

Service Definition Document

Service Name: ServiceNow Cloud Support and Implementation Services

Supplier: The Process Play Ltd

Lot: G-Cloud 15 - Lot 3: Cloud Support

1. Service Overview

The Process Play provides specialist cloud support services for organisations using the ServiceNow platform. The service supports the design, implementation, configuration, optimisation and ongoing support of enterprise workflows, delivered using a process-first approach. Services are provided remotely with onsite support available by agreement.

2. Scope of the Service

The service includes:

- ServiceNow implementation and configuration
- Workflow and data structure design
- Data auditing, cleansing and migration
- Integration with third-party systems
- Project and delivery governance
- Organisational change, training and adoption support
- Ongoing platform support and optimisation

The service does not include infrastructure hosting or ownership of the ServiceNow platform.

3. Onboarding and Offboarding

Onboarding includes service mobilisation, access setup, discovery workshops, scope confirmation and delivery planning.

Offboarding includes knowledge transfer, handover documentation and support with transition to another supplier where required.

4. Service Levels and Support

Support is provided via email, online ticketing and web chat during UK business hours (Monday to Friday, 09:00-17:30).

Support tiers may include standard, enhanced or managed services, with response priorities agreed per engagement.

Phone support is not provided as a standard channel.

5. Service Constraints

Delivery is primarily remote. Timelines are dependent on buyer availability, access to systems and third-party dependencies. Customisation is limited by ServiceNow platform capabilities and licensing.

6. Business Continuity and Disaster Recovery

The Process Play maintains business continuity and disaster recovery arrangements appropriate to its cloud support services. Platform-level resilience and data backup are managed by ServiceNow under the buyer's subscription.

7. Security and Data Protection

The service is delivered in accordance with UK GDPR and applicable data protection legislation. Access to buyer systems is role-based and controlled. Personnel screening is performed. Higher security clearances can be supported where required by agreement.

8. Hosting and Data Location

The Process Play does not provide hosting. ServiceNow hosting, data storage and data location are managed by ServiceNow in accordance with the buyer's contract with ServiceNow.

9. Outage and Maintenance Management

Planned maintenance and outages are managed through agreed change and communication processes. Platform availability is governed by ServiceNow's service commitments.

10. Access to Data on Exit

Upon service exit, the buyer retains full ownership and access to their data within the ServiceNow platform. The Process Play will support data access and transition activities as agreed.

11. Technical Requirements

The buyer must hold a valid ServiceNow subscription and provide appropriate user access for delivery and support activities.