

# Governance Framework

The governance framework that your ServiceNow platform needs



Applying best practices and standardising operations to obtain more value is the main objective of any company.

For this reason, Digital Transformation with **ServiceNow** is the best way to provide business continuity, while reducing time and costs, although there are many challenges that arise:



- Managing multiple providers



- Prioritising demand and ensuring continuous delivery



- Boosting internal sales and positioning



- Increasing security



- Measuring consumption and controlling subscription



- Increasing the knowledge of the internal team

To extract more value from the platform you need a **centre of excellence**. It can be **internal**, where the company creates its own team and **relies on a partner** to support expert resources, training, architecture, and governance. Or it can be **external**, where the process is **outsourced** so you are able to dedicate all working hours to your business.



According to McKinsey, better governance and management of technology better mitigates risk while significantly increasing efficiency and reducing costs

45%  
technology defects

Fewer risk-related technology defects

90%  
cost

Reduction of 90% due to technological defects

75%  
cost

Reduction in costs due to fewer processes related to technological risk



## Our methodology is based on five pillars:

01

### Platform strategy management

Build a centre of excellence to channel all actions. You must have the vision of the management, not just that of the IT department, since the governance framework goes far beyond technology; it is related to the **business plans** of the company.

02

### Compliance management

Check that it complies with security regulations. Sometimes **ServiceNow** is used in a way that does not correspond to the purchased package.

03

### Demand management

Understand requests for improvement and requirements. **Standardise the entire process to analyse demand**, make decisions, and **guide innovation** based on business objectives.

04

### Delivery management

Avoid conflicts between different suppliers, ensure that all deliveries to production arrive in a timely manner, that **deployments are automated**, that processes are more agile, and more. The problem is that, many times, companies look for more allies to **move faster**, but the situation is complicated by facing different procedures, which results in delays, **loss of productivity**, and **increased costs**. It is key to keep the **code of good practices** in mind.

05

### Architecture management

Have a complete vision of the **ServiceNow** platform and solutions such as ITSM, ITBM, Human Resources, etc. so that each one is structured with the **most specific knowledge** and the goal of not deviating from what the tool proposes.

## Benefits



Ensure continuous delivery of value and reduce time to market



Increase the ROI of the platform



Promote disruptive and evolutionary innovation



It is time to optimise your processes and align the improvement of your IT department with the general objectives of the company

