



# Integrate servicenow™ with iServer

*Bridge the Information Gap Between Enterprise Architecture and IT Service Management*

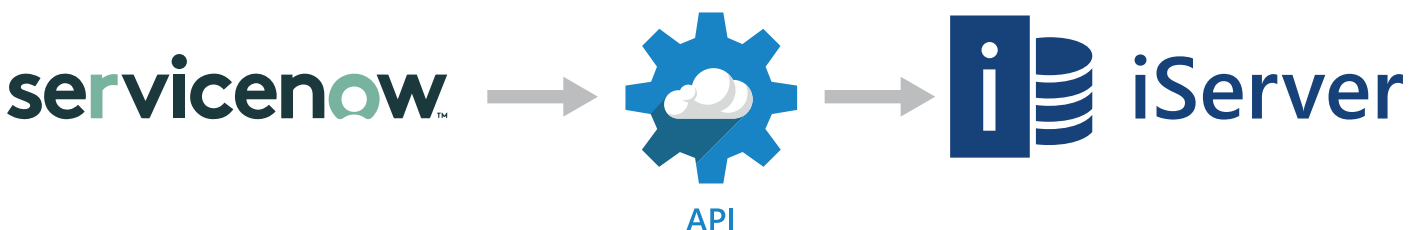
Many organizations face a disconnect between IT Service Management (ITSM) and managing their enterprise architecture (EA).

iServer is an established enterprise transformation platform, which supports decision making across the entire spectrum from strategic planning to operational execution. ServiceNow is the market leading ITSM platform globally.

Taking advantage of ServiceNow integration, iServer customers benefit from the breadth of IT-estate data ServiceNow provides. Leveraging

iServer's market leading analysis, road mapping and visualization capabilities, organizations can address a range of scenarios, including digital transformation, rationalization, M&A, cloud migration and many more.

Integration with ServiceNow is enabled through iServer's API and our consultants will advise on language mappings and best practices to ensure you can leverage the ServiceNow data in your EA models, application portfolios assessments, EA standards, and other deliverables.

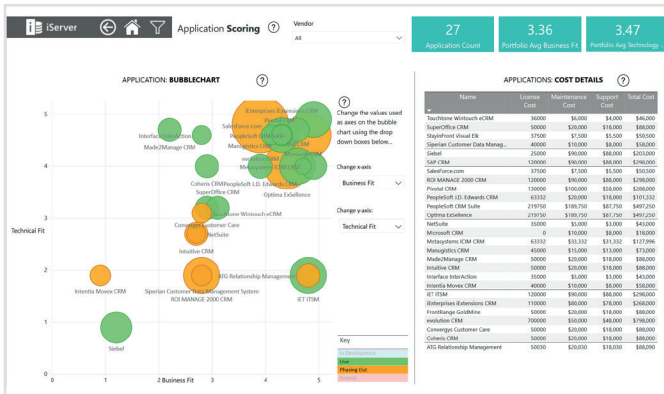


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Typical outputs generated from integrating iServer with ServiceNow:

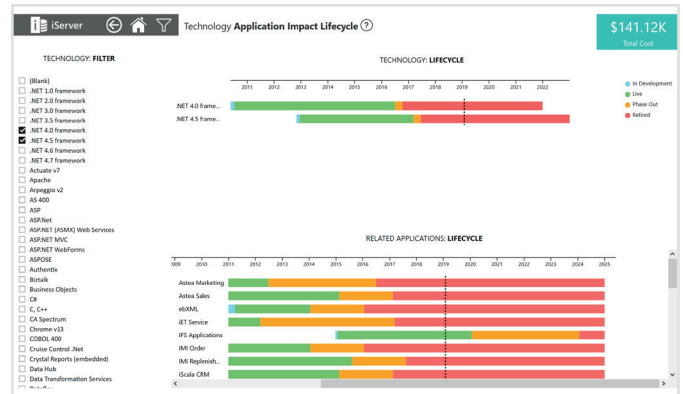
## Application Scoring:

Use cost information from ServiceNow for application rationalization, and compare the business/technology fit of applications supporting the same function, capability, organization unit or process.



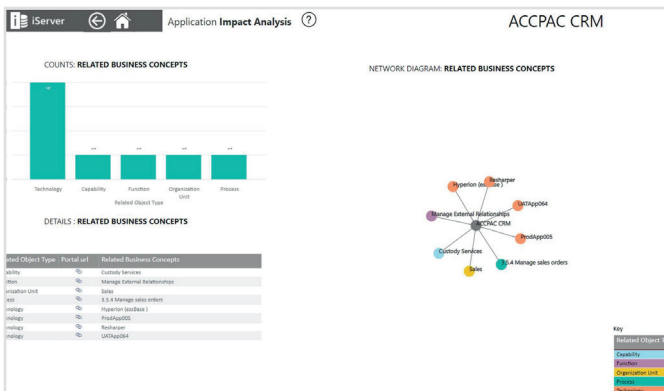
## Technology Application Impact:

Use technology asset information from ServiceNow to assess the impact on application lifecycles, and identify the business systems that are running on unsupported technologies.



## Application Impact:

Enrich data from ServiceNow with information from iServer to understand the impact of change, answering business questions such as "what happens to my business services if a piece of we retire a system?"



## Business Cost Roll-Up:

Use ServiceNow technology and application cost information to roll up to the business layer, and analyse the total cost of supporting a capability, process, or function.

