Completing Demand Assessments

Quick Reference Guide

Completing Demand Assessments

ServiceNow Assessments collect detailed process and performance insights from a broad base of stakeholders, which allow you to evaluate, score, and rank Demands, and provide normalized results.

Completing Demand Assessments:

1. Navigate to the Self-Service menu and select **My Assessments & Surveys**

2. View the open Assessments and when ready, click **Take Assessment**

3. The Assessment will open and the Assessor can begin to add values to the different categories.

4. Once Complete, click **Submit**

5. Metrics are calculated on a scale of 1-10.
   1. **Risks** = 1-Low to 10-High
   2. **Value** = 1-Low to 10-High

6. Based on the value and risk this will populate the Demand Workbench with a visualization of Demands and which are best to proceed with

For more information on the Demand Workbench see the **Using the Demand Workbench QRG.**

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Demands are assessed based on five **Metric Categories.**

1. **Size** – Based on T-Shirt size identified in the Assessment Data tab on the Demand, each size is provided a score

2. **Strategic Alignment** (Based on five criteria pertinent to the demand's strategic alignment)
    1. Priority – Attribute on the Demand
    2. Corporate Initiative – Is this related to corporate initiative?
    3. Operational Excellence – Will this increase job efficiencies?
    4. Process Innovation – Does this increase process consistency and optimization?
    5. Competitive Advantage – Can we gain a competitive advantage?

3. **Risk** (Based on four criteria pertinent to the Demand's risk)
    1. Time Delay – Is this susceptible to time delays?
    2. Business Case – Does this fulfill compliance and regulatory requirements?
    3. Business Expansion – Does this require additional infrastructure or business expansion?
    4. Commitment – Does this contain significant dependencies?

4. **ROI –** Based on the Impact and Financial Return of the Demand, the values for each are provided a score.

5. **Cost** – Based on the Labor, Capital, and Operational Costs on the Demand, the values for each are provided a score.