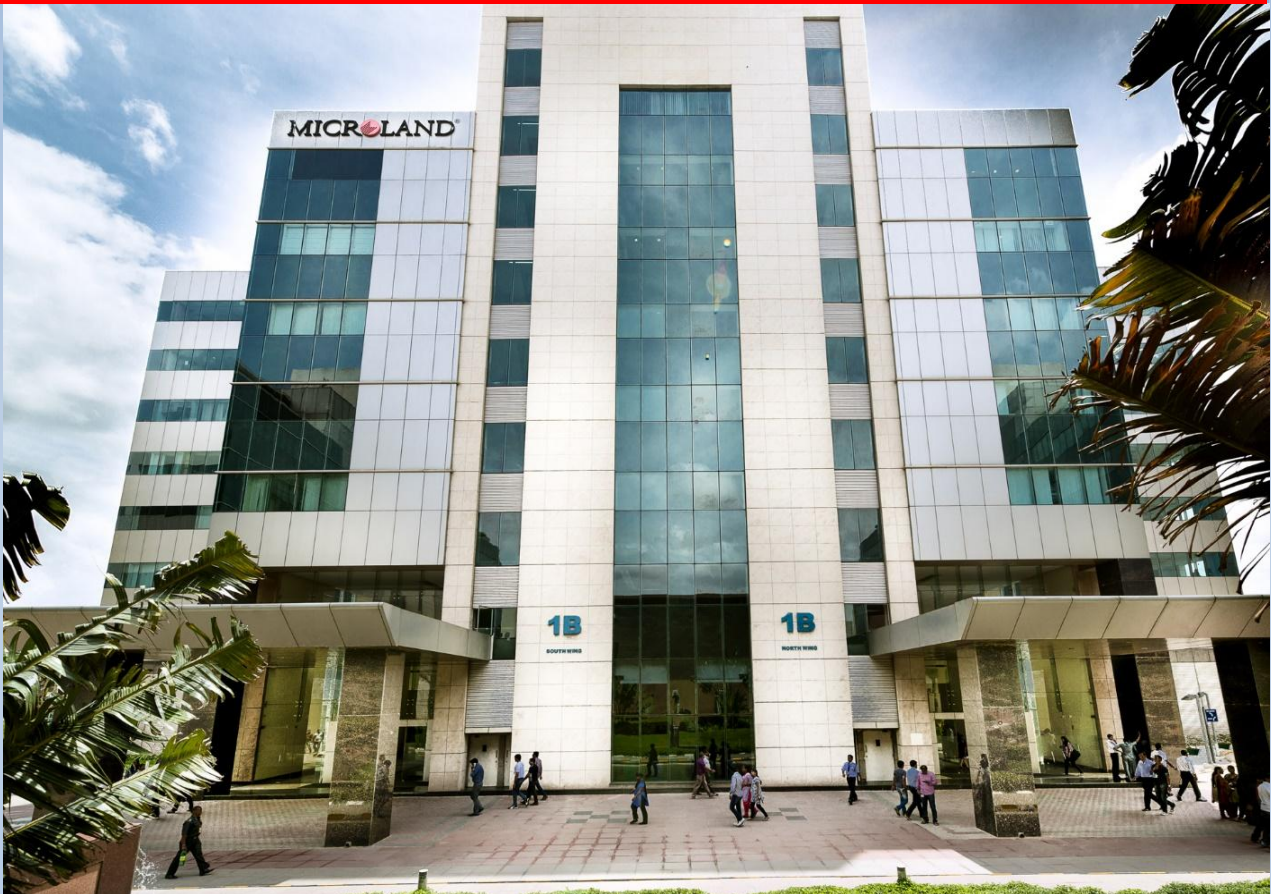


Microland Service Definition Document



**Microland Service Definition
Document for ITSM Platform
Implementation, Migration and
Managed Services**

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1.1 Service Overview

This service provides end-to-end delivery and ongoing management of ServiceNow and Halo ITSM platforms. It covers platform implementation, data and process migration, configuration of core ITSM modules, service catalog enablement, workflow automation and steady-state operational support. The objective is to deliver a scalable, standardised and business-aligned ITSM platform that improves service quality, governance and operational efficiency.

1.2 In-Scope Functional Modules

Incident Management

Configuration of prioritisation models, SLA policies, escalation rules, assignment groups and automation workflows to ensure rapid restoration of services and consistent user communication.

Change Management

Implementation of standard, normal and emergency change models, approval workflows, risk scoring, change calendars and impact assessment integrated with CMDB relationships.

Problem Management

Root cause analysis workflows, known error databases, problem-to-incident linking and corrective action tracking to reduce recurring incidents.

Service Request Management

Request fulfilment workflows, automated approvals, fulfilment orchestration and integration with backend provisioning systems.

CMDB (Configuration Management Database)

Design and implementation of CI classes, relationship mapping, discovery integration, reconciliation rules and data governance models to ensure configuration accuracy and impact visibility.

1.3 Implementation Services

Implementation includes:

- Requirements discovery and process alignment workshops
- Platform configuration aligned to ITIL best practices
- Module enablement and custom configuration
- Role-based access design and security controls
- Integration with identity, monitoring, asset and automation tools
- User acceptance testing and go-live support
- Knowledge transfer and administrator enablement

Delivery follows a structured phased approach: Design, Build, Test, Deploy and Stabilisation.

1.4 Migration Services

Migration services support transition from legacy ITSM platforms or existing environments into ServiceNow or Halo ITSM.

Scope includes:

- Data mapping and cleansing (incidents, requests, CMDB, users, assets)
- Historical data migration strategy
- Process transformation and harmonisation
- Validation and reconciliation testing
- Cutover planning and rollback strategy
- Post-migration hypercare support

Migration is executed with minimal business disruption and strong audit traceability.

Service Catalog and Workflow Automation

Service Catalog

Design and implementation of structured service catalogs including:

- Business service definitions
- Request forms and dynamic fields
- Approval models
- Fulfilment task orchestration
- Integration with automation and provisioning tools

Workflow Automation

Development of low-code and workflow-based automation to:

- Reduce manual effort
- Standardise service delivery
- Enforce governance controls
- Accelerate fulfilment and change execution

1.5 Managed Services

Managed services provide operational support and continuous optimisation of the ITSM platform.

Includes:

- Platform monitoring and health management
- Incident and service request handling for platform issues
- Configuration updates and minor enhancements
- User and access administration
- Patch management and version upgrades
- Performance optimisation
- CMDB data quality management
- Reporting and dashboard management

Service Level Objectives (Indicative)

Platform Availability

- Target availability: 99.9% (excluding planned maintenance)

Incident Response (Platform Support)

- Priority 1: Response within 15 minutes
- Priority 2: Response within 30 minutes
- Priority 3: Response within 4 hours
- Priority 4: Response within 1 business day

Change and Enhancement Requests

- Standard changes: Delivered within agreed change windows
- Minor enhancements: Delivered within agreed sprint or release cycles

Final SLA definitions are confirmed during contract finalisation.

Governance and Reporting

- Monthly service performance reporting
- SLA compliance tracking
- Platform health dashboards
- Change success metrics
- CMDB data quality KPIs
- Continuous improvement reviews

1.6 Client Obligations

The Client is responsible for:

- Providing timely access to environments, data sources and stakeholders
- Approving designs, configurations and migration plans
- Assigning business process owners and approvers
- Maintaining accurate asset and ownership information
- Providing integration access credentials and API approvals
- Participating in UAT and acceptance activities
- Defining business SLAs and priority models
- Ensuring end-user communication and organisational change management support

Failure to meet these obligations may impact delivery timelines and SLA commitments.

1.7 Exclusions (Unless Explicitly Contracted)

- Custom application development outside ITSM scope
- Non-ITSM business workflows
- Hardware procurement and endpoint management
- Third-party licensing costs
- Major platform re-architecture projects

1.8 Service Outcomes

This service enables organisations to achieve:

- Standardised IT service management processes
- Faster incident resolution and reduced service disruption
- Improved change governance and risk control
- Accurate service impact visibility through CMDB
- Automated request fulfilment
- Improved audit readiness and reporting transparency