

JLL Service Definition for ServiceNow Workplace Service Delivery (WSD)

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1. Service Overview

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JLL offers expert consulting, implementation, and support services for the deployment of ServiceNow Workplace Service Delivery (WSD), including the Health & Safety (HSE) and Enterprise Asset Management (EAM) modules, tailored to the needs of UK public sector organisations. This service enables clients to modernise their approach to workplace management, health and safety compliance, asset lifecycle management, real estate optimisation, and facilities operations through the implementation of ServiceNow's AI-powered unified workplace and property management platform.

Leveraging JLL's global real estate expertise and ServiceNow's cloud platform innovation, JLL delivers end-to-end support across discovery, design, configuration, integration, testing, training, go-live, and ongoing administration for the WSD, HSE, and EAM modules. This service does not include licence resale; clients must secure software licensing independently.

2. Detailed Service Scope

JLL's ServiceNow WSD implementation service includes the following:

Discovery and Solution Design

- Stakeholder workshops to assess current operations, strategic goals, and compliance needs
- Requirements mapping to WSD capabilities
- Solution design specifications for workplace, space, IT, and finance functions
- Documentation for approval prior to build/configuration

Build and Configuration

- Tailoring ServiceNow WSD modules and workflows to organisational structure
- Role-based security configuration and user access controls
- Workflow automation for service requests, approvals, escalations
- Integration with existing government systems (e.g. HR, BMS, calendar)
- Setup for audit/compliance and security requirements

Testing and Training

- Comprehensive system and security testing (aligned to public sector standards)
- User Acceptance Testing (UAT) with operational scenarios
- Train-the-trainer programmes and knowledge transfer
- Provision of user guides and training materials

Deployment and Go-Live Support

- Managed data migration and environment validation
- Hypercare support for rapid issue resolution during early live operation.

Ongoing Support (Optional/Post-Go-Live)

- Service management, incident and problem handling
- Guidance on platform upgrades, enhancements, and best practice
- Periodic health checks and optimisation reviews.

Exclusions:

- Service excludes procurement, resale, or provisioning of ServiceNow licences (client responsibility).
- Software hosting and platform maintenance provided by ServiceNow under direct licence agreement

3. Key Features and Capabilities

JLL configures and supports a comprehensive set of ServiceNow modules designed for modern public sector workplace, asset, and safety management. These include:

Workplace Experience Management

Smart reservations, event management, and integrated services booking (desks, rooms, catering, AV, etc.), seamless calendar integrations, visitor management, and digital wayfinding to streamline employee and visitor experiences.

Space Management and Optimisation

Advanced space planning, utilisation analytics, BOMA-compliant space classification and reporting, scenario planning, move management, and stacking/blocking analysis for evidence-based estate strategy and operational efficiency.

Lease and Property Administration

Lease tracking, contract management, critical date monitoring, AI-powered lease abstraction, rent scheduling, and comprehensive audit trails supporting compliance and strategic portfolio decisions.

Workplace Facilities Management

Workplace-specific asset tracking, service request handling, maintenance workflows for meeting rooms and equipment, and cleaning coordination for consistent and safe work environments.

Health & Safety (HSE) Management

Configuration and support for health and safety workflows, including incident reporting, risk assessments, corrective action management, and compliance auditing to fulfil UK public sector HSE requirements.

Enterprise Asset Management (EAM)

Full asset lifecycle management, covering registration, maintenance scheduling, condition tracking, depreciation, and regulatory compliance across all workplace assets beyond traditional facilities scope, providing transparency and control over complex asset portfolios.

AI-Enhanced Automation

AI assistants (Now Assist) for reservation and service automation, and workplace AI agents for proactive space closure, cleaning schedule optimisation, and maintenance recommendations, driving operational efficiencies and supporting proactive management.

Integration Frameworks

Pre-built connectors for occupancy sensors, building management systems, digital signage, access controls, HR and financial platforms, supporting real-time insights and reducing manual data entry.

All features are tailored to the specific operational, compliance, and reporting needs of public sector organisations, with individual modules (WSD, HSE, EAM) configured and supported according to buyer requirements and G-Cloud Lot 3 guidelines

4. Onboarding, Transition & Offboarding

Onboarding and Transition Steps

- Structured project initiation with agreed governance, roles, success criteria, and risk controls
- Requirements discovery, stakeholder mapping, and solution alignment
- Secure build configuration, demonstration cycles, and iterative feedback
- Phased deployment aligned to user readiness and service continuity
- User, admin, and champion training programs with documentation and knowledge resources

Offboarding

- At contract end, JLL provides:
 - Structured handover, including configuration documentation
 - Final knowledge-transfer sessions to in-house teams
 - Support during decommissioning or transition to a new partner, subject to contract terms
- All client-specific data remains within the ServiceNow instance, under client ownership and control

5. Security, Compliance & Data Residency

JLL's implementation approach ensures all processes align with UK government requirements:

UK Data Sovereignty

- All data resides within accredited UK ServiceNow data centres. Data residency and sovereignty meet UK public sector data localisation mandates.

Security Architecture

- ServiceNow's multi-instance, logically single-tenant model ensures data segregation
- Encryption (at rest/in transit), granular role-based access, and comprehensive audit logging
- Integration with SSO and existing identity/access frameworks.

Certifications:

- ISO 27001, ISO/IEC 27017/18/22301/27701/9001, ISO 42001 (AI), SOC 2 Type 2
- Annual PEN testing, incident response, and operational controls

JLL Role:

- Requirements capture for client compliance frameworks
- Secure implementation methods, audit trail assurance, and documentation to support regulatory audits/inspections.

6. Service Management & Support

Service Management:

- Defined SLAs for incident, problem, and change management
- Continuous service improvement and monthly service reporting

Support Channels:

- Dedicated service desk during build, deployment, and hypercare
- Optional ongoing support packages post go-live

Knowledge Transfer:

- Formal handover and training for client IT/admin teams
- Access to best-practice materials and periodic service reviews

Compliance Maintenance:

- Ongoing monitoring, audit support, and governance structure reviews throughout engagement

7. Pricing Framework

Consulting and Implementation:

- Engagements may be priced on a daily rate (per specialist role) or via pre-defined fixed-price milestones, aligned to G-Cloud Lot 3 cloud support norms

Support/Transition Services:

- Post-implementation support available either as time-and-materials or fixed service blocks

Exclusions:

- Licence procurement costs are out of scope and must be contracted separately by the client

8. Value Proposition

Sector Experience:

- JLL's history of 5,000+ successful IWMS implementations and market leadership, underpinned by 108,000 years of real estate experience

Public Sector Alignment:

- Deep expertise in public sector regulatory, security, and operational contexts

Operational Impact:

- Demonstrable cost savings, enhanced service delivery, reduction in legacy silos, real-time analytics, and compliance assurance

Market Recognition:

- Recognised by industry analysts (IDC, Gartner) as a leading provider in FM and IWMS solutions

End-to-End Support:

- Comprehensive lifecycle support from discovery to transition, ensuring smooth adoption and measurable value realisation

9. Assumptions & Out-of-Scope

- ServiceNow WSD software licences and hosting are expressly excluded from this service and remain the direct procurement responsibility of the client.
- JLL does not provide software resale, hosting, or ServiceNow platform maintenance—these are governed under the client's contract with ServiceNow.
- Any custom application development outside WSD standard modules, third-party product procurement, and ongoing business process outsourcing are not within scope.
- JLL operates on the basis that clients will provide timely access to relevant personnel, systems, and environments.