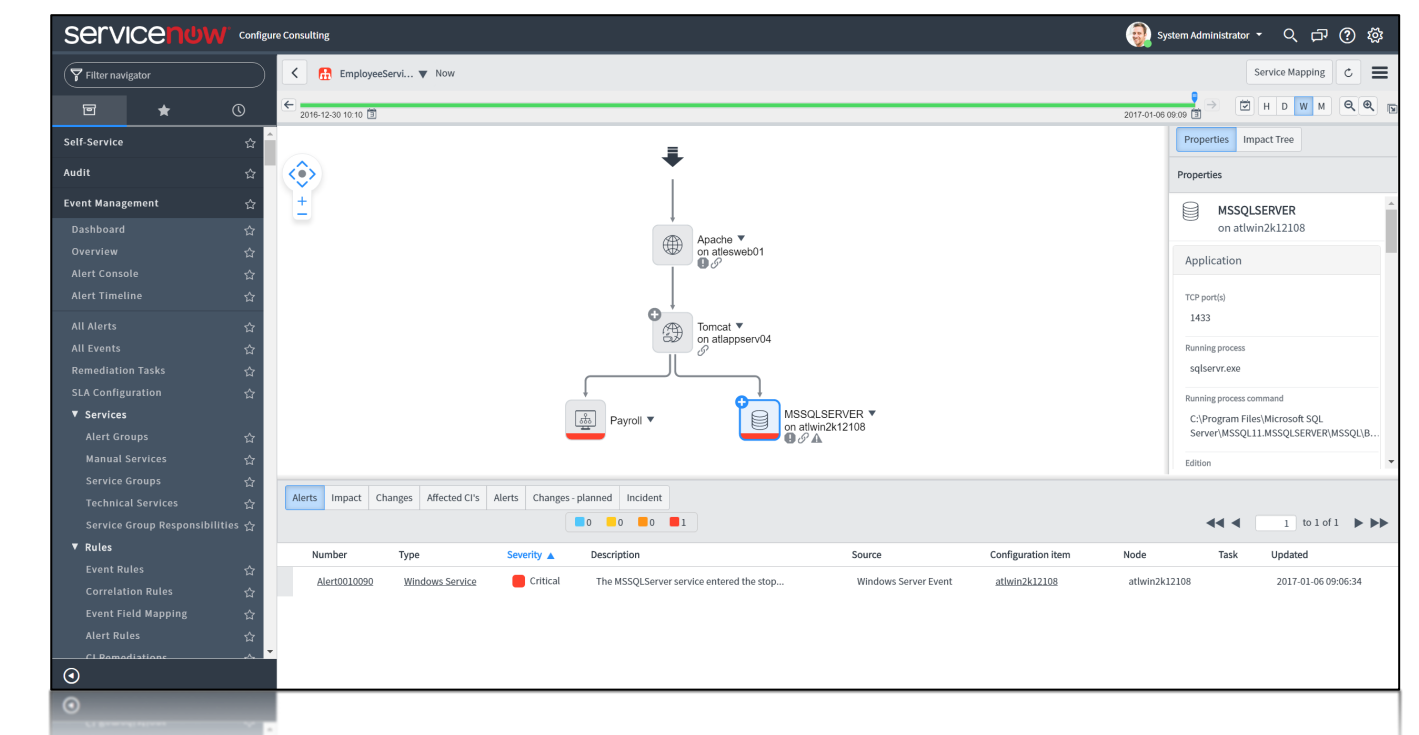
▶ FOUNDATION

03

▶ PROACTIVE



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atlexs103				vmnix x86			ESX Server	admin	2016-04-19 14:34:34	(empty)
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Demo.spltem				Windows Server			Windows Server	jimmy.yuan	2011-06-30 19:35:06	(empty)
WINSERVERHOST		Dell Inc.	PowerEdge M720HD Blade Server	Linux Red Hat	Enterprise	DB Server	Server	admin	2015-02-12 13:53:15	(empty)



- ✓ Consolidated events dashboard
- ✓ Event sources integrated
- ✓ Automatic alert & incident creation
- ✓ Rapid triage
- ✓ Remediation

- ✓ Service Mapping targeted discovery
- ✓ Auto Discovery — infrastructure & apps
- ✓ Automatic inventory & Asset Management
- ✓ Infrastructure reporting
- ✓ Business & technology services reporting

- ✓ Change Planning
- ✓ Predictive Impact Analysis
- ✓ Unplanned change tracking
- ✓ Change in context of Service Maps
- ✓ Post-Implementation Analysis

Implementation Accelerators

Lifecycle

Service Mapping lifecycle tracking, a proven and repeatable methodology for tracking your organization's service mapping lifecycle.

Name	View map	Service Mapping Lifecycle	Business criticality	Owned by
ICoin	Search	Search	Search	Search
BSM	View map	Not Started	4 - not critical	Abel Tuter
CM	View map	Pending Sign-off	4 - not critical	Fred Luddy
CMDB	View map	Pending Questionnaire	1 - most critical	Tim Robinson
EmployeeServices	View map	Mapping In Progress	3 - less critical	Fred Luddy
OOBaaS	View map	Retired	3 - less critical	Timothy Janski
Payments	View map	Pending Questionnaire	1 - most critical	Timothy Janski
Print	View map	Mapping In Progress	2 - somewhat critical	Tim Robinson
SPClient	View map	Pending Questionnaire	4 - not critical	Timothy Janski
Service Health Reporter	View map	Pending Questionnaire	2 - somewhat critical	Abel Tuter

Questionnaire

Automated SME questionnaire distribution, pre-created in-tool questionnaires enabling your service and app mapping project.

The screenshot shows a 'Mapping Questionnaire' form with fields for 'Number' (TASK000040), 'Assigned to' (Tim Robinson), 'Assignment group' (Configuration Management Team), and 'Business service' (CMDB). It includes a 'Questions' section with a text area for 'Alternative Business Service Name(s)' and a list of 'Additional People Contacted for Business Service Information'.

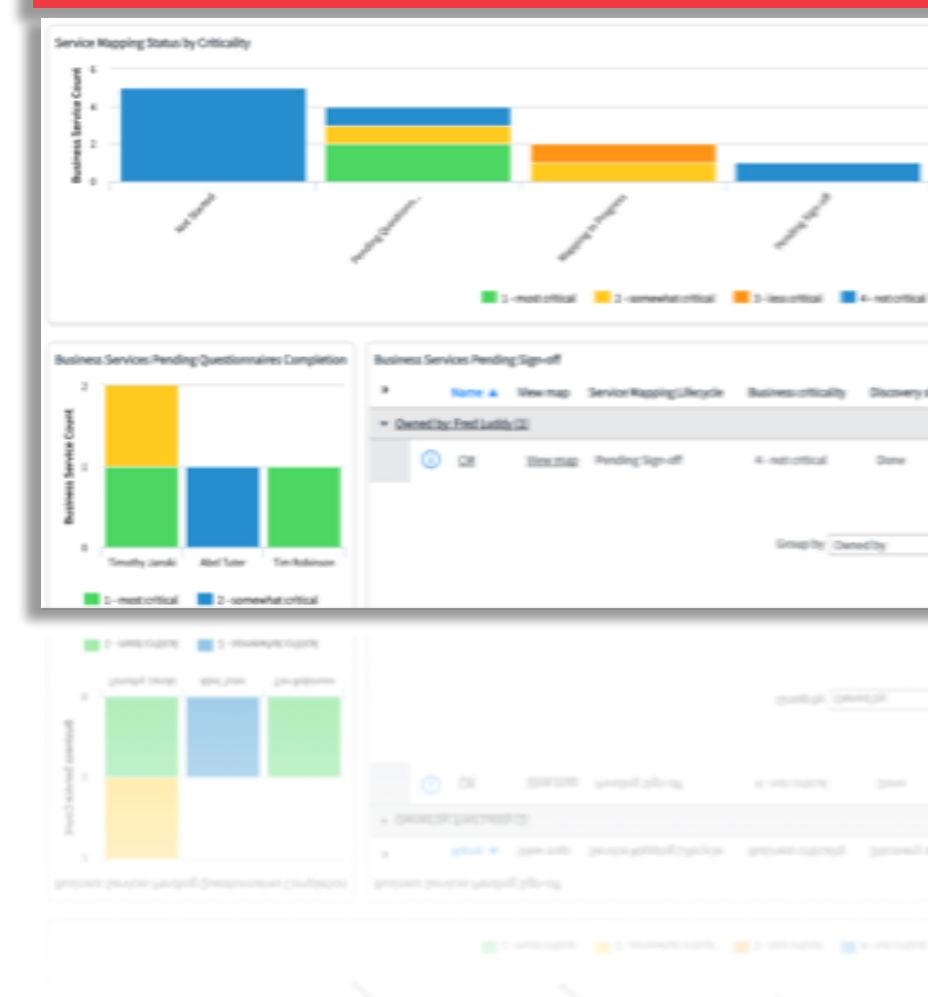
Attestation

Attestation execution, pre-configured SME validation and verification workflow for service mapping projects.



Dashboard

Premium dashboards, track and visualize your organization's service mapping progress.



Reporting

Real-time reports, track and visualize completed and pending attestation to accelerate service mapping.

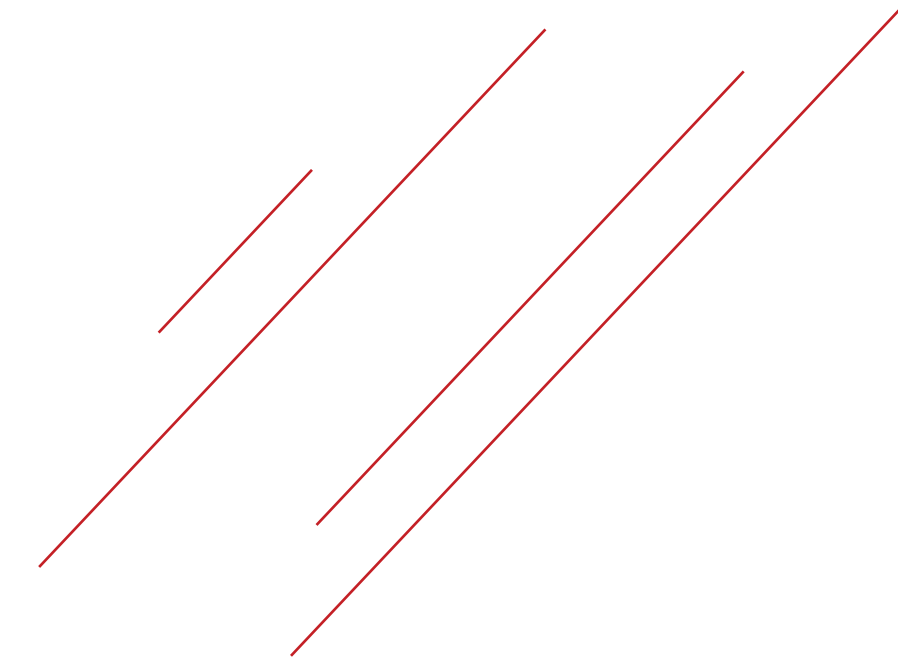


Pre-Configured Collateral

Pre-engagement checklists, questionnaires, best practices docs, dashboards, pre-packaged modules, reports, and more.

AWARD WINNER
Solution Growth Partner





Questions?



Contact Us Today



Phone

(800) 987-8460



Email

info@configuretek.com



Schedule a Demo

www.configuretek.com/demo-request