



Slide 1 Notes:

This slide provides a visual overview of the integration process for SCCM with Freshservice.

It includes all critical steps from environment readiness to change control and go-live.

The flow follows ITIL-aligned best practices, including Configuration Management and Change Enablement.

Key Concepts from the Flow Diagram

- Start with a clear objective: SCCM's role in Configuration Management
- Field mapping ensures clean CMDB population
- CAB approval and scheduled go-live mitigate change risk
- Post-go-live monitoring supports Continual Service Improvement (CSI)

Slide 2 Notes:

This slide explains the ITIL connections present in each stage of the SCCM integration.

It emphasizes the alignment with Configuration Management and Change Enablement practices.

Use this when presenting to ITIL or project governance stakeholders.