



ServiceNow Workflow:

We'll get your new process working ASAP!

It's pretty easy to get help when you need to implement a new ITSM workflow in ServiceNow. For many companies, ITSM is a focus so there is internal staff or a readily available implementation partner to help. But what happens when your process is a bit unusual? Maybe you want a process for vendor onboarding, accounts payable invoice approval, distribution of new company policies to your employees, or approval of new clinical trial requests at your research hospital. If you find yourself in that situation, think General Networks! Our team has been specializing in unusual workflow processes for 20+ years across many different workflow technologies...now including ServiceNow!

Working with us is a SNAP!

Our ServiceNow App Package (SNAP) includes everything you need to get your new process designed, built, deployed and in use (not to mention, with high user adoption). Don't wait 6 months or a year to start getting the return on investment from your new process – we'll get you up and running in as little as 6 weeks!

What you get

- Design, development, testing and deployment of your new process.
- Your submitters (requestors) will have visibility to the status of their request from beginning to end.
- Approvers will have a simple, user friendly experience that will work on any device where ServiceNow is supported.

How long it takes

If you're ready to go, full implementation of your new ServiceNow request can be completed in as little as 6 weeks from kickoff. If a more relaxed schedule is preferred, projects can last up to 3 months.

How much it costs

\$19,500 (based on the scope outlined below). If your scope is different, SNAP can be customized as needed.

Benefits of using SNAP

- Get your use case built and deployed to production in as little as 6 weeks.
- Allow your internal ServiceNow team to focus on other priorities.
- All authorized participants will have real-time visibility to the status of portal requests.
- Trust that your implementation uses ServiceNow best practices.

Features of your new App

Feature	Description	Includes	Limitations
Portal submission	Allows authorized users to submit service requests for workflows that include documents that require a signature	Immediate signing/sending by submitter Data/attachment validation Form letter and/or custom document approach	Up to 15 data entry fields Does not include validation using custom code
Portal visibility	Allows submitters to see the status of requests that they previously submitted	Visibility to pending/completed requests Visibility to selected data fields Visibility to individual signer statuses Access to the approval conversation thread Access to signed documents for users with appropriate permissions	
Submitter notification	Notification to the submitter that their request was either completed or rejected	Email notification Portal visibility	Uses ServiceNow's email notification capability without custom code
Workflow	Provides the process flow for request, approval and signature	ServiceNow approvals ServiceNow tasks Happy path Rejection path Email notifications	Rejected requests require a new submission Does not include integrations with external systems Maximum of 15 workflow steps Approvers/signers are either manually entered by users or programmatically determined using ServiceNow data
Up to 4 approvers/signers	Through email, ServiceNow approvals or ServiceNow tasks	Signing from email Signing from a ServiceNow approval (Service Portal or platform) Signing from a ServiceNow task (Service Portal or platform)	Support for signing in either Service Portal or platform but not both Assumes documents to be signed are complete and do not require collaboration
Admin dashboard	App configuration control and reports or graphs of app related data	Display of system configuration properties and links to make changes Up to 4 reports using readily accessible request data	Does not include configuration of Performance analytics for complex reporting

Services

Service	Description	Limitations
Design	An iterative design/prototyping approach where we define and agree to the design of the app	Prototypes created on client's development instance of ServiceNow Requires access to client's development environment for our development team members
Development	All development and configuration required for the app	Development and unit testing performed on client's development instance of ServiceNow
Unit testing	Comprehensive testing of all system functions by our development team	
Deployment to Test/QA	Deployment of update sets from development to test/QA in preparation for testing/UAT	Requires access to client's Test/QA environment for our development team members
Testing/UAT training	Training of client's Acceptance Testing users in user and administrative functions of the system	One training session for up to 5 testers
UAT support	Phone/email support during testing/UAT	Testing/UAT period limited to 2 weeks barring changes in design/scope
Deployment to Production	Our team will assist client's ServiceNow personnel (through screen share) to deploy the app to the ServiceNow production environment	
Hypercare	Phone/email support for issues and questions about the app Build and deployment of bug fixes as needed	Up to 30 days

Documentation

Document	Description	Limitations
Technical design document	Flow charts for major process flow including happy and rejection path Detailed list of all technical app components including description and purpose of each component	Up to 5 pages
Administrator guide	Description of all configurable parameters (system properties) for the App Instructions for basic administrative functions such as adding users, etc.	Up to 2 pages Does not include instructions for off-the-shelf ServiceNow procedures
User quick reference	A 1- or 2-page guide for submitters. Can be linked to the submission form for easy access	Up to 2 pages

Your team



Your account manager
P.J. Schwartz

20+ years' experience in a broad range of technologies including extensive workflow experience. P.J. will make sure working with General Networks is easy and yields great results!



Your architect
Todd Withers

25+ years' experience with multiple workflow technologies. Todd will make sure your new process really works and achieves your business objectives



Your developer
Javier Lizarraga

25+ years' experience with a variety of technologies from cutting edge to legacy.

ServiceNow Certified

Administrator
Developer
Implementation specialist



Your coordinator/tester
Susan Mashevich

Our newest team member! Susan will make sure your app is fully tested and ready before we go to production!

ServiceNow Certified

Administrator
Developer