



## Efficient ServiceNow Implementation Services

TeamUltra has successfully delivered over 300 ServiceNow projects and implementations ranging in size from global enterprise deployments to smaller, bespoke solutions that meet a unique client requirement.

The key to our success stems from our breadth and depth of experience in Service Management and ServiceNow and from our proven methodology when working closely in partnership with each client.

### The TeamUltra Methodology

Our methodology is based on a five-stage framework, which is tailored to meet specific client requirements and resourcing. The approach is flexible and scalable and can be adapted to fit a client's waterfall or agile project management and software development practices.



#### Stage 1: Initiation

At the start of the project, we bring together all of the key client stakeholders and together we set expectations on how the project will be delivered. TeamUltra will draw out any additional requirements and

future objectives and make sure the combined project team is aligned to the approach.

**Key deliverables:** Project definition document; Project plan.



#### Stage 2: Requirements

We undertake an in-depth analysis of each of the required processes taking input from the client's key personnel. This usually takes place in the form of an interactive workshop, the outputs of which are then reviewed, and agreed, with the relevant process owners and form the basis of a set of ServiceNow application requirements documents.

As part of this process, we will identify where out-of-the-box ServiceNow configuration needs to be enhanced and extended to accommodate specific client requirements. All requirements are then loaded onto the client's ServiceNow instance and collaboratively managed throughout the development lifecycle.

**Key deliverables:** Functional requirements document; Data model document; Integration design and security requirements.



#### Stage 3: Design and Build

The Design and Build phase recognises the need for flexibility and speed wherever appropriate. After an initial build against the agreed requirements we use collaborative 'Show & Tell' sessions to playback progress to the client, solicit feedback and fine-tune requirements.

standards to ensure quality is built into the solution. We then conduct a final level of end-to-end functional and system testing to ensure the ServiceNow application is delivered fit for purpose and ready for User Acceptance Testing (UAT).

**Key deliverables:** Application design and build; Integration design and build; Entry to User Acceptance Testing documents.

Unit testing is built into this phase and every project is delivered in-line with our purpose developed coding



## Stage 4: User Acceptance Testing and Client Training

The client testing process will be agreed during the Initiation phase. We will support the client at every step providing assistance with test planning, test cases and test data if needed.

All issues reported during testing will be reviewed and prioritised, and where agreed, remedied prior to full system acceptance. Training requirements, agreed during Initiation, are also delivered. Options available range from Train-the-Trainer to full eLearning solutions.

Where required, we can assist with the production of other training materials such as quick reference guides. As a final-step prior to Go-live we can conduct a technical handover to the client's system administrators to begin the path to self-sufficiency if desired.

**Key deliverables:** Agreed UAT testing programme; UAT entry / exit criteria; Training programme; Build documentation.



## Stage 5: Go-live

The transition to going live is carefully planned by all members of the project team. Starting with our Go-live checklist we build out a full implementation plan that is customised to the particular project in-hand. The implementation plan details the step-by-step activities required in the days and hours leading up to the transition to a fully-ready, production system.

TeamUltra provides full support to the client during the transition to production including sending consultants to the client site for Go-live day and for as many days as required afterwards. Next, we transition the client over to our dedicated Service Desk staffed by experienced ServiceNow professionals for early life support and beyond, ensuring that our clients are always in a safe pair of hands..

**Key deliverables:** Fit for purpose ServiceNow solution.

*“ We tap into TeamUltra’s large pool of ServiceNow expertise gained from implementing and supporting ServiceNow across many different organisations and applications. Whenever we are looking to push the boundaries of ServiceNow or explore how we can improve IT service management we call on TeamUltra. ”*

*National Broadcaster*



## What can TeamUltra do for you?

TeamUltra is the UK's leading ServiceNow Partner with over 300 projects and implementations.

For more information about our ServiceNow implementation services and range of value added solutions visit [www.teamultra.net](http://www.teamultra.net). If you have any questions, please contact us:

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