

G-Cloud 15 Service Description

ServiceNow Platform Remediation v Reimplementation
Assessment

ServiceNow Platform Remediation v Reimplementation Assessment

Methods’ ServiceNow Platform Remediation vs Reimplementation Assessment is an independent review of your instance to identify deviations from best practice, providing a recommendation for a remediation or reimplementation approach to optimise processes, enhance platform health, and further enable your digital transformation across the entire organisation.

What is the Service

Methods’ team of highly experienced and accredited ServiceNow consultants, ITIL practitioners, business analysts and solution adoption experts can help you to enhance your return on investment in the ServiceNow platform by releasing the value that prompted your original investment with a robust platform assessment.

We have an impressive track record of remediating and reimplementing the ServiceNow platform across central government and the public sector, with activities including quick win realisation, tactical improvements, process and tooling re-alignment, process reengineering, and complete platform reimplementation.

Following the output of the assessment, you can then benefit from our ServiceNow Design and Implementation Service to support focused remediation through to full platform reimplementation. In most cases this can either be executed on the current platform instance or can be developed on a new platform instance for future transition.

Service Features

1. Review of the ServiceNow provided Health Scan report
2. Investigation of platform configuration quality and best practice process alignment
3. Structured assessment exercise using Methods’ assessment methodology
4. Pre-engagement questionnaire to enable information gathering
5. Collaborative requirements review, and identification of shortcomings
6. Determination of priority areas and pain points for assessment
7. Technical review summary of platform strengths and weaknesses
8. Detailed report of in-scope product areas’ performance and recommendations
9. Remediation vs Reimplementation recommendation, including tactical and strategic considerations
10. Collaborative action plan for next steps

Service Benefits

1. Expert, independent assessment of your current ServiceNow platform
2. Clear insights into current state and recommended next steps
3. Cost-effective recommendations aligned to budgetary considerations
4. Structured, templated approach to maximise stakeholder engagement
5. Business case support for platform investment to unlock ROI
6. Action plan to move forward and align to OTB
7. Guidance for an operational roadmap for functional optimisation
8. Prepare to remove technical debt to enable simpler upgrades
9. Foundation for a strategic roadmap on a scalable platform
10. Enable enhanced employee experience and interoperability

Contact details

What can it do for you

Our team works collaboratively with you to identify your tooling and process misalignments, to design and deliver targeted improvements to your ServiceNow implementation.

Typically, these enable faster and simpler platform upgrades, increased platform scalability and stability, and increased alignment to business best practice frameworks, such as ITIL. They enhance platform health and security, simplifying platform support and maintenance, and mean significantly less complex product development and adoption by accurately adhering to the core platform data model and best practice out-of-the-box configuration.

Our accredited ServiceNow experts can help you to identify and address any technical debt, customisation, upgradability, and future development challenges. In turn this enables increased usage, enhanced user experience, and increased operational efficiency and automation, whilst also improving overall policy and process adherence across your organisation.

Should you decide to act following our recommendation, Methods can then provide services to:

- Design and implement a focused remediation through to a full platform reimplementation at pace to rapidly release the value of your investment
- Harness an approach that is scalable, responsive, and aligned to ServiceNow best practice
- Provide options for transforming the current instance or migrating to a new Production instance for future transition
- Enable simpler and faster upgrade processes
- Simplify product adoption and management of development pipelines by removing the need to continually modify core ServiceNow products and features to work with existing customisations
- Increase release cadence through simplified development overheads
- Remove the technical blockers to enhancing platform maturity arising from technical debt
- Simplify platform support and maintenance processes
- Drive increased platform adoption and enhanced user experience
- Improve policy and process adherence
- Reduce operational pain points, and restore effective and efficient business management operation through the ServiceNow platform

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.

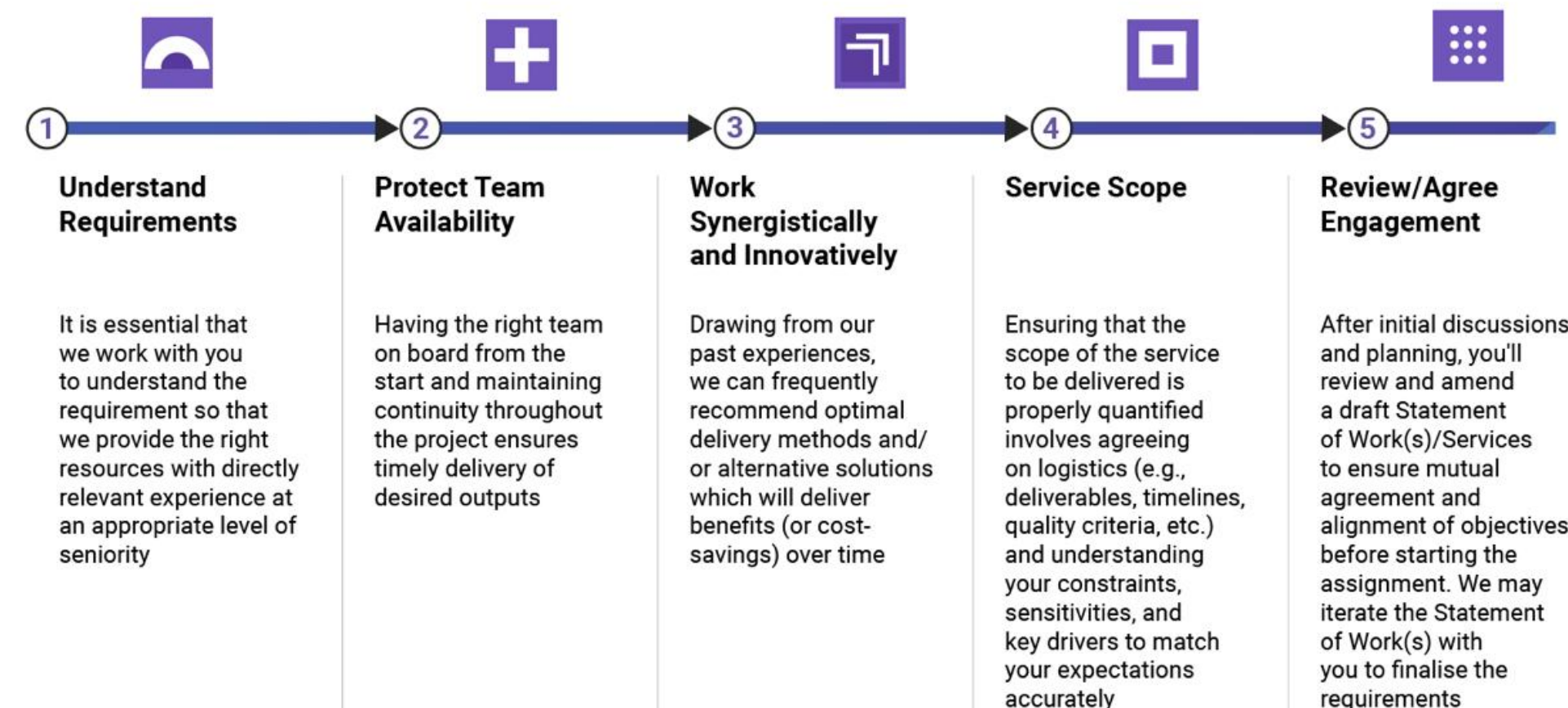
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

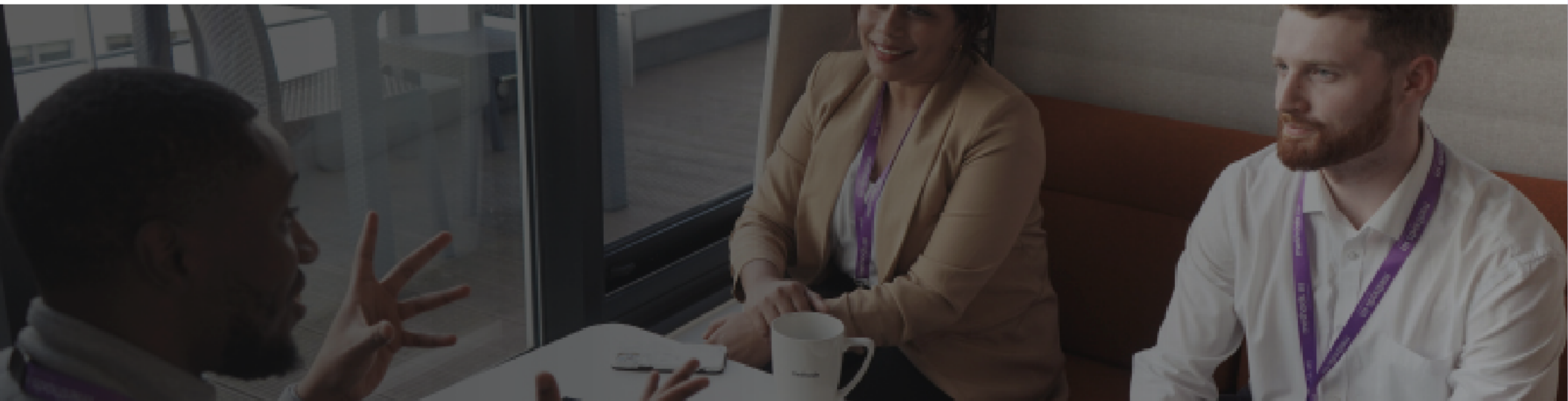
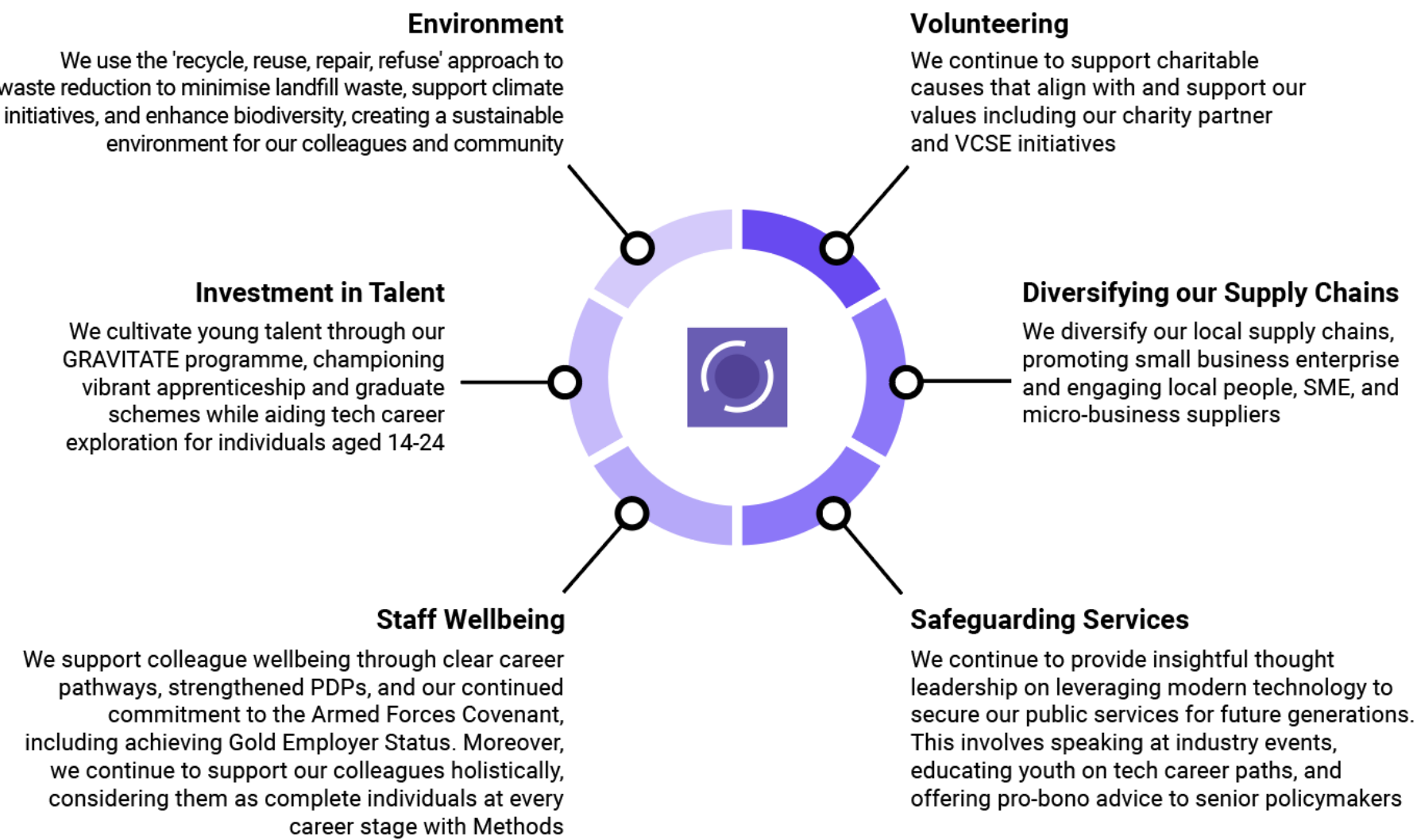


Customer Responsibilities

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.