IT Service Management Center of Excellence
SDI ServiceNow Professional Services

Whether looking to implement or upgrade ServiceNow, bolster employee experience, empower a new customer strategy, or improve overall operations, SDI delivers an efficient ServiceNow experience that aligns with your organization's strategic vision and that scales with as your business does. SDI's ServiceNow practice is led by ITSM leaders that are well-versed in the ServiceNow ecosystem and bring years of practical experience to our clients. SDI aligns our clients' business processes with industry best practices and organization structures, ensuring that your ServiceNow platform implementation will go smoothly and serve as a solid foundation for future digital transformation.

SDI ServiceNow Services
SDI carefully plans and tailors your ServiceNow solution to ensure operational and financial value to your organization, providing the following services:

Professional Services
SDI plans, designs, and implements new and existing instances of ServiceNow, including maturity assessments and health checks.

Advisory Services SDI delivers industry best practice guidance to our client organization through workshops and training provided by our best-in-breed consultants and analysts.

Organizational Change Management
SDI ensures that our customers achieve clear, distinct ROI from their ServiceNow investment by working closely to drive high levels of adoption, address culture changes, and remove frustration for end users through well-planned Solution adoption initiatives.

Project Management Services
Led by PMP-certified project managers, SDI provides best practice methodologies for managing our projects through ServiceNow's industry-leading Now Create guidance that utilizes a Scrum/Agile approach to meeting tasks and timelines.

ServiceNow Managed Service: SDI's ServiceNow Virtual Management Program
SDI's Virtual Management Program provides the human resource experience and skillset to manage your ServiceNow environment remotely. SDI eliminates the demands of ServiceNow administration - further challenged by personnel shortages and rising customer demand - to allow you to focus on other areas of your IT business.

SDI Client Highlight

With industry-specific cloud use cases and deep legacy migration expertise, SDI is the trusted cloud advisor for:

The City of Santa Monica selected SDI to review and analyze their current Capital Improvement Plan (CIP) process to build an efficient solution on ServiceNow. SDI successfully enabled and configured both Ideation and Demand Management Modules, enhanced the City's Ideation portal, and configured an efficient workflow process for approvals. SDI will begin design and implementation services based on ServiceNow best practices for the City's foundational Field Service Management implementation, as well as perform a ServiceNow health check on the City's Service Portal, Service Catalog, Order Guides and Workflows.

Contact Dawn Nash Pfeiffer at dpfeiffer@sdipresence.com / 312-580-7516 to launch the SDI Team within your organization.

ServiceNow Advanced Support Services

SDI provides support that resolves technical problems, performing changes at the code level and in communication with ServiceNow support, including:

System Administration

- User and access management, workflow configuration, data quality management, form field changes and other quick changes in clients' ServiceNow instance.

System Performance Monitoring

- Detection of unfavorable performance trends and prevention or prompt fixes of related problems.
- Troubleshoot any ITIL practice including incident, problem, request fulfillment and change management to improve performance and overall solve practice constraints.

ServiceNow Development Services

Development services specifically related to development of applications and applications integrations for ServiceNow. SDI provides ServiceNow functionality expansions as well as development, testing and integration of custom ServiceNow applications:

- Functional enhancements
- Release migration projects
- Implementation of new ServiceNow products
- Integration of your organization's ServiceNow solution with other enterprise systems and external services

Meet SDI's ServiceNow Practice Leadership:

Anthony Orr, SDI Solutions Director

aorr@sdipresence.com

- ITIL Author, Examiner, Industry Thought Leader
- DevOps - Agile SCRUM Expert, Examiner
- ITSM Executive Advisor, Consultant, Educator
- 30+ years of IT experience

Richard Mims, SDI ServiceNow Solutions Director

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- Former ITSM Consultant Industry Author and Examiner
- Former ITIL and Help Desk Institute (HDI) Instructor and Consultant
- HDI 2022 Service & Support Lifetime Achievement Award Nominee

Meet SDI Presence

- 25-year corporate resume of designing and running complex, public-facing 24×7 mission-critical IT environments
- Corporate expertise in government and utilities systems, operations, cultures, and compliance requirements - with a specialization in legacy IT modernization
- 300 highly-certified technical professionals with deep industry expertise and senior leadership experience
- Proactive SDI ALIGN customer relations team ensures exceptional service, while identifying future innovation opportunities
- Corporate operations oriented to support long-term clients and SDI employee success
- 100+ affiliated employees through SDI's M/W/V/DBE Partner Network, promoting diverse workforce and minority business growth in today's marketplace
- Community involvement, leadership and volunteerism to support diverse organizations such as YearUp, Mercy Home for Boys & Girls, National Latino Education Institute, United Way, Midnight Mission, and more
- Backed by Abry Partners, a Boston-based sector focused private equity firm with $5B under management and over 30 years of experience in the technology market
- Headquartered in Chicago, with offices in Los Angeles, Sacramento, and Dallas-Fort Worth

City of Chicago - MBE

NMSDC
National Minority Supplier Development Council

National Minority Supplier Development Council - MBE