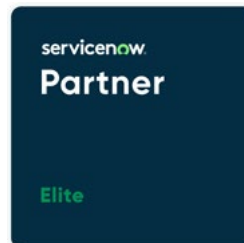




# ServiceNow® Expertise

Administration, development and advisory professional services to maximize the value of ServiceNow investments



## What is it?

ServiceNow® system administrators and developers are costly and in high-demand - which means they are hard to find and even harder to keep. To address this common problem, Fully Managed offers ServiceNow Expertise, a service that provides access to certified ServiceNow Administration, Development and Advisory experts to facilitate project planning, development, implementation and ongoing administration of ServiceNow instances.

## Features & Benefits



Convenient, affordable service tiers



Skilled advisors help guide business transformation with ongoing strategy and process improvement



Expert admin and development services to maintain your instance and provide support for Now Platform



Eliminate need to hire, train and retain costly, hard-to-find ServiceNow resources



Developer services to transform and enhance functionality



Team of certified ServiceNow experts at your disposal to help maximize ROI

## Why Fully Managed by TELUS Business?

Fully Managed is an Elite ServiceNow partner with a deep bench of platform expertise. Our team of certified experts is dedicated to helping companies digitally transform how they do business and get the most out of their ServiceNow investments.

# ServiceNow Expertise - GCm

Tailored ServiceNow solutions to meet unique business needs.\*

The following packages are available to GrandCentral Managed (GCm) subscribers.

Similar solution sets are available for organizations that require a dedicated instance of Managed ServiceNow or have an existing instance of ServiceNow.

Features/benefits	Solution components	Basic	Standard	Advanced	Transformation as-a-Service
<b>Administrative tasks &amp; program management</b>  Administration and development, implementation & protection	<ul style="list-style-type: none"> <li>• Users, groups and data management/ set up</li> <li>• Notifications &amp; SLA's</li> <li>• Knowledge articles</li> <li>• Break/fix</li> <li>• Simple tasks &lt; 1 hour</li> <li>• Program Management</li> </ul>	Up to 5 hours per month	Up to 10 hours per month	Up to 10 hours per month	Determine hours desired over the course of a year
<b>Enhancements</b>  How would you like to make your instance even better? More customized?	<ul style="list-style-type: none"> <li>• Service catalogs</li> <li>• Order guides</li> <li>• Knowledge Base creation</li> <li>• Simple Integrations</li> <li>• Workflows</li> <li>• Design &amp; develop user and self-service portals</li> <li>• CMDB/CMDB Health</li> <li>• Attributes/fields</li> <li>• Form branding</li> <li>• Application settings configuration</li> <li>• Store plug-ins</li> <li>• Document user requirements</li> <li>• Reports, metrics and dashboards design &amp; creation</li> <li>• Minor workflow enhancements</li> <li>• Choice lists</li> <li>• Program Management</li> </ul>	Up to 3 hours per month	Up to 5 hours per month	Up to 15 hours per month	Determine hours desired over the course of a year
<b>Transformation activities</b>  Access to advisory and transformation services for your ServiceNow instance	<ul style="list-style-type: none"> <li>• Health checks</li> <li>• Advisory workshops</li> <li>• System upgrades</li> <li>• Strategy &amp; transformation roadmaps</li> <li>• ServiceNow Architecture Advisory</li> <li>• Process mapping, improvement and design</li> <li>• Organizational change</li> <li>• Project Management</li> <li>• Deployment of additional modules</li> <li>• Major work and complex integrations</li> <li>• Program-based ServiceNow initiatives</li> <li>• Business Process consulting</li> <li>• Best-practices consultation</li> <li>• Technical direction &amp; validation</li> <li>• Performance optimization</li> <li>• Program Management</li> </ul>	Up to 12 hours per year	Up to 24 hours per year	Up to 60 hours per year	Determine hours desired over the course of a year

\* Sample Service Desk configurations based on possible use cases.

# ServiceNow Expertise - GCd

Tailored ServiceNow solutions to meet unique business needs.\*

The following packages are available to GrandCentral Managed (GCd) subscribers.

Similar solution sets are available for organizations that require a managed instance of Managed ServiceNow or have an existing instance of ServiceNow.

Features/benefits	Solution components
<p><b>Support &amp; operate</b></p> <p>Deliver unlimited simple/medium complexity administrative tasks (&lt;15 hours effort each) and maintain Platform health and availability</p>	<ul style="list-style-type: none"> <li>• Users, groups and data management / set up</li> <li>• Notifications &amp; SLA's</li> <li>• Knowledge articles</li> <li>• Break/fix – Investigation, troubleshooting, repair</li> <li>• Escalation to ServiceNow HI</li> <li>• Proactive monitoring of MID Servers/LDAP, storage, security, system logs</li> <li>• Liaise with ServiceNow to troubleshoot and resolve product and availability issues</li> <li>• Security patches and hot fixes</li> <li>• 1 Simple Upgrade per year (1 module), close to OOTB, ensuring N-1.</li> </ul>
<p><b>Enhancement-as-a-Service</b></p> <p>Develop simple and medium complexity transactional enhancements (&lt;20 hours of effort each)</p> <p>Offered Monthly OR Yearly</p>	<ul style="list-style-type: none"> <li>• Service catalogs</li> <li>• Order guides</li> <li>• Knowledge Base creation</li> <li>• Simple integrations</li> <li>• Workflows</li> <li>• Design &amp; develop user and self-service portals</li> <li>• CMDB/CMDB Health</li> <li>• Attributes/fields</li> <li>• Form Branding</li> <li>• Application settings configuration</li> <li>• Store plug-ins</li> <li>• Document user requirements</li> <li>• Reports, metrics and dashboards design &amp; creation</li> <li>• Minor workflow enhancements</li> <li>• Choice lists</li> </ul>
<p><b>Transformation as-a-Service</b></p> <p>Interactively implement complex tasks, integrations and projects (&gt;20 hours effort, with PMO)</p> <p>Offered Yearly</p>	<ul style="list-style-type: none"> <li>• Health checks</li> <li>• Advisory workshops</li> <li>• Medium/Complex System upgrades</li> <li>• Strategy &amp; transformation roadmaps</li> <li>• ServiceNow Architecture Advisory</li> <li>• Process mapping, improvement and design</li> <li>• Organizational change</li> <li>• Project Management</li> <li>• Deployment of additional modules</li> <li>• Major work and complex integrations</li> <li>• Program-based ServiceNow initiatives</li> <li>• Business process consulting</li> <li>• Best-practices consultation</li> <li>• Technical direction &amp; validation</li> <li>• Performance optimization</li> </ul>

\* Sample Service Desk configurations based on possible use cases.