



ServiceNow Capabilities and Offerings

MetaPhase Consulting Empowers Offices Across the Federal Government Using the ServiceNow Platform

- Advises GSA CIO on best way to modernize their ServiceNow usage, focusing on a digital transformation to meet their pain points and create a strong foundation for the future. Additionally, we spent time trouble shooting and updating ITBM priorities for the PMD office and helping them set up an IRM Proof of Concept to explore using the GRC: Risk modules of ServiceNow.
- MPC works with the USAID CIO on ServiceNow program governance, development and support services. The agency uses the ServiceNow platform globally as it's enterprise tool for digital transformation and automating manual business processes. MPC continually expands platform capabilities while ensuring a return on investment. MPC works on end-to-end delivery of new platform applications through business/user requirements, architecture, development and supporting system administration.
- MPC helps PeaceCorps CIO and the Strategy and Strategic Governance Group with their initial rollout of ServiceNow. We focused on supporting Demand and Project Portfolio Management processes using strategic planning sessions to create user stories and a future roadmap for enterprise-wide use of ServiceNow.
- MPC partners with Proven Optics for the Department of Education (DoE), to implement their Financial Tool, Public Sector Budget Formulation and Execution, providing the DoE OCIO with TBM capabilities to report IT spending in Cost Pools and IT Towers to meet the OMB requirement for TBM reporting. The solution helped to identify redundant IT assets (e.g. systems, applications and licenses) and justify service charges among multi-use stakeholders.

What Sets MetaPhase Apart?



A focus on people, process, and technology



More workflows, less spreadsheets and emails, better outcomes



Partner with client on digital transformation and IT modernization



Small business with strong business acumen



Human Centered Design ensures new processes are built with the user in mind



Strong internal resources and connections

MetaPhase Consulting ServiceNow Offerings



Experience with ITBM, HRSD, GRC/IRM, ITOM, ITAM, and ITSM.



Focus on providing best OOTB configurations to ensure data and relationships stay updated and clean.



Able to provide customized configurations and ensure those changes are carried forward without creating technical debt.



Ability to work across bureaus within an agency to successfully translate multiple workflows and needs, and coordinate system ownership management.

MetaPhase Consulting Strategic Partnership with Proven Optics



MetaPhase Consulting is a long-standing, strategic partner with Proven Optics. This strategic partnership recognizes MPC as a preferred implementation vendor of Proven Optics' new and innovative ServiceNow applications for TBM, Public Sector Budget Formulation and Execution, and Invoicing. With this partnership, MPC will continue to support Agency CIOs and CFOs with implementation services of these applications to empower Federal leaders to leverage real-time data-driven analysis as they continue on their IT Modernization journey.

About MetaPhase Consulting

MetaPhase Consulting is an 8(a) certified IT and Management consulting firm located in the Washington, D.C. metro area. We operate at the intersection of business and IT -- creating, deploying, and supporting practical solutions that serve as a force multiplier for the government. MetaPhase provides proven, highly effective consultants to support the planning, development, implementation, and change management associated with Federal Programs.



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