

Customer Success Story

Armed Forces Component uses ServiceNow to Consolidate Systems to a Secure Platform

The Customer's Challenge

In order to improve mission capability and productivity, the Army Program Executive Office for Command, Control, and Communications - Tactical (PEO-C3T) required the migration of ServiceNow ITSM and Asset Management, as well as multiple other applications, to Impact Level 5 and 6 (IL5/IL6).

Windward Solution

Working with our prime contractor Booz Allen Hamilton, we designed a solution to stand up a ServiceNow system at Impact Level 5 (IL5). This solution encompassed ITSM and other platform features to provide required capabilities and ensure data integrity. This system is the target for the consolidation of a number of legacy platforms (including an existing IL4 instance), and we helped to design several business rules and UI capabilities that will provide the end-user with high value via one integrated system.

Results Achieved



Instance hardening to provide an increase in the platform's Security Score and align with DoD requirements to meet ATO requirements



Alignment with DoD STIG definitions to ensure best path to ATO



Business Logic additions to align capabilities to business needs and mission goals



Demand Management to manage requests for change to ensure consistency, facilitate organization, and provide a mechanism for prioritization of requests



User Account Management capabilities, including system-based account deactivation for inactive accounts