



G-Cloud 15 Service Definition

Accenture Cloud Services for ServiceNow

Jan 2026

accenture

Contents

1.0	Scope of our services	3
2.0	Accenture in the Health & Public Services Sector.....	5
3.0	About the Accenture ServiceNow Business Group	6
4.0	How ServiceNow aligns with Accenture’s Ecosystem Partners.....	8
5.0	Clients and Industries we serve.....	10
6.0	Accenture Social Value and Environmental & Sustainability Commitments	11
7.0	Accenture ServiceNow Deployment and Consulting Services Overview.....	13
8.0	Focus Areas Covered.....	14
9.0	ServiceNow Implementation Methodology.....	16
10.0	Service Deliverables.....	20
11.0	Training & Enablement.....	1
12.0	Commercial	2
13.0	Pricing	4
14.0	Contacts.....	5
15.0	About Accenture.....	6

1.0 Scope of our services

Accenture and ServiceNow have a rich heritage in global-scale ServiceNow implementations since 2011 and has enjoyed a very successful 360° relationship during this time. In 2020 we formed a new business group with ServiceNow to help private and public sector Clients accelerate their digital transformation and better address today's dynamic operational challenges.

The Accenture ServiceNow Business Group helps organizations rapidly evolve organizational processes and unlock the full value of technology investments by adopting digital workflows that deliver modern, personalized client and employee experiences.

This includes empowering employees and clients with self-service and remote work programs that offer increased flexibility, mobility, and choice. By establishing a more modern workplace with platform driven, technology enabled workflows, organizations are better positioned to balance business needs, satisfy client demands, drive employee engagement, deliver productivity expectations, and realize workplace cost optimization.

"By further strengthening our strategic alliance with ServiceNow, we will enable our clients to embrace change more quickly".

"With a move to the cloud, they can reimagine their operations, reskill their employees, and become more sustainable. Working together with ServiceNow to automate complex processes and create better experiences across industries, we will help organizations deliver greater 360-degree value that benefits all — their customers, people, shareholders, partners, and communities".

Julie Sweet, CEO Accenture



"Leaders in every organization know that their 20th century technologies are too slow, too siloed, too stuck in the status quo to meet the dynamic digital demands of employees and customers today".

"Speed, agility, and resilience are what's needed now. Our ServiceNow and Accenture partnership brings together world-class teams, expertise, and our modern workflow platform to accelerate every organization's digital transformation".

"The Accenture ServiceNow Business Group will help every organization become a 21st century digital business."

Bill McDermott, CEO ServiceNow



The below provides an overview of Accenture's ServiceNow Business Group capabilities and awards:

Why Accenture

As the defining partner in the ServiceNow ecosystem, the Accenture ServiceNow Business Group helps our clients deliver on the promise of digital business



First of its Kind Partnership and Top NOW Customer

Representing a multi million-dollar investment by both firms, our ServiceNow practice leads the market in terms of scale, maturity and talent. Accenture's leading-edge use of the NOW Platform at massive scale provides proof points for client innovation and success.

Transformational Client Value Creation

Our platform-led approach unites the industry and transformation expertise of Accenture with ServiceNow to help our clients deliver on the promise of digital business and thrive in the cloud continuum, reimagine service and customer operations, and modernize work.

Power of One Accenture

We are the only ServiceNow partner that has the strategy & consulting, technology, interactive, and operations expertise under one roof. We take a holistic approach to solve client needs, harnessing our entire organization's power of 674K people. We provide a full spectrum of ServiceNow services globally.

Unmatched Talent around the World

We bring the best of human ingenuity and domain expertise to solve and anticipate our clients' biggest challenges—present and future. Supported by 42K+ Accenture people working on ServiceNow engagements, 17K+ ServiceNow certifications and 3,350+ dedicated business group resources.

Industry Depth & Expertise

We have the broadest set of industry-led solutions including offerings in communications, public sector, banking, life sciences, manufacturing with expansion underway into Insurance, Healthcare, and Capital Markets. Our transformational industry-led go-to-market focus paired with our strong consulting capabilities makes us the partner of choice.

Innovation & Automation for Client Success

We help clients go from vision to value faster with automation, accelerators and assets including myConcerto, Continuum Control Plane framework, and Delivery and Implementation assets. Helping achieve high CSAT and drive client success under compressed timelines.

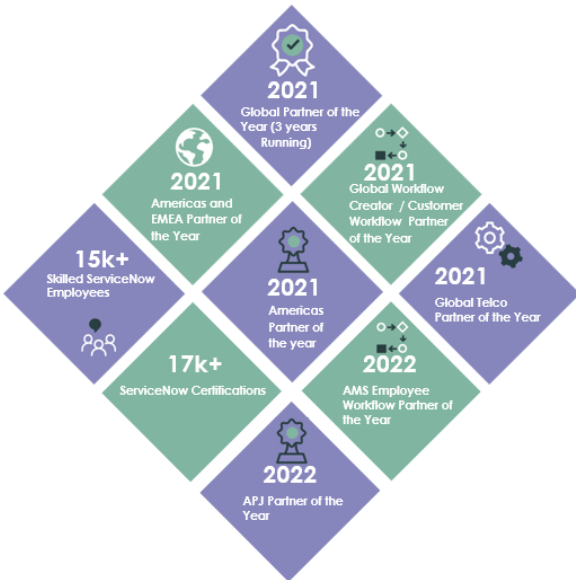
Figure 1: Why Accenture?




Why ServiceNow and Accenture?

-  **Business accelerator**
 - Accenture's ServiceNow Business Group
 - ServiceNow Global Elite Partner
-  **Trusted approach for transformation**
 - Deep industry expertise, advanced analytics capabilities, and design
 - Methodologies to help leaders envision and execute strategies
 - Strong Service Provider business model aligned to client's needs
-  **Deep Industry knowledge**
 - Deliver innovative solutions tailored to each client and implement transformational change programs
-  **Culture of Innovation**
 - Largest independent technology services provider

Our Capabilities



Key Industries

Public Services	
Health	
Financial Services	
Utilities	
Communications, Media & Technology	
Products	

a. Figure 2: Accenture & ServiceNow Together

2.0 Accenture in the Health & Public Services Sector

Accenture has a wide client base within public services, we advise and empower the public sector to transform through innovative technologies and agile capabilities.

The public sector is changing. New citizen demands, societal pressures and technologies are emerging at pace. Our mission is to work with government to embrace this change and deliver better, inclusive services for all.

Now more than ever, the public sector must balance the stability of service delivery with the speed to react to citizens' changing needs, facing limited resources, compressed timelines, and unprecedented challenges; leaders must embrace new ways of working to be successful.

We combine human ingenuity, technology, and a delivery-focused culture to enable leaders across public sector organisations to turn ambition into action. By maximising the value of existing investments and expertise, we help build the foundations of material improvement that delivers sustainable value for citizens and creates lasting capability within government.

The result is a more agile government and public service, with services that respond to individual needs, supplemented by empowered service teams that are ready for anything and an efficient technology infrastructure that can scale rapidly. This is how Accenture help lead with impact and make the most out of every opportunity and accelerating your time to value

Across the Public Sector, were helping transform organisations to continuously adapt and improve outcomes through innovation:

- **Human Services**

Re-imagining support for the UK's most vulnerable citizens through modern, data drive and people-centric services

- **Revenues**

Transforming the role of tax and customs for a rapidly changing society

- **Policing and Justice**

Advancing public safety, policing, and justice for digital Britain

- **Defence**

Empowering the British Armed Forces to protect against the threats of the future

- **Health**

Helping create an accessible health service for UK patients

3.0 About the Accenture ServiceNow Business Group

The Accenture ServiceNow Business Group delivers industry and domains specific solutions and services to clients.

Together, Accenture and ServiceNow will initially help accelerate digital transformation programs for clients in telecommunications, financial services, government, manufacturing, healthcare, and life sciences. Workflow innovation will focus on employee engagement, client service and operations, artificial intelligence for IT operations, and security and risk. Additional industry solutions will be developed in the future.

Supported by globally over 15,000+ Accenture people skilled in ServiceNow, the new group brings together dedicated professionals from both organizations with expertise in transformational workflow and platform development, marketing, sales, and business development across numerous priority industries.

The business group has helped develop advanced industry and domain focused solutions designed to deliver tangible, positive outcomes for clients and accelerating time to value.



b. Figure 3: Accenture Delivery Expertise

As one of only six Global Elite Partners, Accenture provides the following differentiated capabilities:

- Certified Resources
- CSAT and Master Architect capability supplemented with,
- A wide range of Products to support Industry coverage to support the organizations size and complexity.
- Business Change and OCM (Operational Change Management)

When starting any piece of work Accenture ensure that robust governance processes are put into play to ensure a low-risk successful delivery, to time and budget which will be completed by establishing the right levels of governance at Tactical, Operational and Strategic Levels assigning the appropriate roles and responsibilities and deal with the right people.

In collaboration we establish a Center of Excellence and Innovation to support, maintain and grow your enterprise capability, allowing you to be self-sufficient and drive ongoing value through the platform, accelerating your time to value.

We encourage and advocate “Out of the Box” ServiceNow capability, which allows you to leverage future roadmap capabilities, supportability, and development without exposing you to any risk by customizing the platform.

OCM (Organizational Change Management) is the cornerstone of a successfully delivery winning the hearts and minds of users across the platform coupled with clear, timely and effective knowledge transfer and training to gain value in using and supporting the system and key to driving adoption and meeting your business case.

We also provide a Managed Service offering as and when required by customers, covering:

- 1st, 2nd, and 3rd Line support
- System administration
- Platform management
- Application enhancements and development.

The Accenture Team will be focusing on Service Improvement and the operational responsibility of ServiceNow enabling our clients to focus on furthering innovation and fuelling their digital and business transformation.

4.0 How ServiceNow aligns with Accenture's Ecosystem Partners

Accenture delivers transformational services to clients on the ServiceNow Platform, focused in 3 key areas:

- Harness and Manage the Cloud Continuum
- Re-Imagine Service for Customers, and
- Create Modern, Sustainable Work Experiences

The ServiceNow Business Group overall strategy ties in with the wider Accenture business offerings that are provided to all private and sector clients, which is then supplemented with the alliances and that we have with our ecosystem partners in each of the 3 areas highlighted above and below.

Build new levels of transformation, growth and innovation

Accenture ServiceNow Business Group expertise

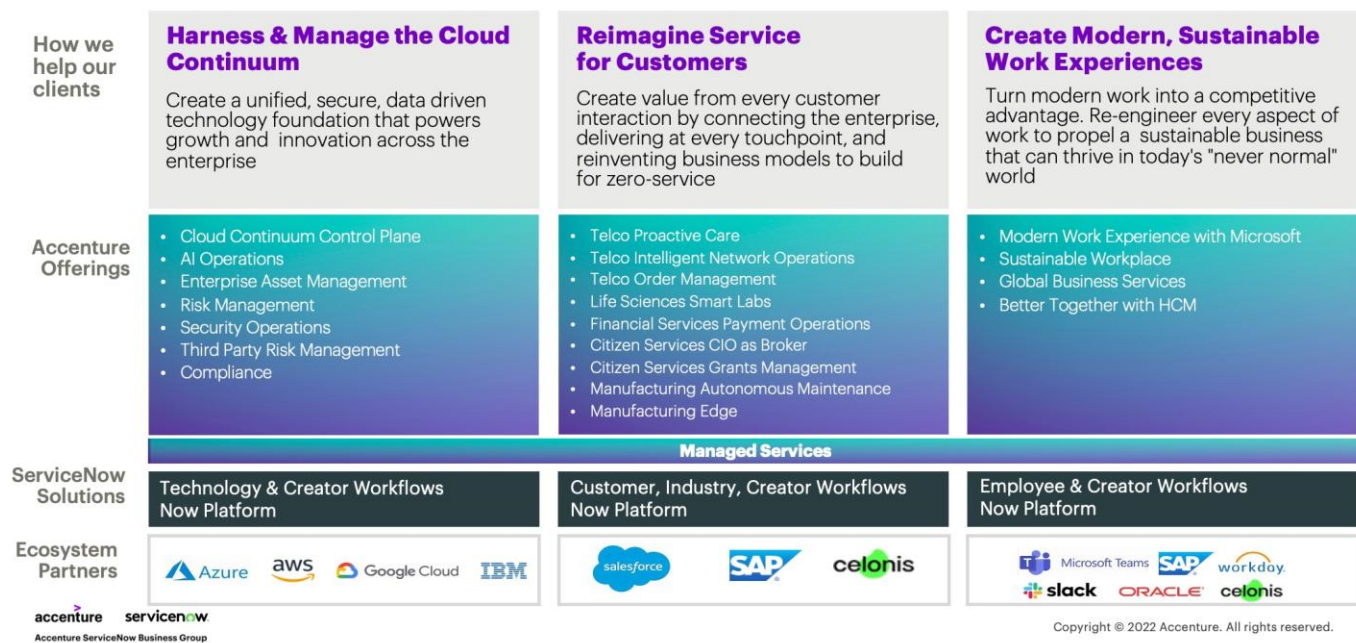


Figure 4: ServiceNow & Accenture Business Group Expertise

Maximize growth and transformational client value

Our expertise

Harness & Manage the Cloud Continuum

Create a unified, secure, data driven technology foundation that powers growth and innovation across the enterprise

Cloud Continuum Service Control Plane	Enterprise Asset Management	AI Operations	Risk Management	Security Operations	Third Party Risk Management	Compliance
Single control point across the entirety of the cloud landscape	Improve, optimize and track assets across the entire lifecycle	Use AI, ML & automation to reduce outage impact & pivot from reactive to proactive response	Achieve greater threat mitigation functionality	Improve approach for security resulting in faster cyber defense response	Reduce work effort and minimize risk that supply chain partners introduce into operations	Increase effectiveness of compliance operations and reduce audit response time

Reimagine Service for Customers

Create value from every customer interaction by connecting the enterprise, delivering at every touchpoint, and reinventing business models to build for zero-service

Telco Proactive Customer Care	Telco Intelligent Network Operations	Telco Order Management	Life Sciences Smart Labs	Financial Services Payment Operations
Move from reactive fault resolution to proactive notification and support	Connect the entire telecommunications operation from the customer to network on one native platform	Unite systems and processes to provide visibility across order capture, orchestration and assurance	Digitize regulated lab instrument lifecycle management and orchestration	Streamline processes to transform customer engagement and deliver cost savings
Citizen Services CIO as Broker	Citizen Services Grants Management	Manufacturing Autonomous Maintenance	Manufacturing Edge (OT)	
Enable government CIOs to quickly and efficiently broker new services to their stakeholders	Streamline and accelerate grant and funding processes for state, local and federal government	Unlock proactive identification of industrial failures to reduce downtime and avoid unplanned costs	Deliver visibility, security incident response and vulnerability management across the OT asset landscape	

Create Modern, Sustainable Work Experiences

Turn modern work into a competitive advantage. Re-engineer every aspect of work to propel a sustainable business that can thrive in today's "never normal" world

Modern Work Experience with Microsoft	Sustainable Workplace	Global Business Services	Better Together with HCM
Create a powerful engine for workforce engagement by securely connecting people to information, technology, services and each other	Improve workforce safety and wellbeing, optimize facilities use, and address ESG goals with transformative workplace programs	Fuel top-line growth with experience-led services organized from the customer point of view and powered by AI and automation	Improve employee service delivery and HR agent productivity by pairing ServiceNow HR capabilities with existing HCM platform investments

Managed Services: Dedicated, shared and factory model capacity and managed services

Industries We Serve

Banking
Capital Markets
Insurance
Healthcare
Life Sciences
Manufacturing
Public Service/
Government
Communications

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Accenture ServiceNow Business Group

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Figure 5: Maximize Growth and Transformational Client Value

...to achieve sustainable results

Harness & Manage the Cloud Continuum

- Average increase of configuration items (CMDB) up
- ↑ **50%** to drive data insights into service capabilities
- ↓ **26%** Reduce major outage impact for critical business applications; including volume & duration of outages
- ↓ **40%** Reduction in overall defect rate of CI/CD pipeline; increasing the volume & velocity

Reimagine Service for Customers

- ↑ **80%** Increase in self-service using a portal integrated with knowledge catalogs, communities and chatbots
- ↑ **45%** Increase productivity up to by connecting front, middle and back-office.
- ↓ **75%** Slash resolution times up to with data-driven automation

Create a Modern Sustainable Workforce

- ↑ **97%** Achieve employee satisfaction rates up to with organized, intelligent services
- ↑ **45%** Improve employee confidence with workspace planning and compliance up to
- ↓ **50%** Reduce HR ticket volumes up to reducing costs and providing a framework to prioritize investments

Enterprise Value and Outcomes

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Accenture ServiceNow Business Group

*Key stats across plays (per approved narratives—these stats are featured under key outcomes we deliver to customers to address play challenges)

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c. Figure 6: Achievable Sustainable Results

5.0 Clients and Industries we serve

Accenture provides service and solutions across more than 40 industries in 5 industry groups.

This industry focus gives Accenture a thorough understanding of industry evolution, business issues and applicable technologies, enabling us to deliver innovative solutions tailored to each client.

We operate at the heart of our clients’ businesses, helping address their most complex, mission-critical issues.

We embrace the power of change to create value and shared success for our clients, people, shareholders, partners, and communities.

Strategy and Consulting

Work with C-suite executives and boards of the world’s leading organizations, helping them accelerate their digital transformation to enhance competitiveness, grow profitability and deliver sustainable stakeholder value. We use our deep industry and functional expertise underpinned by data, analytics, artificial intelligence, and innovation to help clients solve a diverse set of business challenges, including identifying and developing new markets, products and services; optimizing cost structures; maximizing human performance; harnessing data to improve decision-making; mitigating risk and enhancing security; implementing modern change management programs; shaping and delivering value from large-scale cloud migrations; building more resilient supply chains; and reinventing manufacturing and operations with smart, connected products and platforms.

Accenture Song

Combine creativity and technology in service of meaningful experiences that drive sustainable growth and value for our clients. Our capabilities span ideation to execution: growth, product, and culture design; technology and experience platforms; creative, media and marketing strategy; and campaign, content, and channel orchestration. With strong client relationships and deep industry expertise, we are uniquely positioned to design, build, communicate, and run experiences, reimagining the entire journey for customers, employees, patients, and citizens alike. We embed this focus on experience across our services.

Operations

Operate business processes on behalf of clients for specific enterprise functions, including finance and accounting, sourcing and procurement, supply chain, marketing, and sales, as well as industry-specific services, such as platform trust and safety, banking, insurance, and health services. We help organizations to reinvent themselves through intelligent operations, enabled by SynOps, our human-machine platform, powered by data and analytics, artificial intelligence, digital technology, and exceptional people to provide tangible business outcomes at speed and scale, including improved productivity and customer experiences as well as sustained long-term growth.

Communications, Media & Technology		Financial Services		Industry Groups	Products	Resources
				Health & Public Service		
Communications& Media Software & Platforms High Tech		Banking & Capital Markets Insurance		Health Public Service	Consumer Goods, Retail & Travel Services Industrial Life Sciences	Chemicals & Natural Resources Energy Utilities

d. Figure 7: Accenture Client Groups

As part of the ServiceNow Business Group we have invested heavily in a dedicated centre in the UK specifically to work with and deliver projects to clients in and out of the Public Sector across the UK and Ireland.

All employees are SC cleared to enable Accenture to quickly mobilize staff for faster engagement with clients and projects

6.0 Accenture Social Value and Environmental & Sustainability Commitments

Accenture has made sustainability one of our greatest responsibilities - not just because it's the right thing to do, but also because we believe that it will create one of the most powerful forces for change in our generation.

Sustainability spans Environmental, Social and Governance (ESG) issues, from transitioning to a zero-carbon economy to human rights to inclusion and diversity.

"Our goal is to create 360° Value for all our stakeholders—our clients, people, shareholders, partners, and communities,"

"This goal reflects our growth strategy, our purpose, our core values, and our culture of shared success, and we measure our own success by how well we are achieving this goal. Today we are proud to launch this new way to share our progress on how we are creating this value."

Julie Sweet, CEO of Accenture

Accenture's corporate purpose aligns to the principles of Social Value



"Our 2025 strategy is to deliver greater 360° value for our clients, people, shareholders, partners and communities at speed and scale."

Julie Sweet, Accenture's Chief Executive Officer



Driving **equal opportunity**, including reducing the disability employment gap and tackling workforce inequality



Tackling **economic inequality**, including creating new businesses, jobs and skills, as well as increasing supply chain resilience and capacity



Fighting **climate change** and reducing **waste**



Improving **health & wellbeing** and **community integration**



Supporting **COVID-19 recovery**, including helping local communities manage and recover from the impact of COVID

5 Social Value Themes of the Social Value Model

e. Figure 8: Accenture 360° Value

The Accenture Sustainability Value Promise is to embed sustainability into everything we do, with everyone we work with, creating both business value and sustainable impact, enabled by technology and human ingenuity.

Together with our partners, we're helping to solve the biggest problems our clients and the world face to achieve the United Nations Sustainable Development Goals and tackle climate change.

We embrace the power of change to create value and shared success for our clients, people, shareholders, partners, and communities.

How we deliver on the Accenture Sustainability Value Promise

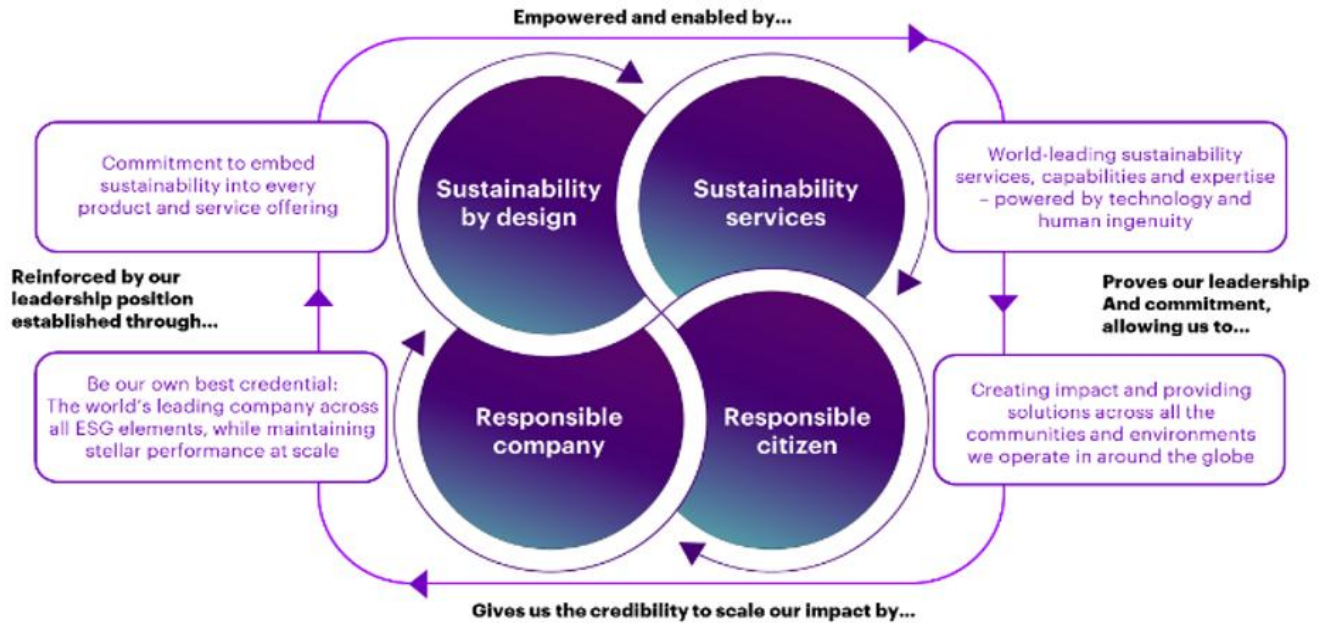


Figure 9: Accenture Sustainability Promise

7.0 Accenture ServiceNow Deployment and Consulting Services Overview

Accenture provides a range of professional services focused on the consulting and implementation of the ServiceNow Platform allowing Clients to reap the rewards of the Software as a Service (SaaS) service model.

ServiceNow is a Software as a Service (SaaS) vendor that delivers flexible business platform services & applications which can be configured quickly and scale on demand without the need to worry about back-end infrastructure requirements, the application is accessed via secure Internet connection.

Accenture is one of the largest partners in the UK and is one of only six Global Elite ServiceNow Partners. With a ServiceNow partnership dating back to 2011, Accenture has wide ranging experience of ServiceNow deployments ranging from small implementations of 1,000 users in a single instance up to over 700,000 users.

Supplemented to the above the addition of Accenture's own ServiceNow Journey and success for scale, we have implemented ServiceNow across the business to over 700,000 users in 50 countries which still is the largest ServiceNow deployment globally and was implemented by our own internal teams

The Accenture team of certified and appropriately Security Cleared ServiceNow and ITIL professionals provides our clients with the unrivalled advantage of our experience and best practices from these implementations and from our own accomplishments and business outcomes with the NOW platform within Accenture.

ServiceNow Consultancy & Wider Platform Implementation

Tailored support and expertise for your Service Now implementation, working with you to set up your own intelligent client Centre of Excellence (COE) which enables your organization to take benefit of future capability and grow organically with your implementation.

All applications are built to support both small and large enterprises. The “**One Platform, One Architecture, One Data Model**” is holistically designed to be easily configured and where applicable “customized” and is highly scalable and easily integrated to many third-party solutions. The Now platform provides many OOTB “Out of the Box” spokes to make integrations much simpler and easier to use and to accelerate integration with existing and future-state technology investments.

Training

Business Change Management is a key cornerstone to effective transition of service and our tailored, timely and effective certified ServiceNow training sessions, for administrators, process users and end users will provide you with the right capability at the right time to support at all levels of the organization.

ITIL v4, IT4IT Best Practice Templates.

Standard Accenture best practice configuration templates, which can be applied to new instances of ServiceNow where the Client does not want to implement customizations. This focuses more on Client Value using new techniques to bring IT to the next level of efficiency, effectiveness, and optimization.

8.0 Focus Areas Covered

Accenture provides professional services for the design and implementation of the ServiceNow Applications on the ServiceNow platform.

As a key part of any implementation Accenture will:

Work with the Client, capture and document their ServiceNow requirements by engaging with stakeholders through interactive workshops covering the following high level example activities:

- Client requirements workshops

- Business process review meetings

- High level solution details

- Accenture role in User Acceptance Testing (UAT)

- Training delivery

- Development of supporting collateral including:

 - Requirement documents

 - Gap Analysis documents

 - Design documents

 - Product Configuration Workbooks

 - Training Material

 - User Documentation

Detailed review and implementation of elements that maybe considered include:

Review and assessment of existing service management processes and recommended process improvements

Best practice review and implementation of ITIL v4 and IT4IT processes covering:

- Business Analysis

- Service Catalogue Management

- Service Design

- Service Level Management

- Availability Management

- Capacity and Performance Management

- Service Continuity Management

- Monitoring and Event Management

- Service Desk

- Incident Management

- Service Request Management

- Problem Management

- Release Management

- Change Control

- Service Validation and Testing

- Service Configuration Management

- IT asset Management

- Supplier Management

- Knowledge Management

Technology Workflows & Applications:

- IT Service Management (ITSM)

- IT Operations Management (ITOM)

IT Asset Management (ITAM), including Software Asset Management (SAM) & Hardware Asset Management (HAM)

Strategic Portfolio Management (SPM), formerly IT Business Management (ITBM)

Security Operations (SecOps)

Integrated Risk Management (IRM), formerly Governance, Risk & Compliance (GRC)

Vendor Risk Management (VRM) & Privacy Risk Management (PRM)

Business Continuity Management (BCM)

Performance Analytics (PA)

Employee Workflows & Applications

HR Service Delivery (HRSD)

Safe Workplace

Workplace Service Delivery

Legal Service Delivery (LSD)

Performance Analytics (PA)

Customer and Industry Workflows & Applications

Customer Service Management (CSM)

Field Service Management (FSM)

Public Sector Digital Services (PSDS)

Electronic Medical Records (EMR) Help

Healthcare and Life Sciences Service Management (HCLS-SM)

Financial Service Operations (FSO)

Telecommunications Service Management (TSM)

Manufacturing Foundation

Performance Analytics (PA)

Creator Workflows & Applications

App Engine

Automation Engine

Procurement Service Management (PSM)

Performance Analytics (PA)

Now Platform

Performance Analytics (PA)

CMDB & CSDM

Virtual Agent (VA), ServiceNow's chatbot

9.0 ServiceNow Implementation Methodology

The Implementation Challenge

ServiceNow clients need their investments to be successful, delivering against the expected business outcomes. To achieve this, they must meet their internal demands, stay on time, and budget, and ensure that they reduce risk. To accomplish these challenges, they must leverage a framework that is adaptive, enables repeatability, and utilizes the mantra of **“One Platform, One Architecture, One Data Model”**.

The ServiceNow Implementation Methodology

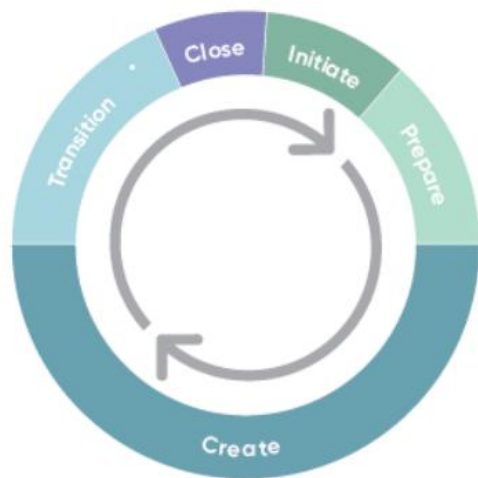
ServiceNow Implementation Methodology (SIM) is ServiceNow’s best practice delivery approach. By utilizing a framework approach with core components, ServiceNow and our services implementation partners can deliver outstanding services to clients that are standardized, repeatable, and scalable to meet the global demands of the largest and most complex Clients. SIM ensures consistent deployment success for every client globally.

SIM is comprised of the following core components



f. Figure 10: ServiceNow Implementation Methodology

SIM contains five stages that are applied adaptively, based on the type of engagement and/or the product(s) in scope:



Initiate: Understand the client, begin the preparation work, staff the delivery team, formally kickoff engagement.

Prepare: Hold workshops to understand process and platform needs. Finalize engagement timeline and refine configuration requirements (stories).

Create: Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting.

Transition: Support user acceptance testing (UAT); provide Client support readiness, go-live, and post go-live support.

Close: Formally close engagement, solicit internal feedback of lessons learned, and assess success.

ServiceNow Technology

To deliver consistent engagements, SIM utilizes our core platform technology and applications such as: Project Portfolio Management; Agile Development; and Test Management components from the Strategic Portfolio Management, SPM) suite. These elements form the basis of all engagements and are populated with common data, representing best practices for implementing ServiceNow.

ServiceNow collateral and assets

Globally standardized templates, checklists, reports, and process information allow delivery teams to quickly tailor materials for clients without re-engineering every time. Assets are managed and updated centrally, and available to ServiceNow and partner teams for use with Clients. This ensures standardization, repeatability, and faster time to value.

ServiceNow Global Services Expertise

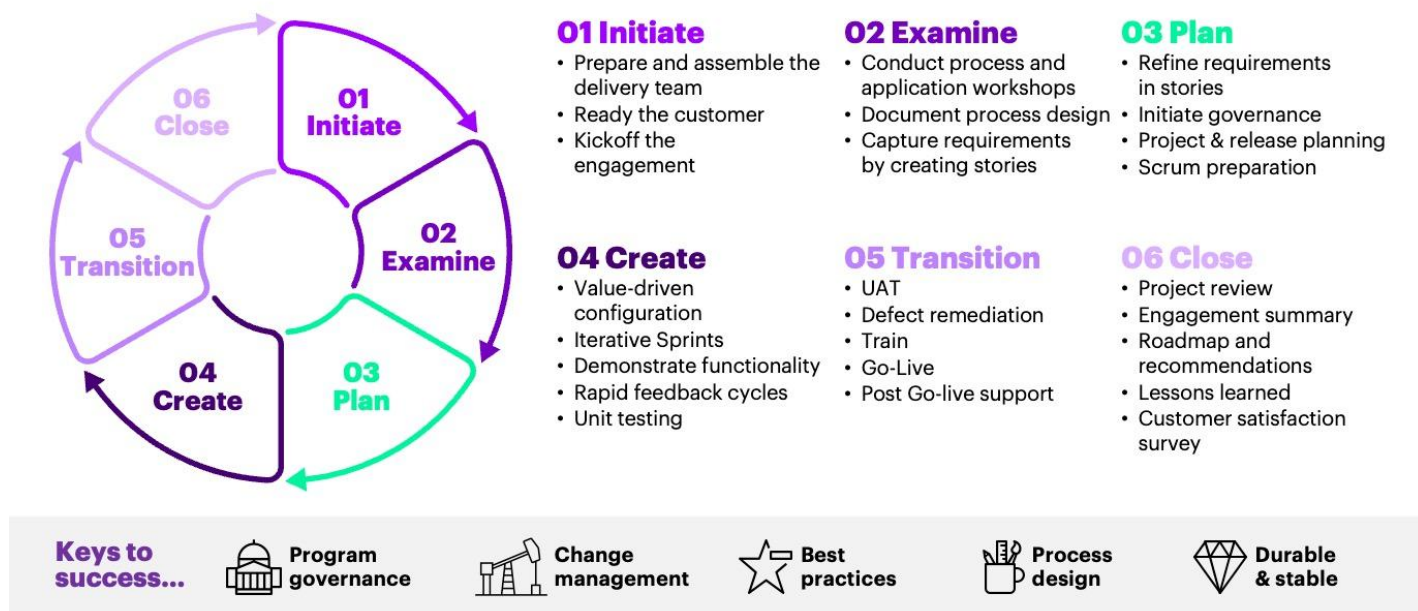
Management and delivery of SIM is facilitated by the skilled resources from ServiceNow and services implementation partners. Each implementer goes through extensive training to ensure that they can demonstrate mastery of concepts and SIM processes, application of assets, and use of the ServiceNow technology. Clients can be assured the consultants assigned to each engagement are knowledgeable and skilled in applying SIM to maximize value and minimize risk while implementing ServiceNow

The Accenture Difference

Accenture's approach to any ServiceNow Implementation follows ASIM (Accenture ServiceNow Implementation Methodology).

Based on ServiceNow's SIM Methodology, ASIM leverages ServiceNow's foundational SIM Methodology and is supplemented by Accenture's proven Project and Transformational expertise.

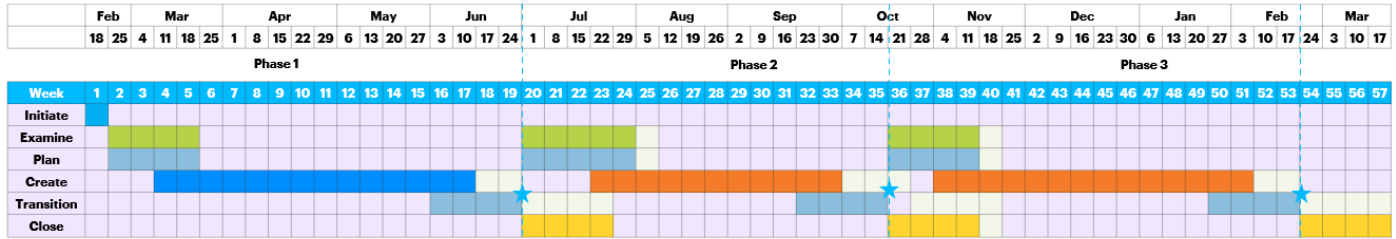
Accenture ServiceNow—Implementation Methodology



g. Figure 11: Accenture ServiceNow Implementation Methodology (ASIM)

Below is an indicative example of the phases and timelines for a typical ServiceNow implementation

Phases & Timeline



h. Figure 12: Typical Implementation Timeline

An initial scoping exercise of one day is offered to the Client.

An Accenture ServiceNow Consultant will run a half day scoping exercise with the Client and create a Rough Order of Magnitude (ROM) with the remaining half day.

The ROM will indicate the associated scope and costs for the remaining phases of a ServiceNow implementation project on a time and material basis against the rate card defined. The ROM will also provide a fixed price or T&M engagement for The Initiate Stage which is used to deliver a clear scope for the completion of the remaining ServiceNow project phases

Each phase end marks a milestone where approval from the Client is required to ensure:

Work is progressing to meet the needs of the Client

Timescales and Budget are being adhered to.

There are several phase approvals required where the Client will be asked to formally agree that the phase has been completed and the Accenture Team can proceed to the next step in the process.

Formal Approval by the Client is required at the end of each phase, to enable progression to the next:

The phase end milestones are shown in the following table:

Phase End Milestones	
Phase Names	Milestone
Initiate	Statement of Work Completed and Agreed
Examine and Plan	Requirements Captured and Agreed
Create	Build and Playback Completed and Agreed
Transition	Completion and Sign-off of User Acceptance Testing Completion and Sign-off of Training
Close	Acceptance in Service of the Live Implementation

Accenture uses an agile SaaS implementation method in the development of ServiceNow solutions.

This method involves the use of recurring “sprints” of activity that focus on tangible creation of sub-sets of functionalities towards delivering a client’s full functional requirements.

This is iterative in nature with each cycle seeking to refine existing functionality and add more.

There will be number of sprints performed during the engagement; the exact number will depend on the overall duration and complexity of the project, which is agreed as part of the Initiate phase.

Interaction between the Client team and the Accenture team will be required to agree and progress the requirements and deliverables at various stages of the project; as each feature is demonstrated, Client approval will be sought to ensure that what is being delivered meets requirements.

This is all done in an iterative fashion, feature by feature.

Should any additional effort be required to complete work or carry out additional work which is out of the scope of the initial Statement of Work service, then such additional effort and any applicable charges will be agreed by both parties in the form of an updated Statement of Work for the Examine and Plan phase.

10.0 Service Deliverables

Several key deliverables will be supplied during the course of the service and are defined under the ASIM methodology. These deliverables will be defined during the Initiate phase as per client requirements.

Examples of some of these deliverables are listed below but not limited to:

Initiate:

- Statement of Work
- Pre-Implementation Questionnaire
- Requirements Output Document
- High Level Project Plan
- Business Process Diagram
- Client Specific Document

Examine, Plan, Create:

- Configuration Workbook
- Business Process Diagram
- Entity Relationship Diagram
- Gap Analysis

Transition:

- Status
- UAT Documents and Log
- Training

11.0 Training & Enablement

End user training for both process users and administrators can be delivered on or off-site via direct end user training or a train-the-trainer approach.

The most appropriate approach and methods will be discussed as part of training requirements analysis with the client.

Aspects to consider when deciding the most appropriate mechanism include (but are not limited to) the number of end users, the availability of staff, complexity of the roles, experience with ServiceNow or similar systems, and available budgets.

End user training and adoption can be supported with a variety of reusable training assets including self-help videos, web-based curriculum, FAQ's etc.

Accenture would also leverage inbuilt ServiceNow collaboration tools to deliver some of this capability

Training requirements will be defined during the Examine and Plan phase as part of any overall change management strategies the client may have.

Accenture will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the client's failure to fulfil these dependencies.

Should a delay to the Service result from the client's failure in relation to the above dependencies, for example, if there is not full workshop attendance, Accenture shall be entitled to amend the Service, Schedule and/or Charges with no liability and shall be entitled to charge the client for any cost incurred as a result.

12.0 Commercial

Accenture's full Terms & Conditions are available in the provided G-Cloud 13 Terms & Conditions document.

Consumer Responsibilities

Implementing a SaaS based solution requires an iterative approach to design, test, and repeated reworking to arrive at an acceptable build of the new functionality. This will take the form of a build and client playback process where examples are created in development environments and a series of client reviews and rework are undertaken to arrive at a finalized deliverable.

Client participation at these playback sessions is a critical success factor in the completion of the engagement.

Client Roles

Typical Client Roles required for a ServiceNow Implementation are shown below

Client Roles	
Role	Responsibility
Executive Sponsor	Provide Strategic Direction Provide high level sponsorship to overcome roadblock
Technical Resources	Loads generated html, applies updates to the html for navigation, branding, custom coding, dynamic functionality and tests the web forms
Subject Matter Experts	Provide guidance and feedback on functional requirements and design Provides email template details Prepares import files of Contact, Account data and Activity to be loaded into ServiceNow (including any data cleansing and manipulation work)

These obligations are agreed as part of the Initiate phase and documented in the Statement of Work and will cover the following dependencies:

Progress Approvals

Clients will be asked to provide progress approvals at various key stages of the delivery process up to and including the project completion. For projects delivered on a time and materials basis formal milestone acceptance criteria cannot be applied as a time and materials-based project is measured on man-days resource effort consumed only. Progress approvals allow both parties to validate the project is progressing to the satisfaction of both parties and that man-days effort is being consumed constructively and in-line with the agreed plan.

Corporate Sponsorship

The project will be endorsed by appropriate Client Senior Management

Timely Access to Stakeholders and Key Users.

Key business & IT contacts must attend all checkpoints and workshops for which they committed to be available as well as be available on commercially reasonable basis to resolve outstanding issues

Timely Access to Information and Documentation

The Client shall provide Accenture with all required spreadsheets and documentation to enable it to carry out its obligations to implement a ServiceNow solution to meet Client requirements

Environment Management

Client will provide Accenture personnel with appropriate workspace that is conducive to productivity. This includes desk space, phone and Internet connections for all resource roles notified to the Client.

Administration

The Client will nominate an administrator or system owner who can take on the Administration

Client Resources (Empowerment)

The Client will identify appropriate internal resources that will be available to work with Accenture resources on the project team

Configuration Management

Ongoing configuration management of the solution will be the responsibility of the Client.

Location

The engagement will consist of on and off-site working

Data Migration

The Client is responsible for preparing and cleansing all data in import files to be loaded into ServiceNow and providing them in CSV format. If the Client would prefer not to manage the data ETL process, Accenture can assist in the managing of this process or manage trusted third-party vendors to the Client.

13.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

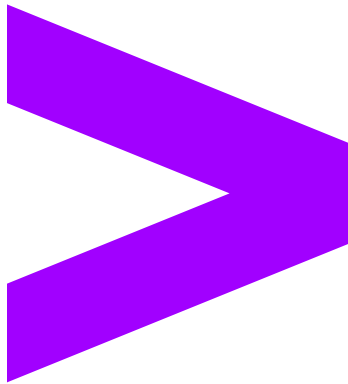
14.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

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15.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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