**Synergy Solutions ServiceNow Implementation Scoping Questionnaire**

**Prepared for GreenTech Appliances Inc.**

**1. Current IT Service Management (ITSM) Assessment**

**Existing Processes**

1.1 Please describe your current incident management process:

* How are incidents currently tracked and resolved?
* What are the biggest pain points in your current incident management workflow?

1.2 Explain your current request fulfillment process:

* How do employees currently submit and track service requests?
* What types of service requests are most common?

1.3 Describe your problem management approach:

* How do you currently identify and track recurring IT issues?
* What methods do you use to prevent problem recurrence?

**Current Systems and Infrastructure**

1.4 List all current IT service management tools and systems:

* What systems are currently in use?
* What are the integration points between these systems?

1.5 Provide details about your existing IT infrastructure:

* Number of employees
* Geographic distribution of workforce
* Current IT support team structure

**2. ServiceNow Implementation Detailed Requirements**

**Functional Requirements**

2.1 ITSM Module Specific Needs

* Which ServiceNow ITSM modules do you want to implement initially? (Select all that apply) [ ] Incident Management [ ] Problem Management [ ] Change Management [ ] Request Fulfillment [ ] Knowledge Management [ ] Asset Management [ ] Other (please specify)

2.2 Self-Service Portal Requirements

* What specific functionalities do you want in the self-service portal? [ ] Password reset [ ] Hardware/software request [ ] IT service catalog [ ] Knowledge base access [ ] Ticket submission and tracking [ ] Other (please specify)

2.3 Workflow Automation

* **List key manual processes you want to automate:**

**Integration Requirements**

2.4 System Integrations

* List all systems that need integration with ServiceNow: 1. 2. 3.

2.5 Data Migration

* What existing data needs to be migrated? [ ] Incident history [ ] Problem records [ ] Asset information [ ] User accounts [ ] Other (please specify)

**3. Technical and Security Considerations**

3.1 User Access and Authentication

* Current authentication method: [ ] Active Directory [ ] LDAP [ ] Single Sign-On (SSO) [ ] Other (please specify)

3.2 Performance and Scalability

* Expected number of concurrent users:
* Anticipated growth in user base over the next 2-3 years:

3.3 Security Requirements

* Do you have any specific security compliance needs? (e.g., GDPR, HIPAA)
* Are there any specific access control requirements?

**4. Training and Change Management**

4.1 User Training Needs

* Estimated number of users requiring training:
* Preferred training methods: [ ] In-person workshops [ ] Online training [ ] Video tutorials [ ] User manuals [ ] Other (please specify)

4.2 Change Management

* How do you plan to communicate the new ITSM solution to employees?
* Are there any specific change management strategies you want to implement?

**5. Support and Maintenance**

5.1 Post-Implementation Support

* What level of ongoing support do you require? [ ] 24/7 support [ ] Business hours support [ ] Tiered support model [ ] Incident-based support

5.2 Future Expansion

* **Are there any anticipated future modules or expansions of ServiceNow?**

**6. Additional Comments**

Provide any additional information or context that would help in scoping the ServiceNow implementation:

**Completed by:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Department:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_