



Service Definition Document

ServiceNow Design, Development and Support Services



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1 What the service is

Provision of innovative implementation and support services for the ServiceNow platform. The service includes bespoke application development, platform implementations and customisations, maintenance and support. Proven design and implementation processes accelerate your digital transformation to cloud services.

Leidos is a member of the ServiceNow Specialist Tier and is a ServiceNow Reseller and Managed Service Provider.

Features

- Large scale, enterprise ServiceNow IT Service Management (ITSM) transformations;
- Compliant with ITIL Framework polices and processes;
- Cloud orchestration and management through ServiceNow;
- A rapid ServiceNow delivery based on proven processes and deployment methodologies;
- Provision of ServiceNow Managed Services and Support;
- Custom application development and integration based on customer requirements for business workflows;
- Proven monitoring integration experience with platforms hosted on AWS and Azure.

Benefits

- Improve ROI by leveraging ServiceNow functionality supported by any necessary bespoke application development or integration;
- Faster time-to-value through mature delivery and deployment processes;
- Assured quality using internal standards aligned with ServiceNow best practices;
- Reduce time to delivery of ITSM tooling using skilled ServiceNow-certified consultants.

2 The levels of data backup and restore, and disaster recovery you'll provide

Where relevant, Leidos offers full backup and restore for any services through our partnerships with IaaS providers as required.

3 Any onboarding and offboarding support you provide

Leidos works with customers to define and validate their application requirements to determine the exact configuration of their solution. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon. Typically this process includes documentation and knowledge transfer activities.

4 Service constraints like maintenance windows or the level of customisation allowed

Leidos has not identified any service constraints in our service offering.

For maintenance windows, Leidos adheres to the following.

Planned Maintenance

Planned Maintenance means any pre-planned maintenance of any infrastructure relating to the Services Leidos provides. Leidos provides the customer with at least twenty four (24) hours' advance notice of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer.

Emergency Maintenance

Emergency Maintenance means any emergency maintenance of any of the infrastructure relating to the Services. Whenever possible, Leidos provides the customer with at least six (6) hours' advance notice, of any such planned maintenance, the details of which will be discussed and agreed in advance with the customer.

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5 Service levels like performance, availability and support hours

Service Levels and KPIs are developed to focus Leidos on realising the right outcomes according to the business priorities and drivers.

Our support services are tailored to the requirements of the customer and Service Levels are designed to meet the customers' requirements. The cost of support depends on a combination of the support scope, the service levels required and the hours of service. Each support arrangement is customised to the complexity, and criticality of the services being managed and supported. It is also dependent on the underlying SLAs of the hosting platform provided by our partner.

Leidos can provide a Service Delivery Manager Capability, escalation contacts and process for both technical and service related escalations. Leidos believes in Continual Service Improvement and agrees a process with customers as to how this activity is conducted to ensure mutual benefit.

Examples of the support arrangements Leidos currently provides are as follows:

- Business hours support (Monday to Friday, 8:30am to 6:00pm);
- Extended business hours support (Monday to Friday 08:00am to 08:00pm);
- Core hours support (Monday to Sunday, 8:30am to 6:00pm);
- 24/7 support (365 days per year, 24 hours per day).

6 How you'll repay buyers if you don't meet service levels

Leidos agrees compensation models (service credits) tailored to each customer's needs, for each development as required.

7 The ordering and invoicing process

Leidos accepts electronic orders and provides electronic invoices. Please contact us at the email address above if you would like to discuss this further.

For any orders placed, Leidos provides an order confirmation, which includes a detailed cost breakdown.

Prior to the commencement of any work secured under the G-Cloud framework, Leidos request that you provide a customer acceptance of the order and also the completion of a Call-Off Contract. We are happy to commence work on a Letter of Intent that indicates orders and call-offs are being prepared.

Leidos will agree the invoicing frequency and mechanism in advance of any assignment commencing.

8 How buyers or suppliers can terminate a contract

By consumers (i.e. consumption)

Individually agreed with each customer.

By the Supplier (removal of the G-Cloud Service)

We will not terminate without prior customer consultation based on contractual terms.

Data restoration / service migration

Leidos offers full data restoration / service migration support as required.

9 Any technical requirements

Depending on the specific application development services require, there may be a number of technical requirements to be met by the customer. Typical dependencies include a need for internet access, and suitable connectivity – such as a Government secure network. In delivering any Consultancy service, Leidos does not anticipate any major need for technical integration with the customer's infrastructure. Where this is required, Leidos complies with customer governance and security procedures.

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10 All Leidos G-Cloud Offerings

Cloud Hosting	
Managed Cloud Hosted Services	
Data Architect and Design Services	
Data Engineering Services	
Cloud Software	
Data Reporting and Visualisation Services	Data Architect and Design Services
Data Analytics	Data Management
Data Science	Data Engineering
Artificial Intelligence and Machine Learning Services	Data Governance and Ethics Services
ServiceNow Design, Development and Support Services	Application Design, Development and Support Services
BMC Remedy Helix Design, Development and Deployment Services	SharePoint Deployment and Migration Services
Microsoft Dynamics and Power Platform Cloud Services	Leidos CHECK IT Health Check Services
Leidos External Vulnerability Assessment Service (Penetration test, Pen Test)	Leidos Social Engineering - Simulated Phishing Testing
Leidos Cloud IT Health Check Services	Leidos Internal Vulnerability Assessment Service (Penetration test, Pen Test)
Cyber Security Operations Centre	Cyber Security Engineering
Cyber Vulnerability	
Cloud Support	
Cloud Migration Services	Leidos FinOps
Cloud Strategise Service	Cloud Discover Service
Cloud Build Service	Cloud Migrate Service
Cloud Migrate and Optimise Service	AWS Well Architected Review
Edge to Cloud	Cloud Digital Testing Services
Leidos CORE	Cloud DevOps and Agile Consultancy
Application Design, Development and Support Services	BMC Remedy Helix Design, Development and Deployment Services
Cloud Integration Services	Microsoft Dynamics and Power Platform Cloud Services
Cyber Vulnerability Research	Cyber Security Operations Centre
ServiceNow Design, Development and Support Services	Leidos Social Engineering - Simulated Phishing Testing
SharePoint Deployment and Migration Services	Leidos Cloud IT Health Check Services
Cyber Engineering	Leidos External Vulnerability Assessment Service (Penetration test, Pen Test)
Leidos CHECK IT Health Check Services	Data Reporting and Visualisation
Leidos Internal Vulnerability Assessment Service (Penetration test, Pen Test)	Data Science



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Data Analytics	Data Architect and Design Services
Artificial intelligence and Machine Learning Services	Data Engineering
Data Management	Data Governance and Ethics