



ServiceNow Advisory 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 have 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.

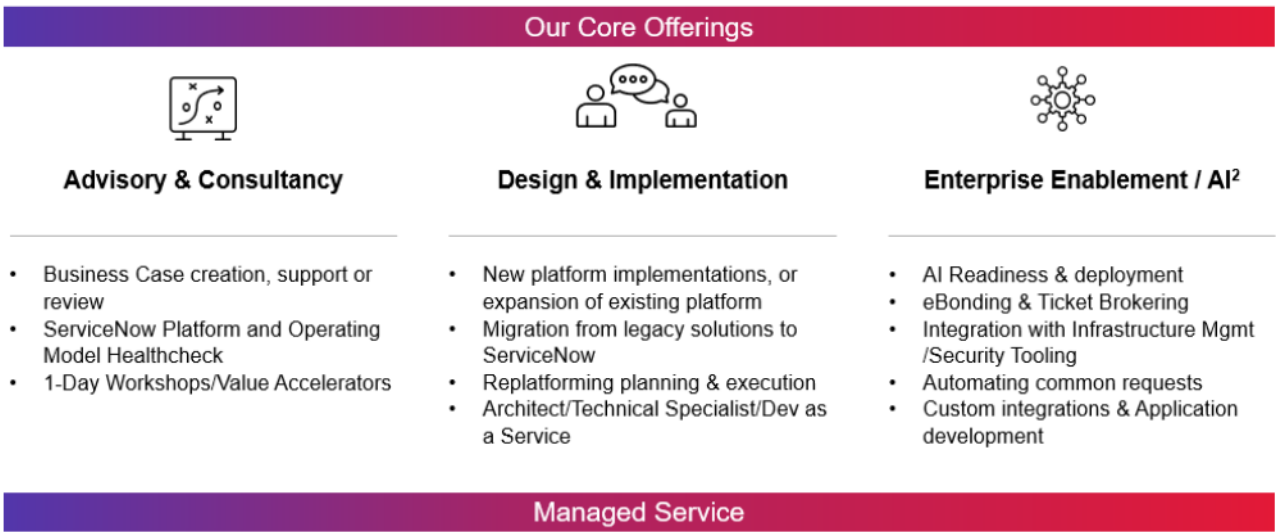


Figure 1: CGI's G-Cloud ServiceNow Suite of Service Offerings

1.1. Service Delivery and Approach

1.1.1. Our ServiceNow Advisory Services 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 Advisory Services 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. Business Case

The investment in ServiceNow is material and requires careful shaping with regard to scope i.e. functionality, integrations and user profiling.

Our methodology allows us to work with organisations to fully understand the intent of using ServiceNow and translate that into high level functional requirements that are able to drive a solution blueprint, implementation approach and account for financial considerations.

Throughout the process, areas of efficiency gains and cost optimisation will be identified and reflected in the overall financials and benefits.

1.1.3. ServiceNow Health Check & Operating Model Review

By conducting a ServiceNow Health check against your instance, we can identify and proactively address any issues of your instance, before performance is impacted. With a detailed review, you will get analytical insights into your instance and guidance for improvement.

- Our experience is that many companies encounter challenges after making the decision to adopt ServiceNow.
- The initial set-up and ongoing management is a large undertaking, and often decisions taken early on can impact the solution later
- The platform is often not utilised to its full potential and organisations often do not have a clear roadmap around how ServiceNow can be adopted as a strategic platform covering both IT and the business.

Our Health Check offering covers two areas:

1. Current usage of the platform – how the platform is being utilised for today. This results in an understanding of how the platform is currently configured, if it is configured optimally and recommendations to improve efficiency, functionality, and maturity.
2. Further leveraging of the platform capabilities – the objective is to understand what other capabilities and functions are not being leveraged and develop a roadmap for adoption.

Figure 2 below illustrates our approach to performing a ServiceNow health check.

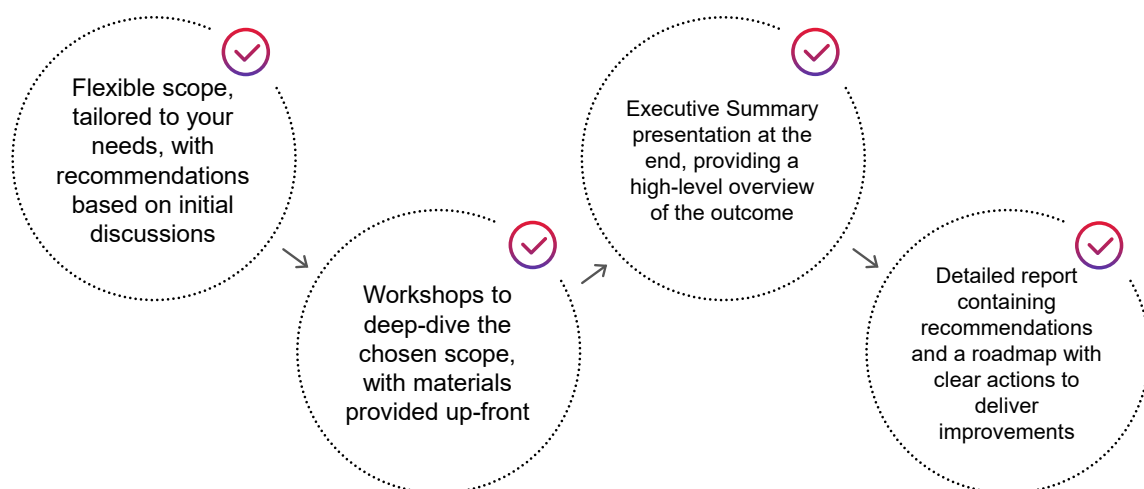


Figure 2: Our approach to a ServiceNow Health check

Figure 3 below, outlines the typical scope of a ServiceNow Health Check.

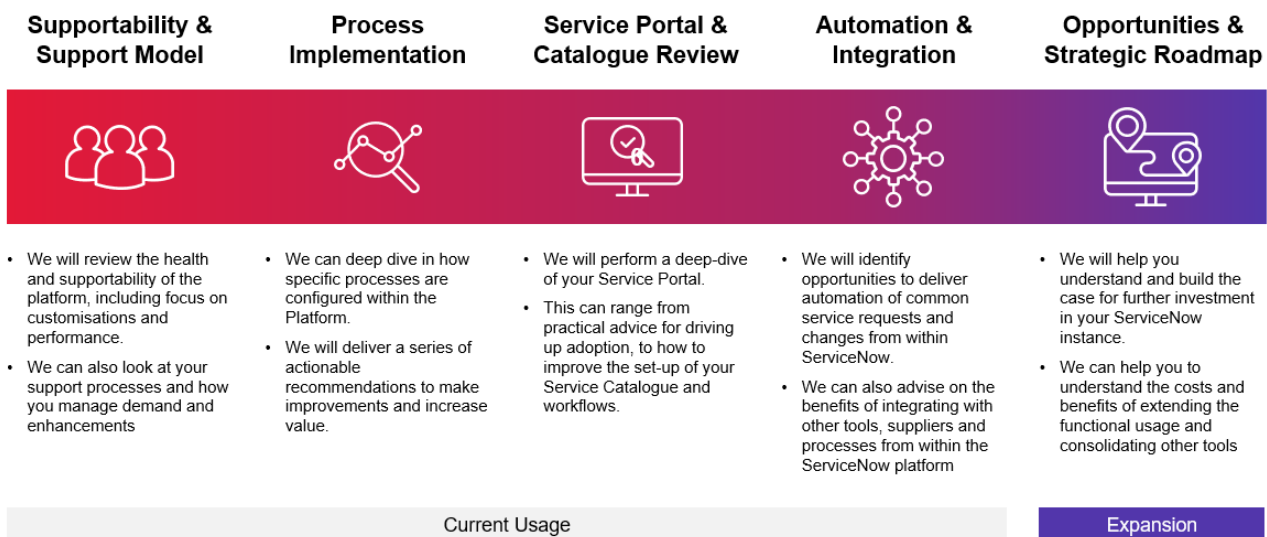


Figure 3: Typical scope of a ServiceNow Health check

The deliverable is as follows:

- We would present in presentation format the final report to the Key Stakeholders
- A full documented report will be produced:
 - Introduction and Context
 - Executive Summary
 - Approach Taken
 - Key Findings and Recommendations
 - Indicative Time Scale and Effort required.
 - Estimated Costs
 - Benefits that can be realised
 - Recommended Next Steps
 - Appendices will include Interview and Workshop Outputs.

The outcome and benefits are as follows:

- Status on the effective usage of the current platform.
- Identification of fortification and improvements that could be made to improve the overall usage and performance of the platform.
- Pragmatic roadmap for the adoption of the modules procured and those that would be complementary.
- Costs and benefit analysis of the roadmap.
- A holistic view of how ServiceNow could be used within an organisation.
- A prioritisation of these additional functional inclusions based upon impact and cost benefits.

1.1.4. Fast-Track Workshops

Our fast-track workshops are designed to accelerate adoption, alleviate concerns and/or resolve specific problems that organisations face. Workshops are typically between half to a full day and these drive an appropriate write up and the delivery of a set of recommendations. The below are examples of common workshops we run. We can also tailor a workshop to meet specific requirements for any area of the platform.

1.1.5. Reporting & Dashboard Bootcamp

The Challenge

- Many organisations are not making full use of the Reporting & Dashboard functionality and still rely on exporting their data to Excel.
- Time-consuming monthly reports are backward looking, and don't provide the insight into service performance during the reporting period.

Our Approach

- Our Reporting and Dashboard Bootcamp will demonstrate how to utilise the functionality in ServiceNow.
- We will work with you, so that you define and document your requirements.
- We will then support you during the final part of the day to create your own reports and dashboards on your ServiceNow instance.

Outcomes and Benefits

- Improved understanding of how to create interactive reports and dashboards in ServiceNow.
- Creation of reports for immediate use, to improve visibility of an organisations service.
- Creation of a backlog of reports and dashboards you could implement to provide further insight and improvements to IT services.
- An approach to reduce manual reporting effort.

1.1.6. Automation

The Challenge

- Have you identified your automation opportunities?
- Do you know what you can automate, but don't know how?
- How do you use the Automation Engine to automate common tasks and use robots to automate manual tasks?

Our Approach

- Fast Track Workshop will help you to identify and plan for implementing automation.
- We will work with you to assess the service requests and standard changes which could be automated.
- Will we share with you the approach around delivering and managing agile automation on the platform.
- We provide practical advice on how to build an automation capability.
- We will work with you to produce a plan of how to make it happen.

Outcome and Benefits

- An understanding of the capabilities within ServiceNow and how it will support you with automating common tasks.
- A backlog of identified automation opportunities, quantified and qualified.
- A practical plan to deliver automation.

1.1.7. Service Portal and Catalogue Workshop

The Challenge

- Are your users getting the Experience they expect when using your Service Portal?
- Do you find they still contact the Service Desk via phone or email?
- Is your Service Catalogue complex and hard to navigate?

Our Approach

- Fast Track Workshop will work with you to review your Service Portal
- We will provide insight and guidance on layout and structure.
- We will help you, in a practical session, to map out the changes you could make to improve user experience.

Outcome and Benefits

- An independent review and best practice advice for improvements to your Service Portal.
- A practical and actionable plan to drive improvements to the layout, functionality and content of your Service Portal.

1.1.8. Process Deep Dive

The Challenge

- Is one of your ITIL Processes causing you pain in ServiceNow?
- Do you feel you can get more from Incident, Problem or Change Management.
- Are you not yet using more modern features such as MIM or CAB Workbench.

Our Approach

- We will review your process and how it's configured in ServiceNow.
- We will provide insight and best practice guidance.
- We will work with you to build a clear and actionable plan to improve the process and deliver quick improvements.

Outcome and Benefits

- A plan of actionable improvements with benefits articulated for a specific process.
- Practical guidance on how to roll out the changes with the process owners and across your operational teams.

1.1.9. Integrations

The Challenge

- Many organisations have multiple applications containing duplicate or complementary sources of data.
- Often, there are multiple services delivered or managed across this application landscape, including 3rd party suppliers, meaning there is no "single source of truth" or single view of service performance.
- IT Service provision is often slowed down where systems are unable to talk to each other.

Our Approach

- We will help you to identify opportunities to integrate systems and suppliers into your ServiceNow platform.
- We will help you identify automation opportunities that can be achieved through integrations (for example Active Directory, HR systems, event management tools)
- We will provide guidance on how to generate the business case and identify the benefits for integration.
- We provide practical advice for prioritisation and how to adopt a methodology for integration (process and technical).

Outcome and Benefits

- An actionable roadmap for integrations which can deliver:
 - Automation of common tasks and reduction of manual effort
 - Improved data consistency
 - Improved visibility of service delivery across supplier landscape.

1.1.10. Customisation Review

The Challenge

- Many organisations have made what seemed to be small tweaks and customisations to their ServiceNow platform.
- This unintentionally leads to issues and additional effort when upgrading.
- It can also mean you're not able to take advantage of new features that ServiceNow have deployed in more recent releases.

Our Approach

- We will run an assessment to understand the level of customisation on your platform.
- During the workshop, we will share our findings and discuss an approach to reversing some of the customisations you have made.
- We will help you to identify the top five customisations that could be reversed and provide a plan for how to do so.

Outcome and Benefits

- Understanding of the technical debt you have within the platform.
- A prioritised plan to address the issues.

1.1.11. Operating Model

The Challenge

- Many organisations have significant demand for changes and enhancements and have issues prioritising.

- Often organisations need support with their process to manage releases and perform upgrades.
- Attracting and retaining skilled ServiceNow employees is difficult.

Our Approach

- We will map out your existing e2e ServiceNow support processes and use your expertise to suggest improvements.
- Review and provide insight on how to improve planning and execution of releases and upgrades.
- We will help define the optimal size and structure for your team and how to attract and retain talent.

Outcome and Benefits

- Enhanced ServiceNow support processes with improved categorisation and control of demand.
- Improved process for managing releases and upgrades.
- A target model for your ServiceNow support team and a plan for recruitment and talent retention.

1.1.12. Joiners, Movers and Leavers (JML)

The Challenge

- Joiners, Leavers and Movers processes are key to the employee experience.
- Often, these leave employees and managers frustrated with delays and the need to raise multiple requests to get access to the tools required.
- Often, automation is not utilised, meaning delays whilst manual tasks are completed.

Our Approach

- We will review your current JML processes within your ServiceNow platform.
- We will provide practical advice on the grouping of common requests.
- We will identify and help you plan automation opportunities.
- We will help you understand the use of personas and how these could be represented in ServiceNow.
- We will help you understand the benefits of the ServiceNow Employee Workflow/HR Module.

Outcome and Benefits

- Practical steps for improving your existing processes.
- A plan to implement “Order Guides” to group common requests and personas to define access to key resources based on an employee's role and/or department.
- A list of your automation opportunities and a high-level plan of how to implement them.

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 a consulting service, 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 offer security strategy and risk management as it relates to the ServiceNow Platform.

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:

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