

Configuration Review powered by HealthScan

The ServiceNow Configuration Review is powered by HealthScan to assess configurations that you, or your designee have made to the ServiceNow platform.

The ServiceNow Configuration Review is powered by ServiceNow HealthScan. ServiceNow HealthScan is a tool that helps you better understand and improve your instance health. Built on best practice definitions from thousands of instances, it quickly scans your ServiceNow platform and provides data points on upgradeability, performance and manageability—with the ability to drill down into a product-level view.

The ServiceNow Configuration Review outlines issues in key areas and provides you with recommendations to align platform configurations with ServiceNow best practice definitions. A ServiceNow certified professional services consultant will perform the review.

With the ServiceNow Configuration Review, you get:

- A detailed list of specific findings by product
- A ServiceNow platform status overview on upgradeability, manageability and performance
- Recommendations for optimizing the ServiceNow platform

ServiceNow Configuration Reviews are available in two (2) levels of engagement: (i) Configuration Review and (ii) Extended Configuration Review. Services delivered for each level of engagement are listed below.

Challenges

- Coding standards
- Data and Configuration integrity
- Upgradeability
- Manageability
- User Experience
- Security
- Performance

ServiceNow Resources

- Engagement Manager
- Technical Consultant

Customer Resources

- Project Manager
- System Owner
- System Administrator
- System Developer(s)

Services Delivered	Configuration Review	Extended Configuration Review
Automated technical best practice scan and a manual inspection of a customer's configuration of the ServiceNow platform	Yes	Yes
1.5-hour remote session of the Configuration Review findings and recommendations report with a ServiceNow certified technical consultant	Yes	Yes
Diagnostics of trouble areas that impact performance, manageability, and upgradeability	Yes	Yes
Review of your platform configuration and settings by a certified ServiceNow technical consultant	Yes	Yes
Review of the reporting, gauges, dashboards, and homepages on your instance	Yes	Yes
Review of the performance of forms and list display layout	Yes	Yes
Domain separated instance	No	Yes
Self-hosted instance	No	Yes

Note that the following are not included in the Configuration Review offering: ServiceNow Discovery, Service Mapping, Workflow, Social, Mobile, Service Level Management, Service Portal, Survey Management, Custom Applications, and integrations with the ServiceNow instance. The configuration review is a platform review and not application specific.

Configuration Review and Extended Configuration Review may include findings from interviews with key individuals and/or end users and their observations of the ServiceNow applications. The interviews may be conducted remotely, or on site as determined by ServiceNow.

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