Maximize Federal Impact with a ServiceNow Center of Excellence

As agencies aim to deliver more robust employee, citizen, and mission services, enterprise ServiceNow transformations have become commonplace in the federal government. Agencies can meet a wide array of business requirements while maximizing ServiceNow's capabilities across the organization.
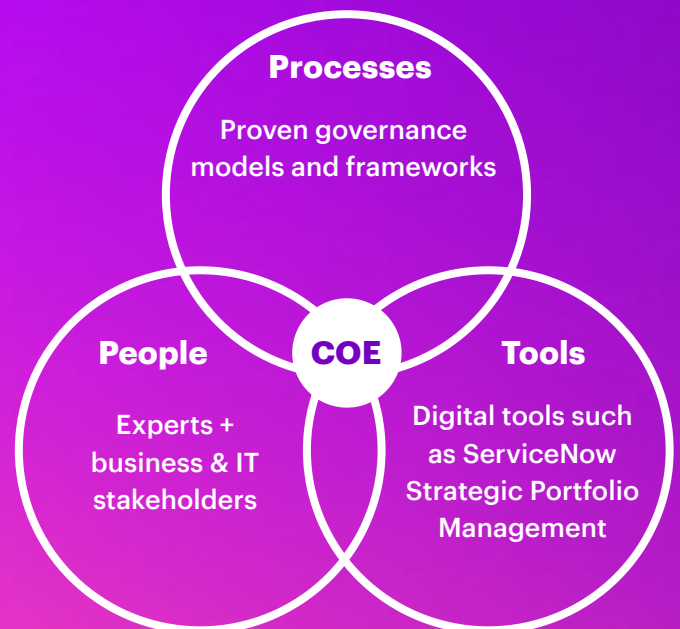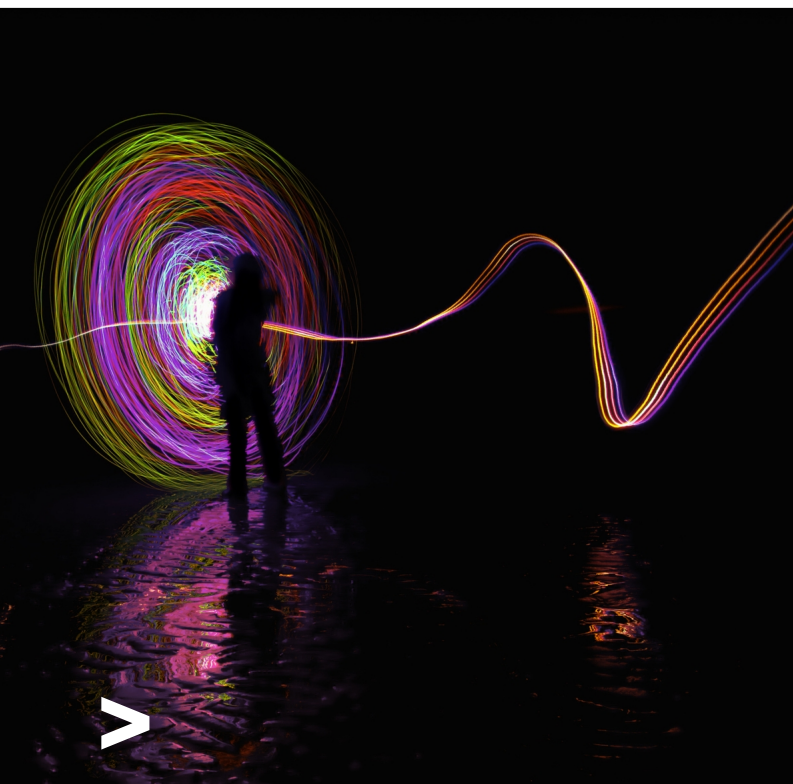
However, cross-department functions require a high level of orchestration that can often create a challenge for organizations. Accenture's Centers of Excellence (COE) were created to solve that challenge. A COE enables organizations to leverage existing ServiceNow and other platform investments with greater collaboration, organization, and efficiency for all.

What is a COE?

A COE serves as the convergence of people, tools, and processes aimed at maximizing the advantage of a platform ecosystem. It brings together domain experts, a suite of digital solutions, and established governance frameworks for optimal ecosystem management within an organization.

Positioned at the heart of an organization's digital transformation journey, a COE creates an agency-specific platform strategy, manages stakeholder requirements, and creates program alignment and standards. It facilitates rapid innovation, maximizes return on investment, and enhances user experiences.

Integral to our COE is the **unified path to production**, which ensures that standards are defined and followed across all platform development activities. Through this approach, agencies effectively mitigate risks associated with distributed development efforts, whether from citizen development or multi-platform integrations.

Processes

Proven governance models and frameworks

COE

People

Experts + business & IT stakeholders

Tools

Digital tools such as ServiceNow Strategic Portfolio Management

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COE Value Drivers

Collaborative Innovation
Foster stakeholder engagement for platform solutions, driving process improvement, IT modernization, and innovation.

Fit-for-Purpose Solutions
Provide comprehensive solution and technical architecture support, ensuring each solution is purpose-built on the best platform.

Informed Scaling Decisions
Make informed decisions during program scaling to contribute to the overall organizational success and strategic vision.

Centralized Governance
Drive consistent delivery through centralized governance, sharing best practices and successes with teams across the organization.

Optimized Resources
Scale program resources efficiently, avoiding duplication and optimizing efforts, money, and resources for economies of scale.

Mitigated Risks
Minimize risk and support scalability by defining and implementing development standards for a unified path to production.

Accelerated Adoption
Increase adoption through Human-Centered Design (HCD) principles, introducing new capabilities across the entire organization.

Investment Protection
Safeguard federal investments by leveraging expertise in records management, Authority to Operate (ATO), security, and compliance.

Efficient License Management
Achieve significant efficiency and cost savings through optimized license management processes.

Why Accenture?

As the top ranked ServiceNow solution provider, Accenture offers agencies the deepest capabilities, resources, and experience for federal projects.

Industrialization for Scale
We provide the tools, frameworks, best practices, and scale to help agencies implement transformational COEs.

Platform Design
Our dedicated platform designers tailor human-centered design methods to create customer experiences that drive platform adoption.

Cross-Industry Insight
Our top-certified platform architects and subject matter experts drive robust solutions.

Component Library
Our prebuilt components for ServiceNow accelerate development, ensuring better experiences without the hassle.

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