



Current and To-Be Architecture

Four categories of technical architecture help categorize the customer's current architecture. Follow the three-step approach to conduct interviews, analyze the results, and share the findings to the customer to present a to-be architecture.

Technical architecture categories

- **Data management (D):** Maintain high-quality data that can be reliably and securely accessed
- **Environment management (E):** Establish the appropriate environment structure and security
- **Application development management (A):** Development standards and application method guidelines
- **Platform management (P):** Maintain current configurations and manage updates on the platform

Approach to identify the customer's current architecture

1. Identify key stakeholders and interview them. Then gather key information and artifacts
2. Document, analyze, and interpret results in a structured way
3. Document findings correctly and present findings back to stakeholders

Interview questions

During the interview, ask questions focusing on the four categories of technical architecture.

Identify customers with a ServiceNow environment

Take additional steps if the customer's implementation is based on the ServiceNow architecture.

1. Map out the current capabilities: Document what they have licensed by using a ServiceNow capability map.



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2. Identify hot spots: From the ServiceNow capability map highlight areas that need improvement and effort.

Approach for presenting the analysis to stakeholders

- Define and agree on a format; find the correct type of output for the organization
- Make the process transparent; have stakeholders regularly provide their opinion on the results
- Present the final readout to a prepared audience; discuss the results with interviewees and stakeholders beforehand to ensure no miscommunication

Challenges

- Proceeding without enough executive sponsorship and buy-in
- Only involving IT teams in interviews
- Involving too many people in interviews at once