



Measurement Framework

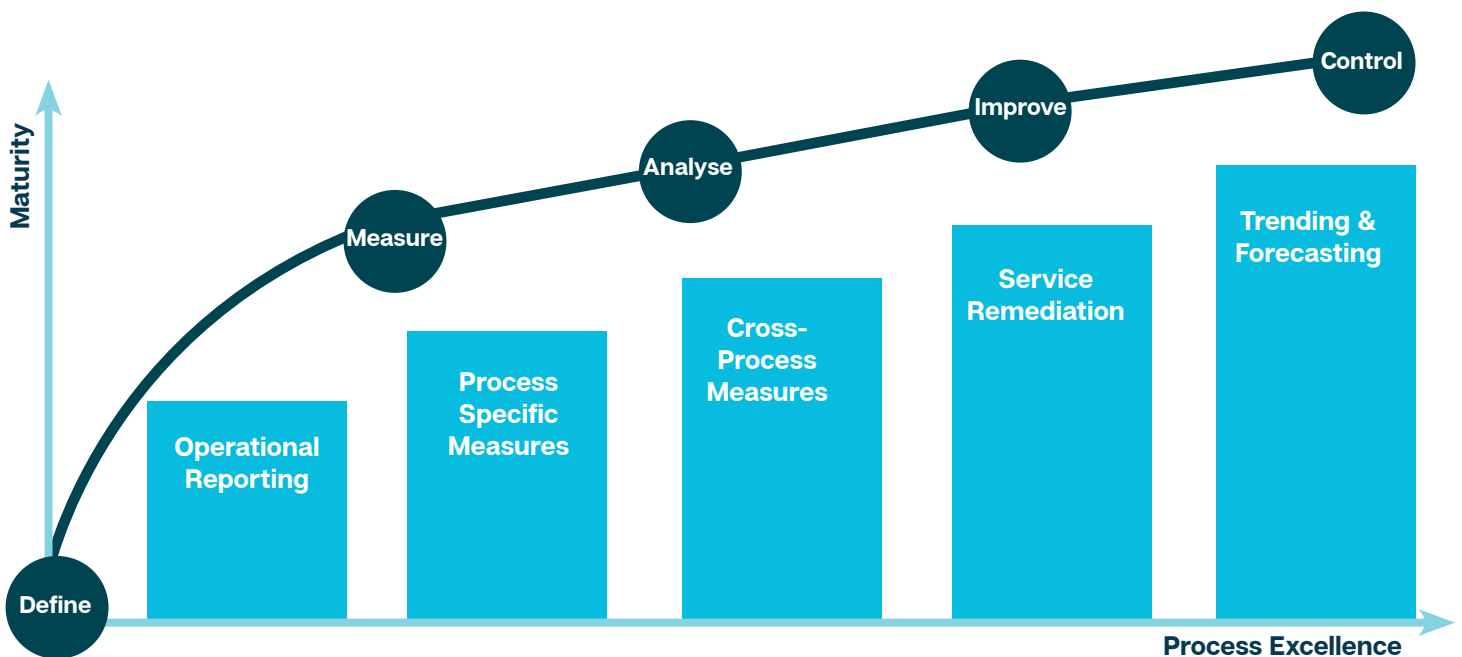
Combining the strong operational reporting capabilities of ServiceNow, the power of Performance Analytics and Engage ESM expertise and thought leadership, our framework utilises Six Sigma Best Practices to optimise Service Reporting maturity, driving a culture of Continual Service Improvement towards Process Excellence.

Engage ESM's Measurement Framework ensures that you maximise your investment in ServiceNow enabling your Service Reporting Maturity journey.

Are you able to confidently confirm that Business or IT goals are being met?
Do you have a clear view of your Critical Success Factors?

Do these statements sound familiar?

- We create reports that no one reads
- We create reports as a 'tick in a box' exercise



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Service Reporting Capabilities

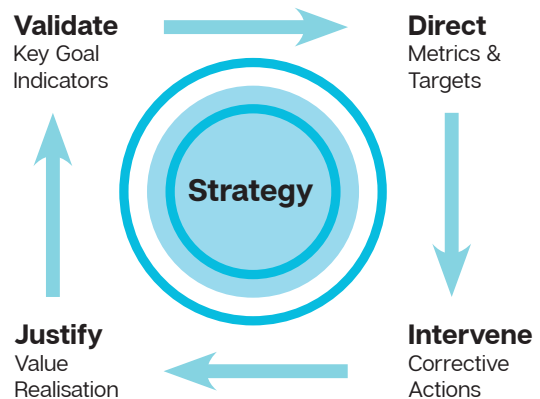
Engage ESM's Service Reporting Capabilities help drive the understanding of what the metrics are telling you, rather than reporting for reporting's sake. Performance Analytics empowers the Process Owners to focus on process efficiency and drive improvements through targeted metrics, realising clear business benefits.

We work with you to enable report owners and the governance and maintenance of the end to end reporting process is integral to our capabilities.

- OPR** **Operational Reporting**
Report creation & scheduling, Metrics, Home pages & Dashboards, Guidance
- GOV** **Governance**
Report Catalogue, KPI Directory, Demand & Maintenance Process
- PAJ** **Performance Analytics Jumpstart**
ITSM Dashboards, Power User Enablement
- AUG** **Augment**
Enablement Workshops & Tutorials, X-Platform Dashboards, Enhanced Reporting, Roadmap, SIAM, BI
- SVA** **Service Availability**
Service Offerings, Availability Reporting & Dashboards
- MSP** **Multiple Service Provider**
Operational Reporting & Performance Analytics across Domains, Best Practice. In-house and customer facing

Benefits

- ✔ Metrics are defined with a clear target audience and a process for acting on the results.
- ✔ Analysis confirms Key Goal Indicators are realised and ultimately, strategic objectives are met and future vision shaped.



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