

# LET'S WORKFLOW IT

---

## OUR DNA

- More than 15 years experience in ITSM
- Agile and pragmatic approach
- Headquartered in Brussels
- Strong focus on a limited selection of market leading technology partners

## OUR SERVICENOW TEAM

- Certified consultants with expertise in: **ITSM, ITOM and CSM**
- Mobile and app development
- International and multilingual (EN, FR, NL)

## IACT METHODOLOGY

**01** Initiation Phase

**02** Agreement Phase

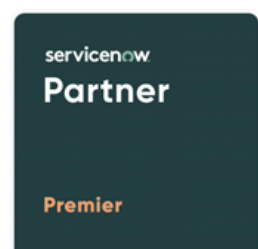
**03** Configuration Phase

**04** Transition Phase

## LET'S MEET

---

+32 2 895 46 00  
solutions@asp.be  
www.asp.be



---

## INIATION PHASE

A successful implementation is the result of a fruitful collaboration between customer and partner.

The result of this phase is that the project team is ready to start the workshops and people are informed of what is expected from them and how this contributes to the common goal of the organization.

## AGREEMENT PHASE

We hold workshops per process. Processes are Incident, Request, Catalog, Change, Problem. We align with the ITIL processes this will not be a surprise. The goal of the workshops is to explain and show what 'out of the box' comprises and going into the details. The result of this phase, which we call the agreement phase, is that the implementation team is ready to start configuring the ServiceNow instance of the customer.

## CONFIGURATION PHASE

In this phase we start implementing. The previous agree phase resulted in user stories to be worked on by the implementation team. Of course, It will come as no surprise that we use ServiceNow as the technology to keep track of the stories, organized by epics and themes. During the implementation we stick to the principle of avoiding customization, being defined as "developing custom code to change the out-of-the-box functionalities of the platform". Sometimes the line between configuration and customization can be perceived as a very fine one.

Ending this configuration phase results in the organization being ready to start user acceptance testing.

## TRANSITION PHASE

In this phase we transition from configuration to go-live. Well, actually we go one step further. The days right after go-live, we foresee an extended presence of our team to assist our customer in providing this post go-live support. "I am not able to login", "Where is that report again?" are typical issues we get during the first days after the roll-out. A key element in the successful usage and further rollout of the ServiceNow platform is the knowledge available internally at the customer

