



Bramble Hub

Connecting SMEs and the Public Sector

Crown
Commercial
Service
Supplier

G-Cloud 15

Bramble Hub - ServiceNow

Service Definition

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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.