

## The challenge organizations face

Staffing an experienced, qualified, full time ServiceNow Platform Owner can be a challenge, but leaving the critical responsibilities of this role unattended carries many risks. Alternatively, an organization may have a Platform Owner that does not have the skills or bandwidth to effectively cover all the critical responsibilities.

## The KT2i cost-effective solution

KT2i's "Platform Owner as a Service" provides a team of experienced KT2i ServiceNow resources, led by a ServiceNow CMA and Certified Platform Owner, that together manage all the responsibilities of a single Platform Owner. With the leadership and experience needed to properly manage and drive your ServiceNow AI Platform, our unique service can be tailored to best fit the needs of your organization, and brings the expertise needed to ensure the key responsibilities are covered.

## The KT2i Advantage

We bring a highly experienced team with expert level credentials including ServiceNow Certified Master Architect, ServiceNow Certified Platform Owner, Certified Implementation Specialists across the ServiceNow product suite, combined with ITIL, CMDB/Asset Management, & AI adoption expertise and deep industry experience.

*This service was designed by our in-house Certified Master Architect, Patrick Latella, a SME who has provided expertise to ServiceNow University for the development of the Platform Owner career path.*

**Leverage as a short-term or long-term option for your Primary Platform Owner or to augment existing staff:**

- Flexible and optimized to fit your needs
- Ensure the security of your ServiceNow environment
- Maintain the functionality & performance of the Platform
- Ensure data quality & AI Readiness through prescriptive governance
- Provide the strategic guidance needed to optimize the value of ServiceNow efforts and investments to drive business outcomes

## Key Platform Owner Responsibilities

- **Platform Administration**  
Manage cloning & upgrades, ServiceNow subscription and licensing compliance, and User Administration
- **ServiceNow Governance**  
Ensure value realization by defining the decision-making process, properly scope efforts, and enforce the highest quality development.
- **Strategic Alignment**  
Ensure ServiceNow investments and efforts deliver desired outcomes and achieve business objectives.
- **Platform Security**  
Harden the attack surface by ensuring least trust access polices, enforcing strict integration security policies, and collaborating with the Security Team
- **Data Strategy**  
Establish a solid data foundation to drive automation and support accurate decision making, and guide the population of a trustworthy, AI ready, service-aware CMDB
- **ServiceNow & Vendor Management**  
Orchestrate communications with ServiceNow Support and collaborate with vendors to align workstreams.
- **Implementation Model**  
Assess and manage customizations to optimize the scalability of the platform, while driving new opportunities for expanding the ServiceNow footprint and value realization.
- **Operating Model**  
Open the channel for Ideation to empower the business to request new capabilities to drive new outcomes and increased value.
- **Organizational Change Management**  
Align the "People" side of digital transformation to ensure adoption, empower fulfillers, and guide executive sponsorship and leadership.

# Platform Owner as a Service Value realization from Day 1

Our unique offering ensures value to your organization from Day 1. We start with a prescriptive approach that will assess vital Platform elements to establish the stability and security of core ServiceNow processes. We communicate with your business leadership, key stakeholders, and process owners to establish a strategic roadmap for achieving business outcomes and maximizing the value of the ServiceNow AI Platform.



## Perpetual AI Readiness & CMDB/Asset Management Maturity

- Assess instances for version alignment
- Engage leadership & define objectives
- Align DEV teams
- Establish Operating Model & Governance Model

**Phase 1 - Stabilize Instances & Confirm Solid Foundation**

- Strengthen Security policies
- Confirm access to ServiceNow Support
- Establish relations with ServiceNow Account team
- Define 12-month Value Based Timeline

**Phase 2 - Harden Attack Surface & Define Strategic Roadmap**

- Continuous Increased Value / OCM
- Establish & Support ServiceNow Center of Excellence & Innovation
- Drive Adoption across the Enterprise
- Maximize value of ServiceNow licensing

**Phase 3 - Continuous Value Realization & Increased Adoption**

## Deep Industry Experience. ServiceNow Expertise.

KT2i brings together a team that ensures the right expertise is applied to the critical responsibilities of the ServiceNow Platform Owner. We combine our deep business & industry experience with extensive delivery & implementation experience, with an AI focus, to achieve your business outcomes today, while always building for your future.

**Explore our Services at <http://www.kt2i.com>**