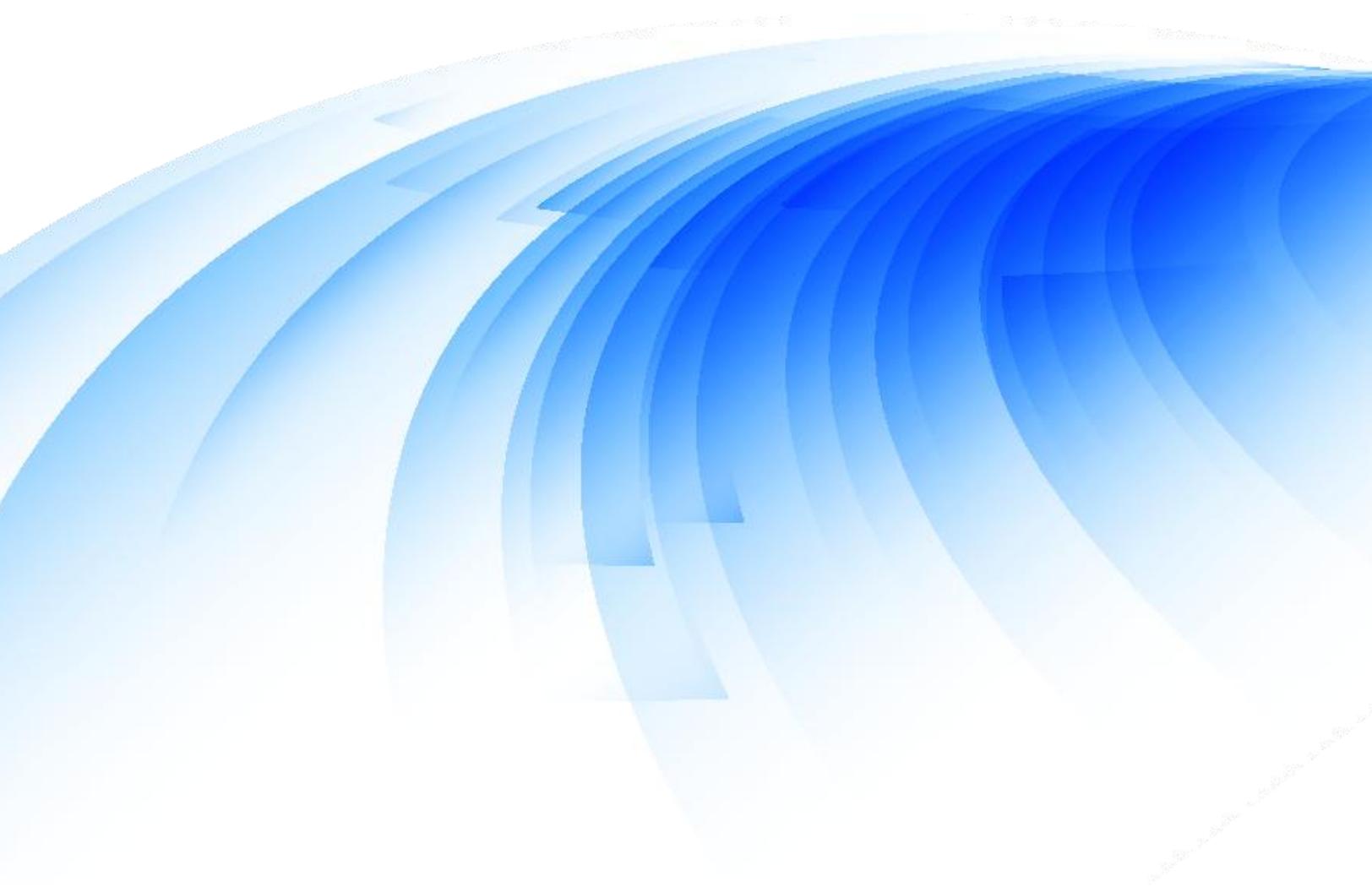


ServiceNow Partner Evaluation Scoring Worksheet



Overview:

Shortlisting a ServiceNow partner? Use this checklist to compare vendors consistently, reduce delivery risk, and choose a team that fits your scope and operating model 2 options:

- Score vendors on scope control, configuration-first design, integrations, CMDB, security, adoption, and day-2 readiness
- Compare proposals using a simple 45-point scorecard (1-5 per category)
- Ask the right questions before you sign, and require evidence (not just claims)

How to use this checklist

- Score each category from 1 (weak) to 5 (strong).
- Require evidence: sample artifacts, reference calls, and named delivery roles.
- Shortlist vendors scoring 35+ out of 45, then validate security and commercial terms.

Disclaimer: This checklist is a decision aid. Always validate partner credentials, staffing, security posture, and contractual terms before signing.

ServiceNow Partner Evaluation Scorecard

Score each category from 1 (weak) to 5 (strong). Score based on evidence, not slides. Use the 'Evidence required' column as your minimum bar.

| Category | Evidence required (minimum) | Score (1-5) |
|------------------------------------|---|-------------|
| 1. Outcomes and MVP scope | MVP definition, KPIs, acceptance criteria, exclusions | |
| 2. Delivery plan and governance | Project plan, RACI, cadence, risk management approach | |
| 3. Platform design quality | Configuration-first approach, customization policy, architecture notes | |
| 4. Data and CMDB plan | Data sources, migration plan, CMDB scope, quality gates, ownership | |
| 5. Integrations and interfaces | Integration inventory, API approach, monitoring, support ownership | |
| 6. Testing, cutover, and hypercare | UAT plan, performance testing approach, cutover plan, rollback steps | |
| 7. Security and compliance | Role model, least privilege plan, audit logging, approvals | |
| 8. Adoption and enablement | Training plan (admins, agents, approvers), comms plan, adoption metrics | |
| 9. Day-2 operations and releases | Upgrade cadence, release governance, backlog model, SLAs (if managed) | |

| Total score: (0 to 45) | Decision rule: |
|------------------------|---|
| | 35-45: Strong candidate. Proceed to reference calls and commercial review. |
| | 28-34: Conditional. Proceed only if gaps are addressed in the SOW and staffing is confirmed. |
| | 0-28: High risk. Reduce scope or re-evaluate partner choice. |

Evidence Checklist and Vendor Questions

Use this page during RFP calls and shortlisting. Require proof and clarify ownership before you sign.

What to request from every partner (minimum evidence)

A. Delivery artifacts

- Sample project plan from a similar scope
- RACI (who decides, who builds, who approves)
- Sample backlog and definition of 'done.'
- Cutover plan and hypercare plan

C. Data and CMDB

- CMDB strategy (scope, ownership, how it stays accurate)
- Data migration approach and quality gates
- If relevant: discovery or service mapping approach

B. Technical approach

- Configuration-first approach (written)
- Customization policy and governance
- Integration inventory and ownership after go-live
- Testing plan (including performance scope)

D. Operations and day-2

- Upgrade cadence and how upgrades are tested
- Release governance process and rollback approach
- Support model and SLAs (if managed services)
- Documentation and knowledge transfer plan

E. Proof

- Two to three customer references aligned to your scope
- Named delivery roles (not 'to be determined')
- Continuity plan for key roles through go-live

Questions to ask before finalizing a ServiceNow partner.

1. What does our MVP deliver in 60–90 days, and how will success be measured?
2. What is explicitly out of scope, and how will scope changes be handled?
3. What will you configure versus customize, and how do you prevent technical debt?
4. List every integration you will deliver. Who owns build, testing, monitoring, and support after go-live?
5. What is your CMDB approach, and who owns CMDB health after go-live?
6. What are the data quality gates that must be met before cutover?
7. How will roles, access, audit logs, and approvals be designed for least privilege?
8. What does performance testing include, and what are the pass criteria?
9. What training do admins, agents, and approvers receive, and how will you measure adoption?
10. What does your upgrade and release process look like after launch?

Final note: Choose the partner that proves they can deliver outcomes with maintainable design, clear ownership, and strong adoption. Tier and brand do not replace evidence.

About NGenious Solutions

NGenious Solutions Inc. is a Microsoft Solutions Partner and ServiceNow Partner, delivering scalable IT services to enterprises and Independent Software Vendors (ISVs) in diverse industries.

With nearly two decades of expertise, we craft transformative digital solutions tailored to your unique requirements—helping you overcome complex challenges, enhance operational efficiency, and exceed customer expectations.

Headquartered in New Jersey, supported by a state-of-the-art offshore engineering center in India, we blend boutique-style attention with industry-leading technology.

Our global reach spans manufacturing, education, retail, finance, healthcare, entertainment, and more.

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