

# How does HealthScan help me manage my instance health?

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With a healthy ServiceNow® instance, you can realize maximum value from the platform and your applications. You can also reduce technical debt—the cost of additional future rework caused by choosing an easier or more limited solution today.

What is ServiceNow HealthScan?

[HealthScan](#) is ServiceNow’s automated instance scanning system. It is a “full-body” assessment of your instance health that analyzes your system configuration and provides insights and recommendations for what you should continue doing and where you might be able to improve.

What does HealthScan do?

HealthScan scans your ServiceNow instance, compares your configuration to best practice definitions across product suites, such as ITSM and Performance Analytics, and summarizes your instance health, relative to best practices, across five categories:

| Category                    | 1. Ease of upgrades  | 2. Performance   | 3. Ease of management  | 4. Security   | 5. User experience  |
|-----------------------------|--|--|--|---|---|
| Target outcome              | <a href="#">Reduce the time it takes to upgrade your instance</a>  | <a href="#">Optimize performance and reduce support cases</a>  | <a href="#">Simplify your instance maintenance</a>   | <a href="#">Protect your instance by minimizing risk of threats</a>   | <a href="#">Delight your users with a seamless experience</a>   |
| Example questions addressed | <ul style="list-style-type: none"><li>• What baseline functions have changed?</li><li>• Are deprecated APIs used?</li><li>• <a href="#">What should be done before an upgrade?</a></li></ul> | <ul style="list-style-type: none"><li>• Are inefficient scripting techniques being used?</li><li>• Are report queries efficient?</li><li>• Do forms take too long to load?</li></ul> | <ul style="list-style-type: none"><li>• How much code has been written?</li><li>• How many update sets exist?</li><li>• <a href="#">Is the CMDB populated appropriately?</a></li></ul> | <ul style="list-style-type: none"><li>• Are appropriate properties set?</li><li>• Is the high-security plugin enabled?</li><li>• Do the right access control rules exist?</li></ul> | <ul style="list-style-type: none"><li>• Are forms too long?</li><li>• Is the left navigation bar useful?</li><li>• Are processes efficient and well designed?</li></ul> |

# How does HealthScan help me manage my instance health? (Cont.)

## Why should I run HealthScan?

HealthScan helps you understand where you may have technical debt and it provides data-driven insights designed to help you optimize your instance configuration. The benefits of running HealthScan include:

- **Understanding and improving instance health** – By comparing your instance across hundreds of best practice checks, you will better understand why your platform may not be performing optimally.
- **Accelerating upgrades** – By periodically evaluating and reducing your customizations you can reduce the time it takes to upgrade versions from months to weeks. HealthScan will also reduce upgrade time by helping you predict which [skipped records](#) will appear in the future.
- **Reducing unnecessary customizations and configurations** – HealthScan helps you identify unnecessary customizations so you can [go back to out-of-the box functionality](#).
- **Prioritizing action steps** – HealthScan ranks recommendations by importance to ensure you address any critical items first.
- **Trending health over time** – The HealthScan scorecard visualizes how your instance health is changing over time and lets you to align improvements or degradation to specific system changes.
- **Preventing common implementation missteps** – Implementation “Sprint Scans”—quality control checks across your whole instance at the end of every implementation cycle—link with the ServiceNow Implementation Methodology (SIM) and proactively help you avoid common pitfalls.

### HealthScan Scorecard Results

Martin Wood

Scorecard: HSX0014155

Customer: Service-now.com

Instance: badinstance

Last Scan: 2019-01-16 12:00:46

Manageability

60%

[What does this mean?](#)

Performance

74%

[What does this mean?](#)

Security

87%

[What does this mean?](#)

Upgradeability

70%

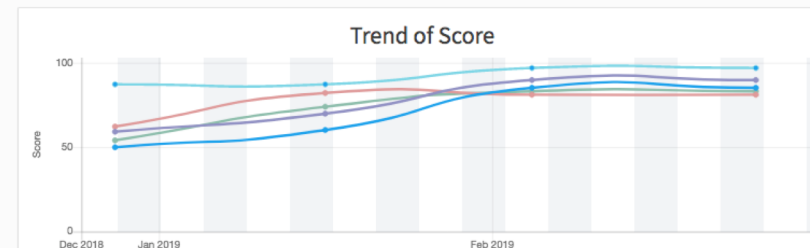
[What does this mean?](#)

User Experience

82%

[What does this mean?](#)

“ Compared to other similar sized customers, the **manageability** score is significantly worse than average, the **performance** score is worse than average, the **security** score is significantly worse than average, the **upgradeability** score is significantly worse than average and the **user experience** score is better than average. ”



### Impacted Product Suites

| Platform                | 87% Manageability  | 88% Performance  | 97% Security  | 92% Upgradeability  | 92% User Experience  |
|-------------------------|--------------------|------------------|---------------|---------------------|----------------------|
| IT Service Management   | 98% Manageability  | 96% Performance  | 100% Security | 97% Upgradeability  | 100% User Experience |
| Other                   | 96% Manageability  | 100% Performance | 100% Security | 100% Upgradeability | 100% User Experience |
| Performance Analytics   | 99% Manageability  | 100% Performance | 100% Security | 100% Upgradeability | 100% User Experience |
| Custom Application D... | 100% Manageability | 100% Performance | 100% Security | 100% Upgradeability | 100% User Experience |
| IT Asset Management     | 100% Manageability | 100% Performance | 100% Security | 100% Upgradeability | 100% User Experience |

# How does HealthScan help me manage my instance health? (Cont.)

## How long does it take to run HealthScan?

The entire end-to-end scan, HealthScan Scorecard, displaying summary level scores in five categories, takes about ten minutes to run. The scan does not impact system performance but is generally executed in a sub-prod instance.

## How can I run HealthScan?

Contact your solution consultant, customer outcomes executive, customer success executive, or support account manager to run the scan. Currently, HealthScan cannot be executed by ServiceNow partners.

## How much does it cost to run HealthScan?

The high-level HealthScan Scorecard is available *free*. Additional [optimization services](#), such as a more detailed review of your instance via a Configuration Review are available for a fee.

### Related resources

- [Now on Now: Maintaining Instance Health with HealthScan](#)
- [HealthScan Data Sheet](#)
- [Customer Success Center – Instance Upgrades](#)
- [Success Quick Answer – When and how should I use Automated Testing Framework \(ATF\)?](#)
- [Success Quick Answer – What best practices should I consider when creating ATF tests?](#)
- [Success Checklist – Manage to out of the box](#)



[HealthScan  
Homepage](#)

## What if I need additional detail or guidance regarding my instance health?

HealthScan does not have the context about your instance nor your unique business circumstances. To bridge the gap between using an automated scanning tool and understanding why the system was configured a specific way, ServiceNow offers an in-depth review of the health of your system via a Configuration Review.

A Configuration Review provides the detailed findings behind HealthScan Scorecard. For example, a Configuration Review will provide the exact business rule or script that triggered the finding, where to find it, and additional context on the finding.

The Configuration Review is conducted by a trained ServiceNow customer outcomes consultant who will work with you to balance the HealthScan findings against your unique business requirements and provide tailored recommendations. All ServiceNow [Success Packages](#) include a Configuration Review.

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us at [best.practices@servicenow.com](mailto:best.practices@servicenow.com).