HOW TO MAKE A GREAT FIRST IMPRESSION

SERVICENOW SOLUTION ARCHITECT

90-DAY PLAN

Take your time to plan how you should approach your new role with a few helpful tips from Orchestrato

ORCHESTRATO

First 30 days

DISCOVER & ASSESS

- Understand the client's business goals, IT strategy, and ServiceNow ecosystem.
- Build relationships with stakeholders, delivery teams, and enterprise architects.
- Identify architectural gaps, risks, and opportunities

31 to 60 days

STRATGISE & ALIGN

- Define a scalable, future-ready ServiceNow architecture.
- Align with enterprise goals, IT governance, and platform strategy.
- Establish architectural principles and delivery frameworks.

61 to 90 days

DELIVER & OPTIMISE

- Begin executing the architectural roadmap.
- Deliver high-impact solutions and establish architectural governance.
- Promote innovation and continuous improvement.

Checklist overleaf …

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90-DAY PLAN CHECKLIST

First 30 days - Discover & Assess

☐ **Stakeholder Engagement:**
- Meet with business leaders, IT executives, process owners, and platform teams.
- Understand strategic objectives, current challenges, and expectations from ServiceNow.

☐ **Review the ServiceNow Landscape:**
- Assess current modules in use (e.g., ITSM, ITOM, HRSD, SecOps, CSM).
- Review architecture, integrations, customisations, and data model.

☐ **Evaluate Platform Health:**
- Audit performance, scalability, security, and compliance posture.
- Review backlog, technical debt, and release history.

☐ **Quick Wins:**
- Recommend improvements to inefficient or risky architectural patterns.
- Provide guidance on best practices for performance, security, and maintainability.

☐ **Build Trust:**
- Be proactive, collaborative, and transparent.
- Share early insights and demonstrate architectural leadership.

31 to 60 days - Strategise & Align

☐ **Define Architectural Vision:**
- Create a high-level architecture blueprint aligned with business and IT strategy.
- Ensure alignment with ServiceNow's best practices and the Now Platform architecture.

☐ **Assess & Prioritise Initiatives:**
- Identify areas for optimisation (e.g., CMDB health, automation, integration strategy).
- Prioritise based on business impact, risk, and technical feasibility.

☐ **Develop a Roadmap:**
- Create a 6–12 month architectural roadmap with key initiatives and milestones.
- Include platform upgrades, data strategy, and cross-functional enhancements.

☐ **Engage Stakeholders:**
- Present the architectural vision and roadmap.
- Facilitate alignment across business, IT, and delivery teams.

☐ **Define Metrics:**
- Establish KPIs such as platform performance, automation coverage, and CMDB accuracy.
- Set up dashboards or reports to track architectural health.

61 to 90 days - Deliver & Optimise

☐ **Lead Solution Design:**
- Architect scalable, secure and maintainable solutions for key initiatives.
- Review and approve technical designs, ensuring alignment with architectural standards.

☐ **Support Delivery Teams:**
- Provide guidance to developers, admins, and consultants.
- Ensure architectural decisions are understood and implemented correctly.

☐ **Communicate Progress:**
- Share updates with stakeholders and highlight architectural wins.
- Document and socialise architectural patterns and decisions.

☐ **Establish Governance:**
- Define architecture review processes and design standards.
- Set up a ServiceNow Architecture Review Board (ARB) if needed.

☐ **Promote Best Practices:**
- Champion the use of ServiceNow's best practices, reusable components, and automation.
- Encourage innovation and experimentation within guardrails.