



ServiceNow Design and Implementation Services

Contracting body

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CGI

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Service Definition Overview

A ServiceNow Elite partner, offering full spectrum of services supporting the whole lifecycle of ServiceNow ownership. Design and Implementation services support organisations in establishing and maximising return on investment in the platform. Services include design of the platform and individual ServiceNow modules, configuration, testing, migration, transition, and early life support.

Why CGI?

As an Elite partner of ServiceNow, CGI has completed more than 4,000 ServiceNow solution implementations globally. We are actively engaged with ServiceNow and are a registered partner in the following areas:

Service Provider

Empowers participants in good standing to purchase ServiceNow products and services and operate them in a managed services capacity on behalf of clients with CGI unique policies, innovation and practice.

Sales Partner

Provides sales leads, demonstration instances and marketing resources. Participants in the Sales Partner Program may be eligible for appointment as authorized ServiceNow resellers.

Services Partner

Provides testing instances and publicity to professional services providers. Participants in the Services Partner Program may act as ServiceNow's subcontractor or prime contractor to provide services to ServiceNow clients.

Services Technology Partner

Enables CGI to build, test, certify, and distribute apps and integrations for the Now Platform. Designed for independent software vendors (ISVs), systems integrators, and other app developers.

We are over 600 Certified/Trained professionals globally who specialise in ServiceNow, with a further 350 Skilled Experts that have ServiceNow Knowledge and use this to Consult and Deliver ServiceNow engagements.

In the UK we have a ServiceNow practice with experienced consultants holding active System Administrator (CSA), Implementation Specialist (CIS) and Application Developer (CAD) certifications. These consultants specialise in working with clients to engineer robust and mature solutions delivering high quality business outcomes.

We deliver ServiceNow solutions and provide 24/7 support through our UK ServiceNow centre of excellence located in the UK and complemented by locations across Canada, the UK, France, Portugal, Finland, the United States and India.

Our ServiceNow-certified professionals have, on average, over five years of ServiceNow experience, and their skills extend across key ServiceNow offerings, including IT Service Management, IT Operations Management Strategic Portfolio Management, Security Operations, HR Service Delivery, Customer Service Management and integrations and automations.

1. Service Description

We are a ServiceNow Elite partner, offering a full spectrum of services supporting the whole lifecycle of ServiceNow ownership. Advisory services enable organisations to establish a business case to maximise return on investment and improve your current ServiceNow platform.

ServiceNow is a Workflow Management platform upon which organisations have the ability to develop their own applications. With this depth of capability and functionality, one of the key challenges that organisations face with ServiceNow is how they can adopt, exploit, and continually improve business efficiency with the platform.

Additionally, we see the following key challenges for organisations to navigate:

- The ability to establish the ServiceNow platform in an efficient manner utilising ‘out of the box’ capabilities – minimising customisation.
- Keeping pace with the evolution of ServiceNow to continue to take advantage of new capabilities and functionalities.
- For those that have ServiceNow, concern around how well it has evolved and whether it can continue to evolve to support the business.
- For those wanting to exploit the full capabilities of ServiceNow, how to migrate legacy applications to the ServiceNow and how to effectively integrate other supporting systems.
- The continual need to upgrade to the latest version of ServiceNow.

We understand these challenges and have developed a suite of service offerings, shown in Figure 1 below, that address the full lifecycle of ServiceNow ownership.

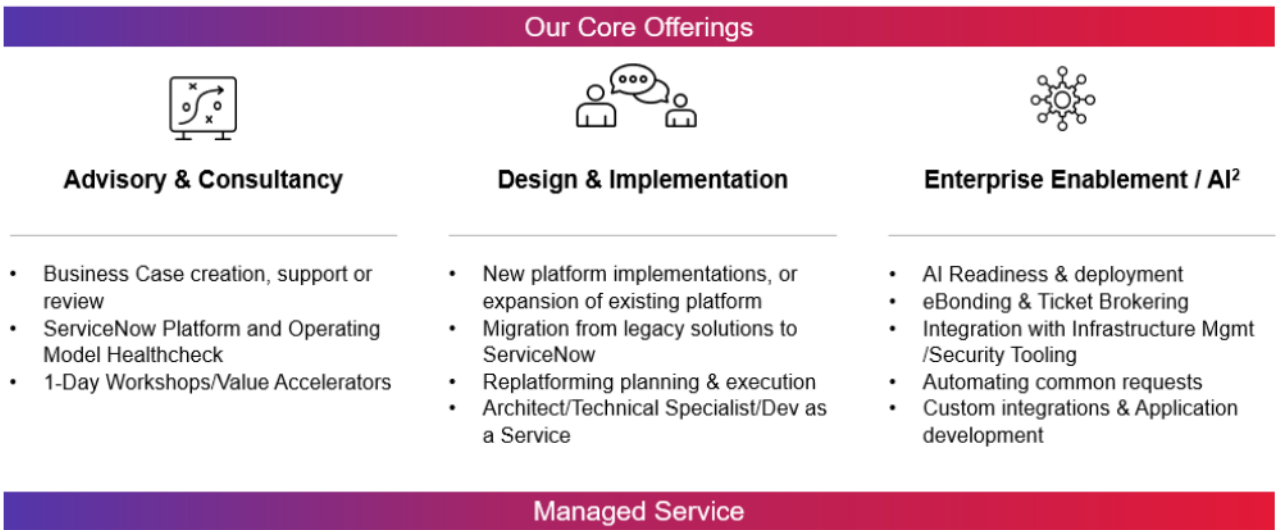


Figure 1: CGI's G-Cloud ServiceNow Suite of Service Offerings

1.1. Service Delivery and Approach

1.1.1. Our ServiceNow practice is solution led, and capability driven

- **Solution led** – we are proven practitioners and understand the true value of ServiceNow. We develop ServiceNow solutions that address the digital transformation challenges for IT, strategising with organisations to expand the benefits out across other business functions.
- **Capability driven** – our solutions help organisations to recognise the vast opportunities and realise the benefits of implementing.

Our Design & Implementation propositions and offerings are driven by flexibility, collaboration and responsiveness, with the goal of building long-term partnerships. They are governed by ISO 9001 and CGI's Organisation Partnership Management Framework and has led to an industry-leading track record of performance and organisation satisfaction. Ninety-five percent of CGI projects are delivered on time and within

budget, and we have a 9.2 out of 10 Client satisfaction rating, and a 4.5 out of 5 score for ServiceNow Deployments.

The following are the suite of Advisory Service offerings specially tailored around ServiceNow and our ability to align to the organisation's specific challenges.

1.1.2. Design and Implementation Services Solutions

We have developed a suite of solutions specially targeted at the IT Organisation to better drive efficiencies utilising the ServiceNow Platform.

1.1.2.1. Digital Service Support Centre

ServiceNow Module: CSM (Customer Service Management, ITSM (IT Service Management)

The Digital Service Support Centre is the next generation of service desk. It empowers end users with the ability to obtain support in the most convenient manner suited to them, via an omni-channel experience of voice, text, video, online portal and social media, and enabled by virtual agents (bots).

As a result of defined, automated processes that enable user requests to be dealt with in a repeatable, quality manner, ServiceNow's AI enables many tickets to be handled without any intervention by an agent. For added convenience, resolution paths such as click to fix and knowledge articles for process resolution, are also created through call analysis, where common patterns for resolutions are determined.

1.1.2.2. Digital Service Management

ServiceNow Module: ITSM (IT Service Management)

Automating a poorly structured organisation or an immature process will inhibit repeatable and quality automation results. We have therefore developed a target operating model that acts as an overlay to ITIL 4 processes and is defined and configured to meet our clients' specific requirements. Once defined, the operating model can be automated through ServiceNow, enabling smooth progressions and high-quality repeatability with little manual intervention needed.

1.1.2.3. Digital Service Operations

ServiceNow Module: ITOM (IT Operations Management)

Many organisations are reviewing their sourcing strategy, bringing operations back in-house or challenging their sourcing partners to do more. Our proactive approach to technical operations places thresholds on device instances, enabling us to act and resolve any potential issues even prior to any business-impacting event occurring.

The evolution of technical operations is now one of zero touch, aiming for resolution without the need for human intervention. By capturing information from your technical tooling and using this to establish automation-based scripts, we can remove the repetitive nature of first line support. Furthermore, with ServiceNow's ITOM, AI and analytics, we can also address efficiencies in second line support events, using data to understand the nature of potential issues and problems, and triggering appropriate automated actions for resolution. Only when there is no resolution, will the system then trigger a manual intervention.

1.1.2.4. Extended Service integration and management (eSIAM)

ServiceNow Module: ITSM (IT Service Management), ITOM (IT Service Operations)

More companies are adopting a best of breed sourcing model, with an IT provider responsible for SIAM. This role is further complicated by the growing need to manage ecosystems of cloud providers, thus whilst SIAM has been required for some time, cloud has now extended its responsibility (hence our term eSIAM).

Our eSIAM solution blueprints can be underpinned by ServiceNow ITSM and ITOM and applied to a client's tooling. We can also propose a best of breed approach and integrate vendors' information to provide clients with a true end-to-end view, enabling:

- **Service operability** – An end-to-end control bridge view of the overall service performance, enabling the management of sourcing partners and in-house service delivery.
- **Service introduction** – Managing change, new service introductions and releases.

- **Sourcing partner assurance** – Ensuring that those responsible for delivery of the service do so within agreed specifications and SLAs.
- **Analytics** – Using all information collected to establish an analytics engine that supports IT and business decisions.

1.1.2.5. Strategic Portfolio Management

ServiceNow Module: Strategic Portfolio Management (SPM)

ServiceNow Strategic Portfolio Management (SPM) enables organisations to align strategy, demand, resources, and delivery across the enterprise. It provides a platform for planning, prioritising, and executing work, ensuring that investments deliver measurable business value. SPM helps public sector organisations improve transparency, optimise resource usage, and accelerate digital transformation initiatives while maintaining governance and compliance.

Our delivery approach ensures rapid deployment of core functionality and a phased approach to adding additional capabilities, thus ensuring faster time to value and ability for organisations to gain control and visibility of demand and project delivery.

1.1.2.6. Security Incident Response & Vulnerability Response

ServiceNow Module: Security Operations (SecOps)

ServiceNow Security Operations (SecOps) provides an integrated, automated, and intelligence-driven platform that enables public sector organisations to rapidly detect, assess, and respond to security threats. By connecting security tools, incident data, and IT workflows, SecOps improves visibility, accelerates response times, and helps organisations meet stringent government security and compliance requirements.

We have experience in implementing SecOps in multi supplier environments, integrating security and ITSM tools to ensure end-to-end workflow and visibility of security processes.

1.1.2.7. Other ServiceNow Modules

We have experience implement many other aspects of the ServiceNow platform including Integrated Risk Management (IRM), HR Service Delivery (HRSD), Workplace Service Delivery (WSD), Sourcing & Procurement Operations (SPO) and Hardware and Software Asset Management (HAM & SAM).

1.1.3. Legacy to ServiceNow Migration Service

Many organisations contemplating ServiceNow are often concerned around how they can migrate from their existing legacy-based platforms to ServiceNow.

We have developed approaches and methodologies to deal with such challenges. We are well versed with the required analysis of current processes and data models that are currently in place and how these can be configured and set up in ServiceNow. Additionally, we are familiar with many legacy system databases and are able to seamlessly match key data fields and attributes to the ServiceNow Data Model.

1.1.4. Replatforming

For long-term ServiceNow clients, customisation and technical debt can lead to challenges in the supportability, maintainability, security and performance of the platform. This leads to significant additional effort during upgrades and can also mean that new features and capabilities cannot be exploited. We have an established methodology for assessing, planning and executing ServiceNow Replatforming. Our seven-stage approach covers: -

1. **Platform Health check** – the first step is to conduct a health check to review and understand the level of customisation. In some instances, customisations can be rolled back avoiding a full Replatforming project.
2. **Documentation & configuration review** – all available documentation and platform configuration is reviewed. Any re-usable configuration will be identified and discussed with the project stakeholders.
3. **Configure new instance** – following a series of workshops, the new instance is configured with the core processes, strictly adhering to out-of-the-box principles.
4. **Import foundational data** – any re-usable foundation data is then imported.

5. **Configure employee centre/service portal & catalogue items** – Often portal configurations and catalogue items are well established and can be reutilised to minimise time and cost.
6. **Configure integrations** –integrations (for example, LDAP, SSO, ticket brokering, event management) are replicated and enhanced where necessary, ensuring full documentation and end-to-end testing is completed.
7. **Cutover planning & execution** - finally, the cutover is planned and executed. Where required, live tickets are migrated, closed tickets are archived into the system of choice and any training is conducted. During this phase, a full handover to operational support is completed, alongside a walkthrough of all documentation and early life support is provided to ensure a smooth closure.

1.1.5. Skilled Experts as a Service

Organisations often experience a growing backlog of demand for enhancements to the ServiceNow platform. This results in a temporary increase in demand due to project activity or staffing challenges.

Hiring to address that demand can take time and in some instances the demand is only required for a certain period of time, and sometimes a very specific skill set is required to support a requirement.

We can provide experienced and certified ServiceNow professionals in as little as ½ day blocks to support short-term requirements. We can work with you to agree a scope and estimated effort so you can buy only the effort required to meet your requirements.

We can also engage in fixed-price assignments to deliver specific scope.

2. Service constraints

No constraints. CGI can support clients on-site or remotely, and across a range of security classifications including Above Secret with suitably cleared professionals.

3. Service levels

This is professional services, service levels and outcomes will be alignment with the client.

4. Security

Our ServiceNow professionals are screened which conforms to BS7858:2019 up to Developed Vetting (DV)

We provide the following Security related services as it relates to the ServiceNow platform:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing.

We are able to provide certified security testers within the following security testing certifications:

- CHECK
- CREST
- Tigerscheme
- Cyber Scheme.

5. Service Pricing and Terms and Conditions

5.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

5.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

6. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

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

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured.

On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 2.0 on behalf of CGI by the following authorised representative:

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

