The Opportunity

A National Aviation Services provider was transitioning from system engineering to an enterprise technology model, focusing on Service Management through ServiceNow.

They needed Logical State Architecture to document the current and future states of their systems related to Incident, Problem, and Change Management. This will guide the migration of all Service Management to ServiceNow and integration with third-party providers.

Key Challenge: Service management is scattered across many disparate systems across the organisation, resulting in operational issues and technical challenges of managing several systems.

Sida4's Approach in Partnership with Tractrix

To address the above requirements, *Sida4* (as 4impact) was engaged (via our partnership with *Tractix*) to produce a Logical State Architecture for their existing Service Management landscape.

The Logical State Architecture consists of:

• A list of "tentpole" systems that comprise their core Service Management components.

• A Current State Architecture that documents how the tentpole systems are used, how they interact with each other, what practices they support, and what, if any relationship they have with the their existing ServiceNow instance.

• A recommended Target State Architecture that demonstrates what their Service Management landscape could look like by Q4 2026.

• A set of Interim State Architectures that define a series of transition steps from the Current State to the recommended Target State.

In Partnership

TractiX
Opportunity realised

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

Key Outcomes and deliverables:

Document the logical state architecture (in terms of Current State, recommend a Target State.) for service management and recommend a migration path, providing a tangible and actionable plan to migrate service management practices.

- Scheduled and interpreted 'as is' practice of ten different service management systems and identified a migration path for disparate systems.

- The creation of a clear and tangible migration action plan.

- The project success resulted in second phase work for a data migration assessment.

Key project statistics and success insights.

ON-TIME
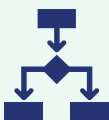**FULLY DELIVERED WITHIN PROJECT TIME FRAMES**

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UPLIFT
INCREASED OPERATIONAL EFFICIENCES

TRANSPARENCY
DATA LINEAGE VISIBILITY

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In Partnership

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Opportunity realised

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