

T: +44 203 854 1400

E: simmane@bangura.co.uk

W: www.bangura.co.uk

A: 2 Tower House, Hoddesdon, Greater London, EN11 8UR

Service Definition – ServiceNow Design, Development and Support Services

A bespoke Outcome Service created to allow Government Departments to have the ultimate flexibility in delivering ServiceNow Design, Development and Support Services.

We have over 20 years' experience in successfully supporting Central Government Departments UK-Wide in a broad number of areas to deliver compliant ServiceNow Design, Development and Support Services that adheres to GDS principles.

A service for any buyer who has an agenda to make the organisation become a data driven entity, or who wants to take advantage of innovative Data Solutions to help inform decisions in driving the Government's Digital agenda to make people lives better. We provide expertise in all areas of Data including Chief Data Scientists, Machine Learning Engineers, Advance Analytics, Business Intelligence & Data Engineers. Big Data Architects and Data Warehousing capability.

Bangura Solutions can supply current DV security cleared & SC security cleared capability to deliver Outcomes, Statements of Work (SoW) packages or Time and Material packages. Our fixed price catalogue of standard outputs and artefacts aims to support common outcomes and activity types to improve predictability of costs and artefacts. Helping organisations on their IT Transformation Journey whilst building long term capability for the department at a value for money price.

Service Features

- ServiceNow Implementation, ITIL modelled ITSM process transformation
- Module Implementations- ITSM, ITOM, ITBM, SAM, CMDB Integrations
- Migrations from legacy ITSM tools to ServiceNow platform
- Integrations with system-AD, CMS, ERP, JIRA, Splunk, Slack, Solarwinds
- DevOps Integrations, AI Ops & Service automations
- Discovery & CMDB - ServiceNow IT Operation management implementation
- Process gap analysis/workflow reviews & implementation roadmap
- Interface & UX design, custom portals & branding features
- Integrations via integration Hub /Web Services/REST/SOAP/EMAIL
- Business case assessment & Out-of-the box vs Customizations

Service Benefits

- One platform, One architecture
- Integrate and communicate across any systems or infrastructure
- ISO27001 and Cyber Essentials Plus accredited organisation
- We offer security cleared – SC/DV resource capacity
- ServiceNow SaaS delivers enterprise level class leading ITSM,ITOM, ITBM, CSM
- Readily available integrations
- Domain expertise and SMEs in Digital Transformation using ServiceNow
- Reduction in service calls, Auto-recovery and high Availability
- Ready Portal templates, easily configurable as per customer branding
- Current security cleared resource capability to deliver sensitive government projects

Our Method

Our specialist Chief Data Officer experts and our Managing Director will meet with Buyers to understand scope of work and goals of the organisation. We will provide high level expert guidance approach(es) to defining, developing and realising innovative Data Solutions for the organisation.

We appreciate that our expertise in this field might be a buyer's starting point on this journey. As with other companies that we have supported, we ensure that our executive level Data experts are available for a scoping meeting. A full report includes recommendations on how the service will be delivered with expected timelines for delivery. This report will be offered regardless of if we are engaged or not.

This can be followed with presentations and guidance on engaging other key internal stakeholders and internal audiences on the benefits and outcomes of the Service to be provided. We support you at every step of the journey in delivering this service.

Pricing

We will follow the discounted fees for Government set in our SFIA Rate Card attached. This ensures that we deliver on Governments goal of value for money. Discounts are available, which can also be seen in our SFIA Rate Card. Projects can be on a fixed price outcome, Statement of Work (SoW) or Time and Materials basis.

Please feel free to contact us for more information on this.