

SupportNow

Service Description

SCC Service UK – Digital Automation Practice

EXTERNAL

SD

SCC-SD-00XXX





Document Control

Document Control	
Document Name:	SupportNow Service Description
Status (Master / Draft / Withdrawn):	Final
Document Author:	Matt Allen, Solution Architect - Digital Automation Practice
Document Owner:	Paer Johansson, Head of Digital Automation Practice - Operations
Approved by:	
Next Planned Review Date:	16/12/2025

Version Control		
Version Number	Version Date	Comments / Amendments
1.0	22/12/2022	Initial Draft
1.1	06/02/2023	Revised overview, benefits, and scope
1.2	24/02/2023	Reviewed by Paer, scope updated
2.0	20/05/2023	Reviewed by marketing, SLA updated
2.1	15/08/2023	Description updates (SLAs, portal)

Distribution List		
Name or Location	Role	Company / Department



Contents

1. Introduction	4
2. SupportNow Benefits.....	5
2.1. SCC ServiceNow SupportNow Portal.....	5
3. Scope of service.....	6
3.1. Incident Management	6
3.2. Request Management	8
3.3. ServiceNow Engagement Management	9
3.4. ServiceNow Upgrade	11
3.5. Monthly Patching Program	13
3.6. Annual Health Scan	15
3.7. Idea and Demand Management	17
3.8. Consultancy Days.....	18
4. Charges.....	20
5. Prerequisites & Assumptions	21



1. Introduction

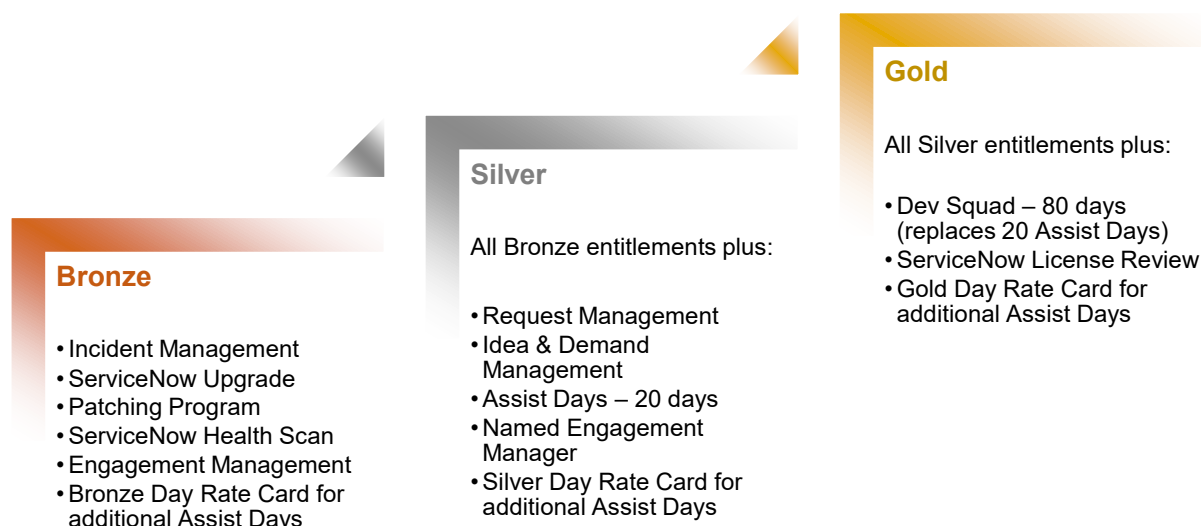
SCC is proud to be a ServiceNow Elite Partner. SCC has been recognised by ServiceNow with the EMEA Partner award in 2020. With a CSAT scoring of 4.61 out of 5 and over 100 certifications and accreditations in the Digital Automation Practice, we have earned our status as a leading partner in the ServiceNow ecosystem.

SCC offers a tier-based support structure that will align to any business need:

Bronze: Clients with a product owner, as well as some administration and development capabilities. Requires support with Incident Management and platform upgrades.

Silver: Clients with limited product owner and admin capabilities. Requires support with Incident & Request Management, some development and platform upgrades.

Gold: Clients with no ServiceNow capabilities. Wholesale outsourcing of Managed Services for ServiceNow.





2. SupportNow Benefits

The SupportNow service offering means that SCC takes on a level of responsibility for the ongoing management and support of our clients' ServiceNow platform. The benefits of the SupportNow managed services agreement include:

- Provision of expert support and guidance within ServiceNow, ensuring that the platform is running smoothly and effectively.
- Proactive management and maintenance of the platform, reducing the risk of downtime or unexpected issues.
- Clear responsibility for ensuring that the platform is performing optimally, which can lead to improved performance and efficiency.
- Access to a wider range of resources and ServiceNow expertise

2.1. SCC ServiceNow SupportNow Portal

The SupportNow portal is a centralised, user-friendly self-service support experience for our clients' key stakeholders. It allows our clients to submit & track incidents, service requests & ideas. The SCC ServiceNow service portal can be accessed via:

SCC ServiceNow Portal – 24*7*365 - <https://sccitsm.service-now.com/impact>

The screenshot shows the SCC ServiceNow SupportNow Portal (Impact) interface. The header includes the SCC logo, the tagline "Delivering Positive IMPACT ServiceNow Practice", and navigation links for "Quick Links" and "Cart". The main banner area features a search bar with the placeholder text "How can we help?" and a personalized greeting "Hello Matt". Below the banner, there are four main action buttons: "News and Info" (See the latest news and information to your services), "Log an idea" (Propose an enhancement or initiate a project), "Request Something" (Browse the catalogue for something you may need), and "Log an Incident" (Report something that is no longer working as expected). The interface is divided into four columns: "Announcements" (No information available), "Ideas" (ServiceNow administrators need to enable the RVIs to ensure reports are only available to intended users, 9mo ago; "Do not reply" sccitsm@servicenow.com, 27 ago; 1 Request for multiple items, 37 ago), "Requested Items" (Ad-Hoc Request, 4d ago; First 5 of more than 500, View all), and "Incidents" (New Security Incident: INC3722352 - 2mo ago; New Security Incident: INC3727911 - 2mo ago; New Security Incident: INC3744089 - 2mo ago; New Security Incident: INC3746373 - 2mo ago).

In summary, the SupportNow managed services agreement provides expert support, proactive management, cost savings, improved platform performance, access to resources, and flexibility for our clients.



3. Scope of service

3.1. Incident Management

3.1.1. Overview

The incident management process ensures that normal service operation is restored as quickly as possible and the business impact is minimised, thus ensuring the levels of service quality and availability are maintained in accordance with the SLAs.

Hours of Service

All Incidents shall be processed during UK business hours (09:00 – 17:30 Monday to Friday, excluding Bank Holidays).

Incident Priority Levels

Table 1

Type	Response Time	Resolution Time
	Production Instance	Production Instance
Availability Incident	P1 Incident 30 Minutes within Hours of Service	Resolution by ServiceNow Support
Critical Incident	P2 Incident 2 Hours within Hours of Service	1 Business Day
Non-Critical Incident	P3 Incident 12 Hours within Hours of Service	5 Business Days
Other	N/A	

The priority level will be assigned as follows:

Table 2

Priority	Description
P1	Platform production instance not available. During the Hours of Service, SCC shall provide our clients with progress updates at 30-minute intervals.
P2	Platform non-production instance not available or a severe impact to a critical function of the Platform production instance.
P3	Platform production instance incident impacting a small group of users
P4	An Incident that is not a P1, P2 or P3.



3.1.2. Description

Table 3

Incident Management	Description	Bronze	Silver	Gold
	Initial diagnosis of Incidents	✓	✓	✓
	Categorisation and prioritisation of Incidents in accordance with contracted Service Levels	✓	✓	✓
	Resolution of the Incident	✓	✓	✓
	Where required, SCC will support the Customer in interaction with ServiceNow support in the resolution of platform issues	✓	✓	✓
	Documented Root Cause Analysis will be produced for each Priority 1 incident	✓	✓	✓
	Web-based Tech Support	✓	✓	✓
	ServiceNow Platform Incidents*	Up to 2 incidents per application fulfiller user	Up to 4 incidents or requests per application fulfiller user	Up to 4 incidents or requests per application fulfiller user

*Does not carry over within multiple year term

- Initial diagnosis is the process of quickly identifying and assessing the nature and scope of an incident. This is the first step in incident management and can involve gathering information from users or reviewing system logs, which allows SCC to gain a general understanding of the incident and determine the best course of action for resolving it
- Categorisation refers to the process of grouping incidents based on their description, affected service, or other relevant characteristics. Prioritisation involves assigning a priority level to each incident based on its urgency and impact. This helps to determine the order in which incidents will be resolved and ensures that the most critical incidents are addressed first
- SCC will fix the issue that caused the incident, restoring normal service. This can involve several steps, such as modifying a script, or configuring functionality. SCC will aim to resolve the incident as quickly and effectively as possible
- SCC will identify the underlying cause of all P1 incidents. This will be done after the incident has been resolved and involves a detailed examination of the system, logs, and other relevant data. This helps to improve the overall incident management process by providing a clear understanding of what went wrong and how to prevent similar incidents from occurring in the future
- All incidents will be managed in the SCC SupportNow portal: <https://sccitsm.service-now.com/impact>. When opening a SCC SupportNow account, our clients have access to log and track progress of incidents through SCC's web-based tech support
- The maximum number of incidents is based on the number of fulfiller-users on the platform. For example, for an instance with 40 ITSM & 20 SPM licenses, SCC would allow our clients to log up to 120 incidents per year on the **Bronze** Tier and up to 240 incidents on the **Silver & Gold** Tiers



3.2. Request Management

3.2.1. Overview

Request Management is the provision of a service for non-incident-based activities that can be logged with SCC for action and completion. This process involves creating and managing service requests, assigning them to the right team or individual, and tracking their progress until resolution. The SupportNow portal provides a centralised and automated system for handling requests.

The Fulfilment SLA for Service Requests is 5 (five) days, and this would be subject to a 95% SLA attainment target, measurable at each service review.

3.2.2. Description

Table 4

	Description	Bronze	Silver	Gold
Request Management	ServiceNow Service Requests*	-	Up to 4 incidents or requests per application fulfiller user	Up to 4 incidents or requests per application fulfiller user

*Does not carry over within multiple year term

- A Service Request shall only have a single deliverable, and not consist of multiple requirements for a single or multiple End User(s). Requests are defined in a Service Catalog, to perform administrative & reporting capabilities and should take no more than 2 hours to fulfil
- The maximum number of service requests is based on the number of fulfiller users on the platform and is only applicable for **Silver & Gold** Tier SupportNow agreements. Both incidents and service requests are bundled. For example, for an instance with 40 ITSM & 20 SPM licenses, SCC would allow our clients to log up to 240 service requests per year on the **Silver & Gold** Tiers or any combination of incidents and service requests (up to a combined total of 240).

Examples of service requests include:

- Reporting & Dashboard creation and maintenance
- Adding, removing, and changing users, groups, roles, permissions, and foundation data
- Adding, removing, and maintaining Service Catalog items
- Minor changes to Service Portal, such as layouts and permissions
- Manual uploads of data from CSV format



3.3. ServiceNow Engagement Management

3.3.1. Overview

Engagement Management provides governance and insight into the support service and the interaction between our clients and SCC.

- SCC will provide an Engagement Manager as the point of contact for our clients' key stakeholders
- The SCC Engagement Manager will maintain overall oversight of the business needs for the platform
- The SCC Engagement Manager will host service reviews, roadmap sessions and meet their responsibilities as per this service offering
- Should any changes be required to this managed service, the Engagement Manager will coordinate the changes, scope, and potential cost impact

3.3.2. Description

Table 5

ServiceNow Engagement Management	Description	Bronze	Silver	Gold
	Roadmap planning workshop	Annually	Annually	Half-Yearly
	Service Reviews	Quarterly	Quarterly	Monthly
	New Release Briefings	-	One per ServiceNow Upgrade	One per ServiceNow Upgrade
	Named Engagement Manager	-	✓	✓
	ServiceNow License Review	-	-	Half-Yearly

Roadmap planning workshop

A ServiceNow roadmap planning workshop typically includes the following components:

- Clarifying the business goals and objectives to be achieved using ServiceNow
- Reviewing the current state of ServiceNow implementation, identifying pain points and areas for improvement
- Prioritising the features and capabilities to be implemented, based on the goals and objectives defined in the workshop
- Designing a solution that meets the needs of the stakeholders, considering factors such as scalability, security, and integration with other systems
- Developing a detailed implementation plan, including timelines, resources, and budget
- Reviewing and obtaining approval for the roadmap, including buy-in from key stakeholders and senior leadership



Service Reviews

A ServiceNow service review typically includes the following components:

- An assessment of the performance of ServiceNow services, including availability, and reliability
- Gathering feedback from users on the functionality and ease of use of ServiceNow services, and identifying areas for improvement
- Reviewing the current ServiceNow processes to identify inefficiencies, bottlenecks, and areas for automation

New Release Briefings

- A ServiceNow new release briefing is a session where the updates and enhancements in the latest release of the ServiceNow platform are discussed and explained to stakeholders. The purpose of this meeting is to inform stakeholders of the new features and capabilities available in the latest release, and to help them understand how these updates can benefit our clients.

Named Engagement Manager

- A "Named Engagement Manager" is an Engagement Manager who has been specifically assigned and named to manage a particular SupportNow agreement. This distinction is made to indicate that the Engagement Manager has a specific, assigned role and is accountable for the successful delivery of the SupportNow contract they are responsible for.
- The role and responsibilities of both an Engagement Manager and a Named Engagement Manager are generally similar, but the Named Engagement Manager has a more focused and defined responsibility for our clients. In both cases, the Engagement Manager is responsible for managing resources, overseeing processes and plans, communicating with stakeholders, and ensuring that all outcomes are delivered successfully.

ServiceNow License Review

- A ServiceNow license review is an assessment of the current ServiceNow license usage and utilisation, with the aim of optimising the license allocation and reducing costs. By conducting regular license reviews, our clients can ensure that they are getting the most value from their ServiceNow investment.

The review typically covers the following areas:

- Analysing the usage of ServiceNow licenses to determine which licenses are being fully utilised and which are underutilised
- Considering our clients' future needs and growth projections to ensure that the license allocation will support future requirements
- Identifying opportunities to reduce license costs through reallocation or consolidation



3.4. ServiceNow Upgrade

3.4.1. Overview

It is important to stay on the current ServiceNow release, in order to take full advantage of the new products and capabilities as they're released and maintain the highest levels of security, availability, and performance.

ServiceNow upgrades can provide significant benefits to our clients, including improved functionality, enhanced security, and increased efficiency. However, a major release upgrade requires more careful planning and preparation than a family upgrade (patch), as the changes to the platform can have a greater impact on the organisation's operations.

The current policy of ServiceNow is to support the most recent and the immediately previous major release. Because ServiceNow generally releases two new major releases per year, it is recommended to upgrade approximately once per year to stay on a supported release. The upgrade process moves the instance to a new ServiceNow release version.

SCC will also commit to delivering one major release upgrade into the environment per annum to comply with the contractual support requirements of ServiceNow.

3.4.2. Description

Table 6

	Description	Bronze	Silver	Gold
ServiceNow Upgrade	Major release upgrade	One per annum	One per annum	One per annum
	Initial testing and review of environment	Up to 4 hours	Up to 8 hours	Up to 2 Business Days
	Advisory workshop to review skipped and updated conflict items	Up to 4 hours	Up to 8 hours	Up to 2 Business Days
	Remediation of minor issues identified in UAT	Up to 8 hours	Up to 2 Business Days	Up to 4 Business Days
	Post go-live support	Up to 4 hours	Up to 2 Business Days	Up to 4 Business Days
	Coordination and communication	-	-	✓

- A major release upgrade refers to the process of upgrading a ServiceNow platform or instance to a new major release version. For example, upgrading from Rome to San Diego. Unlike a family upgrade, a major release upgrade typically involves significant changes to the ServiceNow platform, including the introduction of new capabilities, functionalities, and user interfaces
- Before a ServiceNow upgrade, it's important to conduct initial testing and a review of the environment, to identify any potential issues that may arise during the upgrade process. This can include upgrading a sub-production environment first and conducting an assessment of the current configuration, customisations, and integrations, as well as identifying any potential compatibility issues
- An advisory workshop is a meeting or session between SCC and the ServiceNow administration, support team or other stakeholders. The purpose of the workshop is to review any skipped or updated conflict items that may have been identified during the initial testing and



review of the environment. These items may require further attention or resolution before the upgrade can be completed successfully

- UAT (User Acceptance Testing) is the process of testing a ServiceNow environment to ensure that it meets the requirements of the business and its users. During UAT, minor issues may be identified that need to be remediated before the upgrade can be considered complete. These issues may include bugs, compatibility issues, or performance problems
- After a ServiceNow upgrade has been completed, it's important to provide post-go-live support to ensure that the environment is functioning as expected and to address any issues that may arise. This may include conducting further testing and validation, resolving any remaining issues, and providing ongoing support and maintenance as needed
- Coordination and communication are critical components of a successful ServiceNow upgrade. Effective coordination and communication can help ensure that all stakeholders are aware of the upgrade schedule, the risks and benefits involved, and the steps required to complete the upgrade. It's important to establish clear lines of communication between all relevant parties, and to ensure that everyone involved understands their roles and responsibilities throughout the upgrade process
- SCC provides different levels of support depending on the selected Tier. Please refer to Table 6



3.5. Monthly Patching Program

3.5.1. Overview

The ServiceNow Patching Program (SPP) updates customer instances to required patch versions throughout the year. With this program, instances get the latest security, performance, and functional fixes. Most importantly, patching remediates known security vulnerabilities and is an essential component of any patch management process.

SCC will assess patches in accordance with ServiceNow's Patch Programme cycle. The release of the patches and / or hot fixes will take place on a monthly basis. All hosted customers are automatically enrolled in and scheduled for updates through the Patching Program. Participation is mandatory given ServiceNow's shared cloud environment.

The ServiceNow monthly patching program is an important aspect of ensuring the overall health and security of a ServiceNow environment, and it helps organisations stay current with the latest features and functionalities available through ServiceNow.

3.5.2. Description

Table 7

	Description	Bronze	Silver	Gold
Monthly Patching Program	Provide Release notes to support the Patch release content	✓	✓	✓
	Schedule Patch Releases via the ServiceNow Support Portal	✓	✓	✓
	Ensure that Patches are released in all prod and sub-prod Environments	✓	✓	✓
	Communication to our clients' key stakeholders	✓	✓	✓
	Manage compliance with our clients' change process	-	-	✓

- Release notes provide information on changes, fixes, and enhancements. The release notes can include details on the bug fixes, security updates, and other improvements that have been included as part of a patch release
- ServiceNow provides a support portal that can be used to manage various aspects of product support and maintenance, including the scheduling of patch releases. SCC will coordinate and plan for patch releases in an efficient and organised manner, helping to ensure that patches are deployed in a timely manner and without disrupting normal operations
- It's important to ensure that patches are released in all production and sub-production environments to ensure that the service remains up-to-date and secure. SCC will work with our clients' ServiceNow administration or support team to ensure that necessary patches are released to all environments
- Effective communication with key stakeholders is essential to ensure a smooth patch release process. This may involve providing regular updates on the progress of the patch release, as well as communicating any potential impacts or changes that may be related to the patch release. This helps to minimise any confusion or disruption to normal operations and helps ensure that stakeholders are aware of any necessary preparations or actions that they need to take



-
- Ensuring compliance with the change process is an important aspect of managing patch releases. This may involve following specific steps and procedures related to change management, such as conducting impact assessments, obtaining approval from relevant stakeholders, and communicating changes to impacted teams. By following our clients' change process, SCC can help ensure that patch releases are carried out in a controlled and secure manner, minimising the risk of unexpected disruptions to normal operations



3.6. Annual Health Scan

3.6.1. Overview

With a healthy ServiceNow instance, maximum value can be realised from the platform and applications. Technical debt can also be reduced - the cost of additional future rework - by writing code that adhere to best practices.

A Health Scan analyses the performance, security, and configuration of a ServiceNow instance and provides recommendations for improvement. It helps to ensure that the ServiceNow environment is functioning optimally and securely. Health Scan scans the ServiceNow instance, compares configuration to best practice definitions across product suites (such as ITSM and Performance Analytics), and summarises instance health, across five categories:

- **Upgradability:** The Health Scan provides recommendations on how to prepare the instance for upgrades, such as identifying and addressing compatibility issues or outdated customisations. This helps ensure a smoother and more successful upgrade process
- **Performance:** The Health Scan analyses various performance metrics, such as system utilisation, database query performance, and slow-running scripts, and provides recommendations on how to optimise them. This helps improve the overall performance and responsiveness of the instance
- **Manageability:** The Health Scan checks the instance's configuration and customisations and provides recommendations on how to optimise them for better manageability. This helps reduce the complexity and effort required to maintain and manage the instance
- **Security:** The Health Scan checks the instance's security settings, such as password policies and access controls, and provides recommendations on how to enhance security. This helps prevent security vulnerabilities and protect sensitive data
- **User Experience:** The Health Scan checks the instance's user interface and customisations and provides recommendations on how to optimise them for better user experience. This helps improve the ease of use and functionality of the instance for end-users

3.6.2. Description

Table 8

	Description	Bronze	Silver	Gold
Annual Health Scan	Type of Health Scan	Quality Clouds Independent Health Scan	Quality Clouds Independent Health Scan	Quality Clouds Independent Health Scan
	Recommendation Report	✓	✓	✓
	Advisory workshop to review recommendation report	✓	✓	✓
	Remediation activities to reduce technical debt	-	Up to 8 Hours	Up to 2 Business Days



Type of Health Scan: SCC offers a health scan based upon the product “Quality Cloud”.

- The "Quality Clouds Independent Health Scan" is an assessment of an organisation's ServiceNow implementation, conducted by an independent third-party toolset. It provides an objective evaluation of the implementation and identifies areas for improvement
- There are several benefits to conducting a Quality Clouds Independent Health Scan, as opposed to a ServiceNow Health Check, including:
 - Independence: An independent third-party assessment provides an unbiased evaluation of the implementation, free from any potential biases or conflicts of interest
 - Objectivity: An independent assessment provides an objective evaluation of the implementation, without the influence of internal politics or potential organisational biases
 - Expertise: Quality Clouds has expertise in ServiceNow and can provide a thorough evaluation of the implementation, including best practices, optimisation opportunities, and areas for improvement
 - Recommendations: Quality Clouds provides independent recommendations for improving the ServiceNow implementation, which can be managed with greater confidence and independence
- The Recommendation Report is a document that summarises the results of the Health Scan. It provides a detailed analysis of the instance's current state and highlights areas for improvement. The report includes recommendations on how to resolve identified issues, prioritise improvements, and optimise the instance's performance, security, and user experience.
- An Advisory Workshop is a session where an experienced SCC ServiceNow Consultant reviews the Recommendation Report with the customer to provide further insights and best practices on implementing the recommended improvements. During the workshop, the team works with the customer to understand their specific requirements and challenges and provides guidance on how to prioritise and implement the recommended improvements.
- Remediation activities are the steps taken to address the issues and implement the recommendations from the Recommendation Report. These activities can include updating system configurations and optimising customisations. The goal of remediation activities is to reduce technical debt, which refers to the accumulation of technical issues and outdated configurations that can impact the performance, stability, and security of the instance over time. By reducing technical debt, the instance is kept up-to-date and functioning optimally, which helps ensure a better user experience and reduces the long-term effort and cost of maintaining the instance



3.7. Idea and Demand Management

3.7.1. Overview

Request for a change, enhancement, or customisation to a supported Application's Configurable Elements, can be submitted as an idea through the SCC SupportNow Portal. All submitted ideas will be reviewed at Idea Review Meetings by representatives of both SCC and our clients, who together make up the service management team. Each idea will either be:

- Approved, and as such shall become a 'submitted' Demand; or
- Deferred (and deferred only for legitimate reasons communicated back to the requestor); or
- Rejected.

All submitted demands will be reviewed on a regular basis, which will categorise each demand as either a defect, an enhancement, or a project (for more complex requirements).

Both idea and demand management in ServiceNow can help organisations to improve their customer and stakeholder engagement, increase efficiency, and drive innovation.

3.7.2. Description

Table 9

	Description	Bronze	Silver	Gold
Idea and Demand Management	Access to SCC Ideas Portal	-	✓	✓
	Idea Review Meetings	-	Monthly	Fortnightly
	Idea and Demand Management and Delivery	-	Consume allocated Assist Days	Consume allocated Squad Days

- SCC will provide access to create & view ideas via the SupportNow portal
- A ServiceNow idea review meeting is held to evaluate and assess ideas or proposals submitted by our clients. The purpose is to review & discuss the feasibility and potential impact of the submitted ideas, and to make decisions on which ideas to move forward with. The outcome of the ServiceNow idea review meeting can guide the development and implementation of new features, processes, or projects within the organisation
- The implementation of Approved Demands will consume Consultancy or Squad Days (see section 3.8)



3.8. Consultancy Days

ServiceNow Consultancy Days are professional services offered by SCC. They provide expert support and guidance to help our clients optimise the ServiceNow implementation.

The objective of ServiceNow Consultancy Days is to provide our clients with expert support and guidance to optimise the ServiceNow implementation and improve processes & workflows. The **Silver** and **Gold** SupportNow Tiers have a number of days included in the subscription packages. However, additional services can be purchased in blocks of time, known as "Consultancy" or "Assist Days", which can be used as needed.

3.8.1. Description

Table 10

Consultancy Days	Standard Day Rate	Bronze	Silver	Gold
		(2.5% discount on standard day rate)	(5% discount on standard day rate)	(7.5% discount on standard day rate)
	Resource Type			
	ServiceNow Consultant	0 days included.	20 days included.	80 squad days included.
	ServiceNow Engagement Manager	Assist Days can be purchased at specified discounted rate.	Assist Days can be purchased at specified discounted rate.	Additional days can be purchased at discounted rate.
	ServiceNow Architect			

Dependent on the selected tier, SCC provides access to several roles to ensure constant, fluid communication between organisations.

Assist Days

Assist days are designed for organisations that need occasional support and guidance with their ServiceNow platform, but don't require a full-scale project. A flexible and cost-effective way for our clients to receive expert help and support with the ServiceNow platform.

Assist Days typically include the following services:

- Assisting with the configuration of ServiceNow to meet specific needs
- Providing advice on best practices for ServiceNow implementation and usage
- Providing guidance on improving processes and workflows in ServiceNow
- Providing training to help users and administrators get the most out of the platform



Development Squad

A ServiceNow development squad is a team of individuals with specific roles and responsibilities who work together to design, develop, and implement solutions using the ServiceNow platform. The squad includes individuals such as an Engagement Manager, ServiceNow Consultants, and Solution Architects. The team works together to understand the client's requirements, design a solution that meets those requirements, and then develop and implement that solution. The development squad is responsible for ensuring that the solution is delivered on time, within budget, and meets the quality standards set by our clients. The goal of a ServiceNow development squad is to provide a comprehensive, efficient, and effective solution.

Squad Days includes access to a full development team:

- Engagement Manager:
 - Individual responsible for project planning, overall guidance, status reporting, issues/risk mitigation and project escalations
- ServiceNow Consultant:
 - Responsible for the overall configuration of the ServiceNow platform
 - Ensuring that the latest 'best practice' is employed across the project team for ServiceNow technical activities. Also responsible for the service and data architecture that will be implemented within the scope of the project
 - Help with application configuration and assist with knowledge transfer to our clients' resource(s)
- Solution Architect:
 - Responsible for the overall design of the technical solution and leading strategic coaching, ensuring that the solution is scalable, maintainable and meets best practices and industry standards
 - In charge of understanding our clients' requirements and mapping out solutions that meets those requirements using ServiceNow's capabilities



4. Charges

The cost model is dependent on several factors:

- Tier level
- Number of total application fulfiller licenses
- Number of additional assist days
- Additional tickets per year

An official quote can be provided upon request.



5. Prerequisites & Assumptions

The following items need to be in place for this service to be deliverable:

Customer has a production instance and one or more pre-production instances of ServiceNow

Relevant licensing needs to be purchased by the customer and activated on the production environment:

- At least one ServiceNow licensed application (i.e., ITSM, SPM, ITOM Discovery, CSM)
- Business stakeholder licensing (for request approvals)
- SCC will require the relevant user accounts and licenses on all relevant instances, in order to carry out the services described in this document

The service offering documented in this document is further based upon the following assumptions:

- Implementation is a ServiceNow cloud-based single-tenant implementation (not domain-separated, or on-premises solution)
- The Customer is implementing ServiceNow best practice processes with minimal customisation
- Platform administrators and process stakeholders from the client's side will be available and in place to support with the engagement
- SCC can use personnel from various SCC delivery centres within and outside of Europe
- Delivery of ServiceNow services and solutions will be through virtual means, allowing organisations to access expertise from anywhere
- All services will be delivered during standard UK business hours (Monday-Friday, 09:00-17:30 excl. bank holidays)



Notice:

Specialist Computer Centres Plc ("SCC") - Registered Office: James House, Warwick Road, Birmingham, B11 2LE.

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