



IT Service Management

OVERVIEW

KPMG LLP (KPMG) has been serving the IT Service Management (ITSM) market for more than 17 years and has worked with leading clients in all industries to support their ITSM solutions. Our team is recognized for the following:

- Dedicated ITSM practice operating globally with more than 200 practitioners in network member firms trained and certified (ITIL, CoBIT, eTOM, ITSM technologies)
- Service Management reference model based on industry leading practices and significant implementation experience
- Established methodology carefully crafted from industry leading practices with an extensive library of techniques, tools, and templates across the process, organization, technology, and facilities work streams
- Thought leadership through continuous R&D, producing next-generation solutions
- Independent knowledge of and access to software vendors through strongly developed alliances with market leaders
- Established track record of successfully “operationalizing” ITIL-based Service Management solutions across all industries, including service providers.



OUR POINT OF VIEW

KPMG is a recognized leader in enabling the CIO and IT Organization with process guidance across all life cycles of a service. We support our clients through the basic transition and operations processes like request, incident, change, release, knowledge, and problem management, as well as with the processes that have traditionally been considered more difficult to implement like capacity management, demand management, service level management, and availability management.

KPMG's key focus is on simplifying what we believe to be the core of good service management—configuration management and the Configuration Management Database (CMDB). At the heart of configuration management is the service. Most people focus on “controlling configuration items” when it comes to the process. We believe that the true value of the process is in enabling the CMDB to be an effective supporter of the service. An effective CMDB can help you build your services, understand them, explain them to your customers, and even improve them. A CMDB can go through levels of maturity based on your IT's level of maturity. Our approach is to match the strategic goals of your IT with your CMDB to enable those goals.

SOLUTION OFFERING

KPMG services for the ServiceNow Platform include:

- Creating an effective strategy and roadmap to move from a legacy ITSM solution to ServiceNow
- Performing a gap analysis between the current and to-be solution
- Enabling design of a strong CMDB with an effective configuration management process
- Defining and providing workflow requirements for ServiceNow development teams based on client business needs
- Assisting with ITSM process design, validation, and deployment using our ITIL-based process packs to enable quicker speed to value
- Creating and documenting process flows, work instructions, SOPs, guidelines, and other collateral for ITSM processes
- Providing implementation support including project management, tool, process, and role-based testing, training, and command center support
- Evaluating and assisting with defining client and client's third-party service provider's contractual and Service Level Management requirements, and corresponding reporting needs.

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



CONTACT

Saurabh Dubey
Manager, Advisory

📞 412-423-8239

✉️ saurabhdubey@kpmg.com

Mitch Kenfield
Principal, CIO Advisory

📞 404-222-3295

✉️ mkenfield@kpmg.com

Bruce Bancroft
Director Strategic Alliances

📞 415-963-7388

✉️ bbancroft@kpmg.com



For more information, please scan our QR code,
visit www.kpmg.com/us/servicenow, or
e-mail us at go-snowalliance@kpmg.com.

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