

**SOLVE
SOMETHING
IMPORTANT**

ServiceNow Design, Development and Support Services

Service Definition Document

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ServiceNow Design, Development and Support Services

1 WHAT THE SERVICE IS

Provision of innovative implementation and support services for the ServiceNow platform. The service includes bespoke application development, platform implementations and customisations, maintenance and support. Proven design and implementation processes accelerate your digital transformation to cloud services.

Leidos is a member of the ServiceNow Specialist Tier and is a ServiceNow Reseller and Managed Service Provider.

FEATURES

- Large scale enterprise ServiceNow IT Service Management (ITSM) transformations;
- Compliant with ITIL Framework policies and processes;
- Cloud orchestration and management through ServiceNow;
- Rapid ServiceNow delivery using proven processes and deployment methodologies
- Provision of ServiceNow Managed Services and Support;
- Custom application development/integration based on customer requirements for business workflows;
- Proven monitoring integration experience with platforms hosted on AWS and Azure.

BENEFITS

- Improve ROI leveraging ServiceNow supported by necessary bespoke development/integration.
- Faster time-to-value through mature delivery and deployment processes;
- Assured quality using internal standards aligned with ServiceNow best practices;
- Reduce time to delivery of ITSM tooling using skilled ServiceNow-certified consultants.

OVERVIEW

At Leidos, we provide robust ServiceNow Design, Development, and Support Services to propel your enterprise toward seamless digital transformation. As a Specialist Tier member, Reseller, and Managed Service Provider for ServiceNow, our offerings are designed to optimise and extend the capabilities of the ServiceNow platform to meet and exceed the unique demands of your business. Our services ensure not only compliance with the ITIL framework but also enhance ROI through customised application development and strategic integrations.

Choosing Leidos means partnering with a leader whose proven design and implementation processes deliver rapid and reliable transformations, enabling your move to cloud services with precision and ease. Our dedicated ServiceNow-certified consultants are committed to reducing implementation times and ensuring that your ITSM solutions are both effective and efficient. By leveraging our comprehensive support and ongoing managed services, your organisation will experience continual improvements and adaptations to the ever-evolving technological landscape. With Leidos, your investment in ServiceNow becomes a cornerstone for achieving superior business agility and operational excellence.

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Where relevant, Leidos will adopt a consultative approach with customers to define and validate their requirements to determine how best to engage with the services. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon.

3 PRICING

Please refer to the associated Pricing Document relevant for this Service

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#)



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#)

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#)