

ServiceNow ITSM Implementation Checklist

Incident | Problem | Change | Service Catalog

237 Brooklet Circle, St Marys, GA 31558
ybesnow.com

ITSM: Incident Management

Checklist Items

- Define incident categories and subcategories
- Configure assignment groups and escalation rules
- Set SLA definitions (P1 / P2 / P3 / P4)
- Configure notifications (email / SMS)
- Build incident dashboard and reports
- Set up major incident workflow
- Configure auto-assignment rules
- Enable Knowledge Base integration
- Test end-to-end incident lifecycle
- User acceptance testing with pilot group

Notes

ITSM: Problem Management

Checklist Items

- Define problem categories
- Configure Known Error Database (KEDB)
- Link problem records to incident records
- Set problem review workflows
- Build root cause analysis template
- Configure problem dashboard
- Set workaround documentation process
- Define problem closure criteria
- Test problem-to-change integration
- UAT sign-off

Notes

ITSM: Change Management

Checklist Items

- Define change types (Normal / Standard / Emergency)
- Configure Change Advisory Board (CAB) workflows
- Set risk assessment questionnaire
- Configure approval workflows by change type
- Build change calendar view
- Set up conflict detection
- Configure post-implementation review (PIR)
- Enable CI impact analysis
- Define rollback procedures
- Full end-to-end testing

Notes

ITSM: Service Catalog

Checklist Items

- Define catalog categories and subcategories
- Build request items with variables
- Configure approval workflows per item
- Set fulfillment workflows (Flow Designer)
- Define SLAs per catalog item
- Configure Service Portal integration
- Build order guide for common bundles
- Set up catalog item reporting
- User testing of request lifecycle
- Publish and train users

Notes
