

G-Cloud 15 Service Description

ServiceNow Adoption and Health Assessment

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Methods’ ServiceNow Adoption and Health Assessment service provides objective expert insight into the adoption of your platform compared to your licencing subscription and the health of your production instance configuration, as well as tailored recommendations to maximise ROI on your ServiceNow investment and optimise platform functionality.

What is the Service

Methods ServiceNow Adoption and Health Assessment uses a combination of documentation, inspection, technical reports, interviews, and workshops, to provide a view of the current adoption and capability level of your platform, alongside tailored recommendations. Throughout the period of the assessment, our stakeholder management approach will ensure involvement and contributions from your stakeholders, securing buy-in to the process and the findings.

We will review the final report with you, containing the detailed technical platform assessment presented at a process/module level in addition to a strategic overarching organisational view. The review and report will also contain a series of recommendations for improvement at both a tactical and strategic level.

What can it do for you

Methods ServiceNow Adoption and Health Assessment provides a detailed and independent assessment of how well your current ServiceNow configuration level is supporting your operations and transformation objectives. The Adoption Assessment focuses on platform utilisation compared to your licencing subscriptions, considering inputs from stakeholders for perceived pain points, and operational and business objectives that could be better realised using the ServiceNow platform. The output is a ServiceNow Platform Adoption Map at two levels, giving you a clear view of modules and core platform functionality by Deployed, Subscribed but Not Used, Not Subscribed and Proposed.

For the Health Assessment, our ServiceNow specialists and ITIL practitioners (for ITSM processes) use our assessment methodology and toolkit to provide a view of your current configuration state, and tactical and strategic recommendations for potential improvement. This includes a review of the ServiceNow Health Scan and a hands-on platform investigation, combined with interviews/workshops with key stakeholders.

The information provided and the involvement of stakeholders throughout the assessment will facilitate organisational buy-in for the next steps in evolving and improving your platform, as required.

Further support for your transformation goals can be provided via our complementary ServiceNow service offerings, as appropriate:

- ServiceNow Design and Implementation
- ServiceNow Licencing
- ServiceNow Platform Remediation vs. Reimplementation Assessment
- ServiceNow Roadmap Development

Service Features

1. Structured exercise using Methods ServiceNow assessment methodology
2. Assessments carried out by experienced ServiceNow and ITIL practitioners
3. Hands-on review of the current ServiceNow platform configuration
4. Determination of in-scope / priority areas and pain points
5. Focused at platform, process, and organisational levels, as required
6. Collaborative interviews, demonstrations, and workshops
7. Review of technical and process documentation
8. Analysis of licence subscription versus utilisation
9. A final report summarising findings and recommendations
10. Considers tactical and strategic options with inputs to roadmaps

Service Benefits

1. Rapid commencement using our proven methodology and toolkit
2. A process-agnostic view of your current configuration level
3. An applied view from experienced ServiceNow specialists
4. An overarching configuration assessment, and tailored recommendations
5. A detailed summary of how tooling supports each process
6. Objective SWOT analysis for process improvements and platform optimisation
7. Clear visualisation of platform usage through the Adoption Map
8. Recommendations to improve adoption and overall user experience
9. Identified opportunities to maximise platform ROI
10. Inputs to operational and strategic roadmaps

Contact details

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

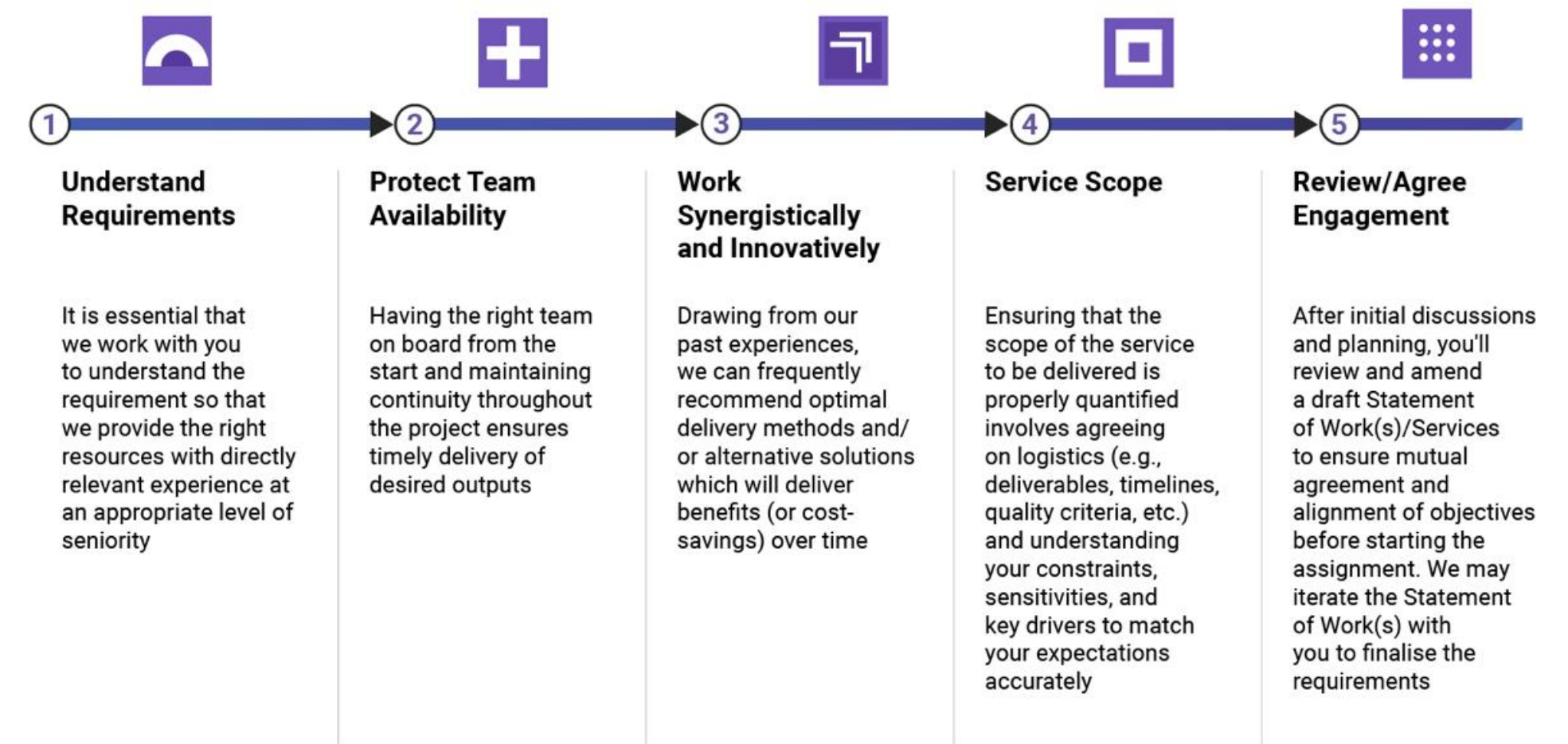
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

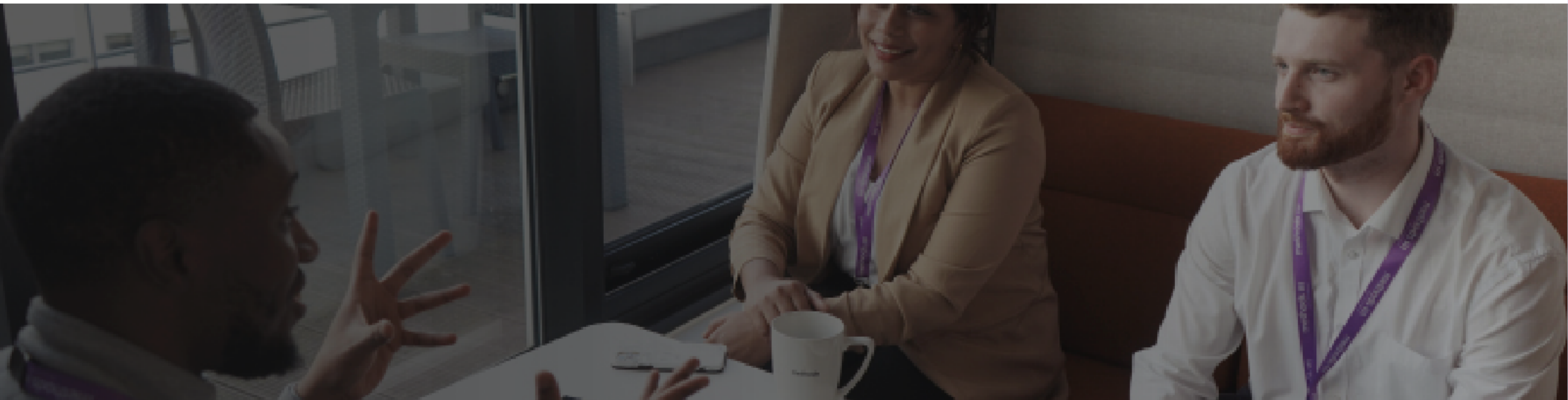
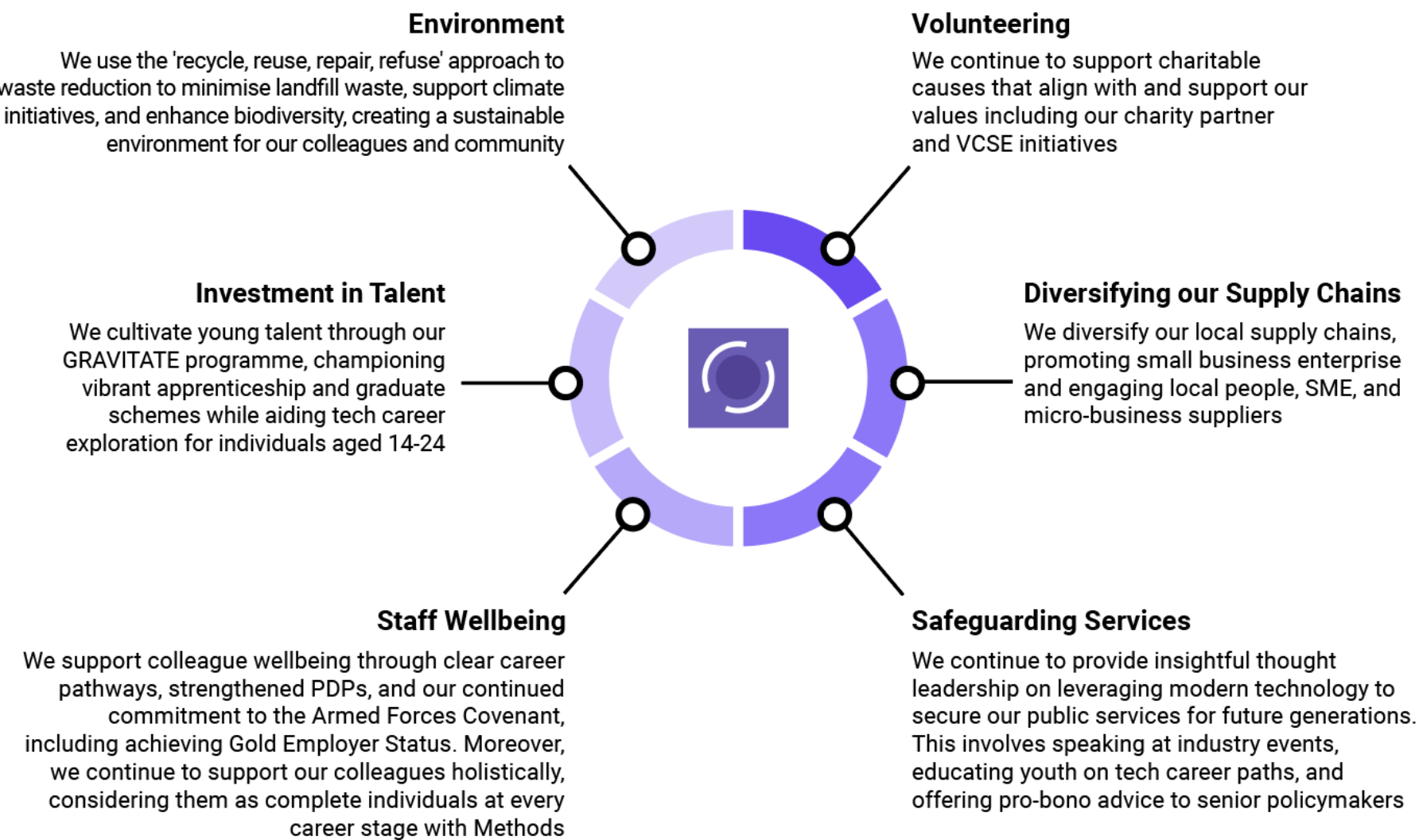


Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories

Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.

Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting** overall **service reliability, efficiency, and organisational visibility**.

Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.

Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.

Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.

Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.