

Technosys Limited

ServiceNow Sales & Implementation Partner

G-Cloud 14 Service Definition Document

ServiceNow Consultancy & Implementation Services

Version: 1.0

Date: January 2026

Status: Approved



Field	Details
Document Title	G-Cloud 14 Service Definition – ServiceNow Consultancy & Implementation Services
Supplier	Technosys Limited – ServiceNow Sales & Implementation Partner
Version	1.0
Status	Approved
Document Owner	[Insert Name]
Author	[Insert Name]
Approver	[Insert Name]
Review Cycle	Annual
Last Reviewed	January 2026
Next Review Due	January 2027
Confidentiality	Public
Document Reference	TS-SN-G14-SD-001

1. Service Overview

Technosys Limited provides specialist ServiceNow implementation, configuration, integration, and consultancy services to UK public-sector organisations. Our service supports the deployment, optimisation, and enhancement of ServiceNow applications including ITSM, CSM, HRSD, SecOps, GRC, and App Engine. We deliver projects remotely or on-site and follow ServiceNow, ITIL, and UK government best practice.

2. Service Scope

Included: requirements gathering; solution design (HLD/LLD); configuration and workflow development; integration design and build; data migration; testing (SIT/UAT); go-live support and hypercare; knowledge transfer and training; documentation. Optional: ongoing administration; managed service; health checks; CMDB governance; GRC and SecOps advisory; App Engine development. Excluded: licence resale; infrastructure support; end-user device support; non-ServiceNow system support.

3. Deliverables

HLD, LLD, configuration workbook, test scripts, training materials, deployment plan, knowledge transfer, post-implementation review.

4. Onboarding

Mobilisation, access setup, workshops, design sign-off, project governance.

5. Offboarding

Handover documentation, knowledge transfer, export of configuration artefacts, transition to BAU.

6. Service Management

Project manager, RAID management, weekly reporting, change control, risk management.

7. Security

Aligned with ISO 27001, NCSC Cloud Security Principles, ServiceNow SSDLC, GDPR. Consultants access only customer-approved environments.

8. Data Protection

No customer data stored outside ServiceNow; access controlled via customer IdP; GDPR-compliant processing.

9. Dependencies

Customer must provide licences, access, SMEs, and design approvals.

10. Service Hours

Standard hours 09:00–17:30 UK time; extended hours available; out-of-hours go-live support.

11. Termination

30-day notice; customer retains all configuration; no penalties; secure data deletion.

12. Training & Documentation

Administrator and end-user training; knowledge transfer; process and technical documentation.

13. Ordering & Invoicing

Available through G-Cloud 14; T&M or fixed price; monthly invoicing; travel at cost.

14. Customer Responsibilities

Provide access, SMEs, MFA, governance, approvals, and UAT resources.

15. Constraints

Dependent on timely customer decisions; access delays may impact timelines; customer-side integrations require customer resources.