



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**.

The image illustrates the steps to complete a Demand Assessment in ServiceNow. It shows a navigation menu with 'my assess' and 'Self-Service' options. A 'Take Assessment' button is highlighted. The assessment form is titled 'Demand' and includes a 'Submit' button. The form content includes a header 'This assessment is in regards to Demand: ServiceNow PPM Implementation' and a section 'ServiceNow PPM Implementation' with a sub-section 'Strategic Alignment'. The 'Strategic Alignment' section contains four questions, each with a range of 0-10: 'Is this related to corporate initiative?', 'Will this increase job efficiencies?', 'Does this increase process consistency and optimization?', and 'Can we gain a competitive advantage?'. The 'Risk' section is also visible at the bottom.

my assess

Self-Service

My Assessments & Surveys

Demand

Assigned to: Heath Vanalphen
State: Ready to take
Due Date: 2019-11-07
Demand: ServiceNow PPM Implementation

Take Assessment

Demand

Submit Save Cancel

This assessment is in regards to Demand: ServiceNow PPM Implementation

ServiceNow PPM Implementation

Strategic Alignment

Business Valuation
Please score each question on a scale of 1-10
[10 = "very much so" & 1 = "not at all"]

Is this related to corporate initiative?

Range: 0 - 10

* Will this increase job efficiencies?

Range: 0 - 10

* Does this increase process consistency and optimization?

Range: 0 - 10

* Can we gain a competitive advantage?

Range: 0 - 10

Risk

Submit Save Cancel

Completing Demand Assessments

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.