



ServiceNow Operational Services

Contracting body

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CGI

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Service Definition Overview

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. Other services include, health check, governance, platform maturity and one day 'fast track' workshops to overcome challenges and problems.

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.

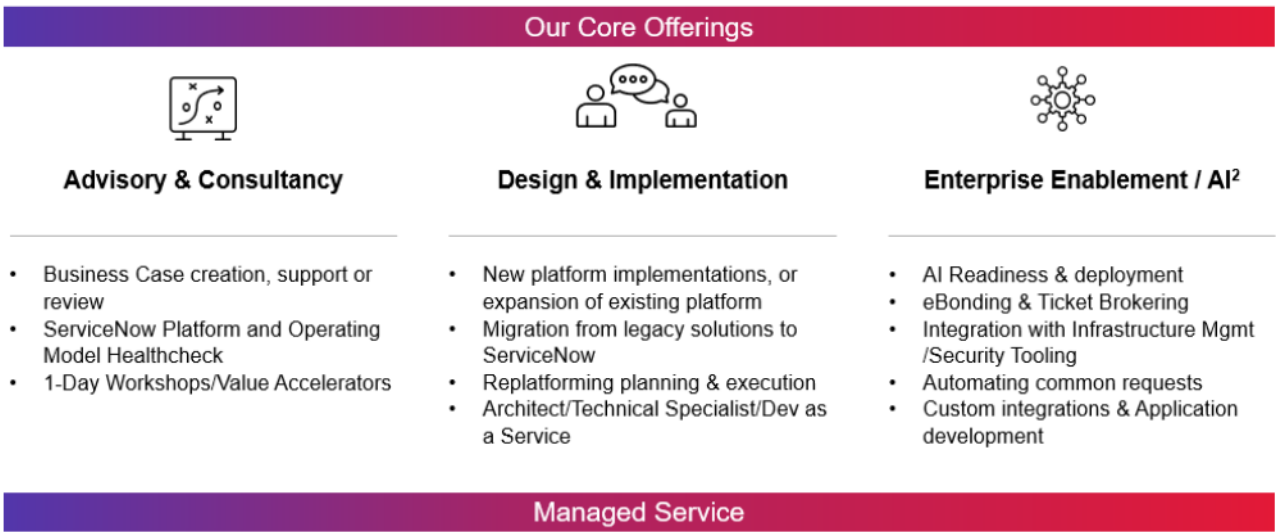


Figure 1: CGI's G-Cloud ServiceNow Suite of Service Offerings

1.1. Service Delivery and Approach

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 clients to expand the benefits out across other business functions.
- **Capability driven** – Our solutions help clients to recognise the vast opportunities and realise the benefits of implementing.

Our service delivery approach is driven by flexibility, collaboration, and responsiveness, with the goal of building long-term partnerships. It's governed by ISO 9001 and CGI's Client Partnership Management Framework and has led to an industry-leading track record of performance and client 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.

1.2. Operational Services Solutions

We have developed a suite of operational solutions specially targeted at the organisation in order to maintain performance, availability and better drive efficiencies utilising the ServiceNow Platform.

1.2.1. Platform Operations

1.2.1.1. First Line support

Platform Operations can be contacted through a number of channels.

The preferred channel is by assigning a trouble ticket direct – the organisation can contact and register a trouble ticket and assign it to the Platform Operations queue within the organisation's instance of ServiceNow. As permitted, this will be integrated into CGI's ServiceNow platform.

If the organisation requires additional channels these can be put in place through CGI Service Desk, Voice and via Chat.

First Line support covers:

1. I Wish I Knew (IWIK).

Provides advice and guidance to users of the system.

2. Service Availability.

Provides co-ordination of incident and problem resolution.

Provides overall co-ordination with ServiceNow and the respective maintenance team in the event of performance or availability issues.

1.2.1.2. Service Management and Governance

This consists of Service Governance, Service Reporting and Monthly Service Reviews, as follows:

- Regular reviews and monitoring to ensure that the ServiceNow framework decisions and governance are made by the correct management teams.
- Regular reviews of the reporting to ensure that the reports that have been built are being used as required and additional valid reports are identified and are built within the defined enhancement procedure.
- ServiceNow processes are regularly reviewed to ensure they are fit for purpose. If they require changes, a change/project request will be raised via the Change Control Procedure, for review and approval.

1.2.2. Platform Administration

Operations

This will consist of Performance monitoring, Log reviews, Environment Management, MID Server Maintenance, Patch Management, Upgrade Management and Technical Guidance, as follows:

- Regular reviews of the ServiceNow instance performance in order to identify times of peak usage, under performance and possible fixes.
- Implementation of fixes and maintenance activities that are calculated to take less than 8 hours per week.
- Adherence to change governance process for all maintenance and changes as required.
- If a single fix or change request is calculated to take more than the 8 hours, this will be classed as a project. A project definition document will be developed and a cost calculated for the organisation to review and approve.
- Regular log maintenance to pro-actively identify issues with the ServiceNow instances.
- Adherence to the ServiceNow instance patching and upgrading cycle and identifying periods when the patching and upgrading can take place.
- Providing technical knowledge and guidance on the ServiceNow platform and any required enhancements.

Change/Release Management

This will consist of Change Advisory Board (CAB) attendance, Administering the Change Management process, Software Development Lifecycle (SDLC) and Release management, as follows:

- Attendance and administration of weekly/monthly Change Advisory Boards (CABs).

- Administering the Software Development Lifecycle (SDLC) and release management, to ensure all enhancements and issues are logged and resolved correctly.
- The identification of enhancements in line with the monthly enhancement entitlement.
- We will perform the required activities to upgrade to the latest ServiceNow version. The upgrade will be performed no longer than four (4) calendar months after the release of the latest version, unless otherwise agreed between the Parties.
- Perform Changes per week. Multiple changes can be made to the system, up to a maximum of 8 hours per week. If there are no changes, or changes requested are less than eight (8) hours, unused hours can be brought forward to the next week. The maximum additional time that can be brought forward cannot exceed 8 hours.

1.2.3. Enhancements and Continual Service Improvement

Any requirements (enhancements) that exceed the change time available or if the change is determined to be an enhancement (a single change or project of greater than eight (8) hours), an enhancement (project) initiative is raised. A PID (Project Initiation Document) is created with support from the organisation, in respect of the requirements. It will be sized and scheduled. The organisation will review and approve the enhancement/project. The PID will outline the time and effort required to complete the project with the required resources.

We also establish an Innovation forum consisting of the ServiceNow Maintenance team and its Advisory Services. The features and functions of the new release will be reviewed in conjunction with the organisation, and a jointly agreed plan will be established to document and schedule ServiceNow improvements. In addition, the forum will review the overall performance and check that the investment the organisation has made in ServiceNow, is being maximised.

1.2.4. ServiceNow Upgrades

ServiceNow typically provide two upgrades to their core application per calendar year. There is a requirement from the ServiceNow platform owner to never go beyond n-1 of the current versions.

Prior to each major release, ServiceNow provides a full description of the enhancements of the new release. Platform Operations perform an analysis of the new version to understand:

- a. That no additional efforts are required from a 'normal' ServiceNow upgrade initiative i.e.: specific client configurations require additional effort to upgrade to the latest version.
- b. Any new features and functional identified as required by the organisation are included in the upgrade initiative.

In respect of planned maintenance, both ourselves and the organisation will agree a schedule of planned maintenance around when the upgrades to ServiceNow will take place - this will impact on Service availability and will be jointly aligned.

2. Service Continuity

We proactively monitor the overall ServiceNow platform availability and will work with ServiceNow on the reinstatement of service in the event of loss of service.

3. Onboarding and Offboarding

3.1. ServiceNow Modules

We offer the onboarding and decommissioning of ServiceNow modules as outlined in the Service Delivery section.

3.2. ServiceNow Users

We provide a transition service to move users from a legacy system to the ServiceNow platform as well as the administration of new users to the platform.

4. 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.

5. Service levels

5.1. Mail and Ticketing support

We provide both email and ticketing support through our Service Desk.

Our SLAs are aligned to the Service Offering delivered. We define and maintain different SLAs based upon your requirements. Response time can start from 30 mins.

5.2. Phone support

We are able to provide phone support through our Service Desk and availability to suit your business needs, ranging from 24 hours, 7 days a week to normal business hours.

5.3. Web chat support

As part of our Service Desk contact channel, we support web chat support and availability to suit your business needs ranging from 24 hours, 7 days a week to normal business hours.

5.4. Support Levels

We assign an Account Manager who will support you for any issue, change or enhancement. We have SLAs which are aligned to the offering(s) we are delivering, and these can be configured to support business criticality or organisational requirements.

6. Outage and maintenance management

Included and defined in the Service Description.

7. 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.

8. Service Pricing and Terms and Conditions

8.1. Pricing

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

8.2. Terms and Conditions

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

9. 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 on behalf of CGI by the following authorised representative:

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