KPMG
cutting through complexity

Change Management and Training for ServiceNow Solutions

OVERVIEW

ServiceNow and cloud-based solutions are just one example of how technological advances and an evolving service model are driving rapid transformation and change across the business landscape. Organizations solely focused on the technical aspect of a technology transformation project may not consider the fact that future tools and processes are only as effective as the people using them. Changes in processes and technology require people be appropriately trained and that their responsibilities be structured and performed in new ways. The difference between implementing a solution and actually realizing the benefits of that investment comes down to enabling people to deliver in the new environment.

KPMG's People & Change Management Practice provides the change management and training support required for a successful ServiceNow implementation.

OUR POINT OF VIEW

At KPMG, our experience has shown that integrated change management and training programs are the cornerstone for the successful transformation of an organization. Transition from the processes, technologies, policies and behaviors of yesterday to those of tomorrow is an organizational journey. Without a well-informed and clear plan to make that transition, even the best-intentioned and well-designed IT implementations are at risk of not delivering the expected results.

Guiding Principles of our Change Management and Training Approach

- **Strategic alignment** of leadership is critical to program success

- **Sustainable change** is achieved by effective measurement of change impact during early analysis

- A **systemic approach** is necessary to manage change across large organizations

- **Employee involvement** in the design/change helps the organization transition and individuals perform

- **Communication** is a key lever to build awareness, buy-in and ownership across the organization

- **Role-based, process aligned and needs aligned training** ensures audiences receive the right knowledge and skills

- **Blended and modular course design** extends the value of an organization's training investments

- **Measurable results and transparent reporting** enable benefits realization and continuous improvement

By focusing on both the organizational transitions (tangible changes in structure, processes, policies and technology) and the individual transition people go through to adjust to new ways of working, the organization improves the likelihood of enabling and sustaining the business results.

SOLUTION OFFERING

Our KPMG People & Change Management Practice has a well-established track record of successfully delivering large-scale, national and global change management and training programs that drive successful IT service management transformation across an organization. That experience translates into a powerful KPMG portfolio of complementary and integrated method frameworks, tools and accelerators for ServiceNow implementations.

KPMG ServiceNow Organizational Change Management and Training Offerings	
Organizational Change Management	**Training**
• Stakeholder Analysis • Organizational Risk & Readiness Analysis • Leadership Action Plans • Change Management Strategy • Change Agent Networks • Communication Strategy & Plan • Job Impact Assessments • Role Change Documents	• Training Needs Analysis • Audience Analysis • Training Strategy • Training Design (Course Outlines/Curriculum Map) • Training Content Development • Train the Trainer Programs • Training Course Content & Deployment Support • Training Effectiveness Surveys

In addition to KPMG's extensive experience and proven track record of providing change management and training services, we also have several unique ServiceNow training content differentiators including a pre-built ServiceNow training curriculum and our status as an **Authorized Training Partner (ATP)**.

KPMG ServiceNow Training Content Courses		
End User	**Operations**	**Administrator**

• ServiceNow Overview
• Basic Navigation
	• ITIL ITSM Foundation
	• Process training tailored to the client solution, for example:
	  – Service Catalog
	  – Request Fulfillment
	  – Incident Mgmt
	  – Problem Mgmt
	  – Change Mgmt
	  – Configuration Mgmt
	  – Knowledge Mgmt
	  … and more
		• Authorized ServiceNow training provider of:
		  – System Administration
		  – Advanced System Administration
		• KPMG System Administration training tailored to the client solution

From integrated change management services to specific training content needs, KPMG is ready to help you enable your people to realize the benefits of your IT and business transformation vision.

Some of the services described herein may not be permissible for KPMG audit clients and their affiliates.

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