



ServiceNow Cultural Sanity Check: Preliminary Audit Checklist

I. Executive Abstract

This document serves as a preparatory framework for the Pathi Tech Strategy Session. The objective is to evaluate the alignment between out-of-the-box (OOTB) functionality and the specific localized requirements of your enterprise environment.

II. ITSM Pillar (Service Management)

- **Incident Management Compliance:** Are your priority (P1–P4) definitions aligned with French/European SLA expectations?
- **Change Management Rigor:** Does your Change Advisory Board (CAB) workflow include a "Risk Assessment" phase backed by historical data?
- **CMDB Health:** Is your Configuration Management Database (CMDB) populated with accurate Relationship (CI) mapping, or is it currently a flat inventory?
- **Knowledge Management:** Is the Knowledge Base (KB) structured for multi-language support (English/French) to serve a localized workforce?

III. ITOM Pillar (Operations Management)

- **Discovery Completeness:** Are all on-premise and cloud-based assets being identified with high-fidelity patterns, or are there "blind spots" in the architecture?
- **Service Mapping:** Do you have a "Business Service View" that allows you to see the impact of a server failure on a specific business unit?
- **Event Management Filter:** Is your current setup suffering from "Alert Fatigue," or is there a noise-reduction strategy in place for critical events?

IV. Strategic & Regulatory Compliance

- **GDPR & Data Sovereignty:** Are user records and transaction logs stored in compliance with European data privacy regulations (CNIL)?
 - **Brand Alignment:** Does the Service Portal UI/UX reflect the "Strategic Brand Management" standards expected by your high-level stakeholders?
 - **SIRET Validation:** Are your procurement and vendor management workflows correctly handling local French business identifiers (SIRET/SIREN)?
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V. Next Steps for Our Strategy Session

1. **Identify 2-3 Friction Points:** Select the areas from this checklist that present the highest operational risk.
2. **Architecture Review:** Have your current ServiceNow Instance "Health Check" reports ready for our call.
3. **Pathi Tech Roadmap:** During our session, we will use these findings to draft your 24-hour "Market-Entry Roadmap".

