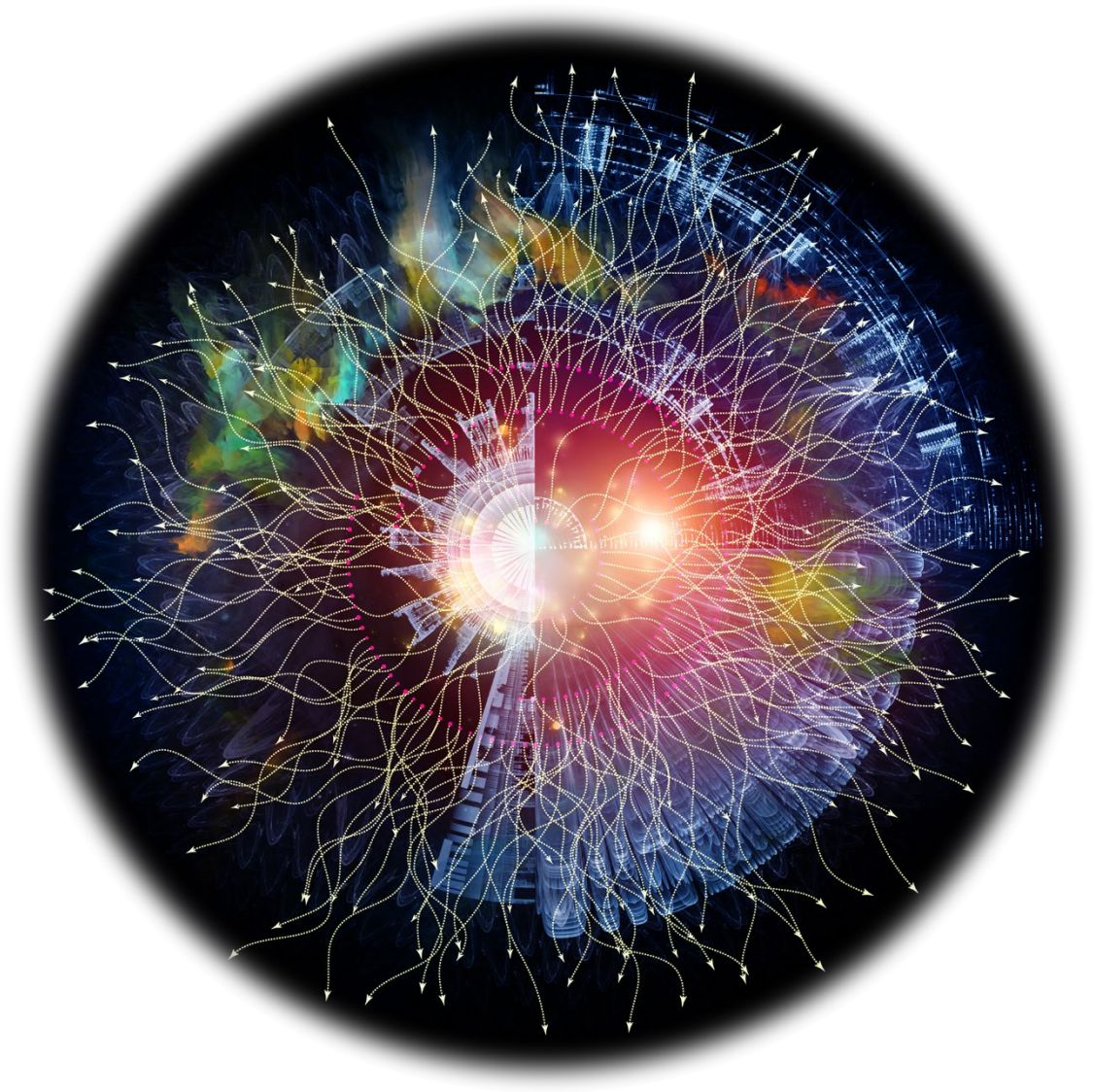




**ServiceNow Design, Development,
Implementation and Managed Services**
G-Cloud 15 Service Definition Document
January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver** and **Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹ and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

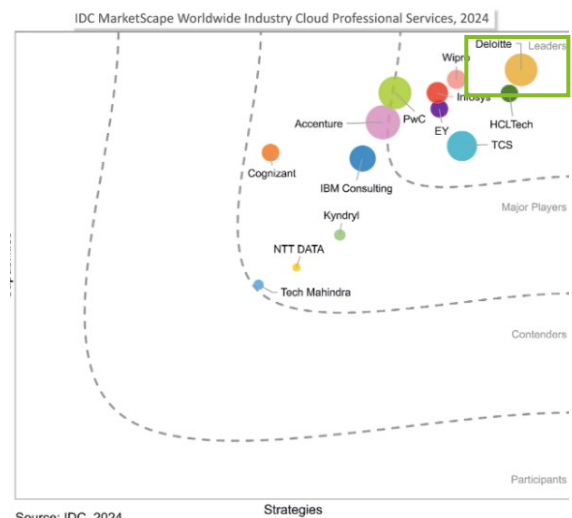


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Deloitte is a Global Elite Partner of ServiceNow with 11+ years of experience delivering ServiceNow transformation programmes for 5,500+ clients. Deloitte understands the new world of work and with our deep industry expertise and capabilities spanning Deloitte's Advise, Implement, and Operate (AIO) offerings, we've integrated advisory services into our 6,000+ ServiceNow implementations and innovation-led operations. Our practice has the benefit of a global reach, featuring 10,500+ practitioners underpinned by 11,000+ certifications, 16 ServiceNow Certified Technical Architects (CTAs) and 13 ServiceNow Certified Master Architects (CMAs). With offices in 150+ countries and 12 global and regional delivery centres, we can bring the full power of our ServiceNow practice to you.

Our UK Practice has over 100 ServiceNow practitioners, providing strategy, design, development, implementation and managed services to Clients in the UK across Government, Public and Private Sectors. Beyond the technology, we understand how to delivery business strategy, embedding new technologies and delivering effective business and organisational change to realise the value of investment. We have experience navigating delivery through governance structures from Cyber Security and Architecture to Compliance with WCAG, GDS and Service Manual standards.

Service features

- Integrated Service Management platform, Service Management, user-centric design, transformation
- ITSM, HRSD, SPM, PPM, ITOM, GRC, Legal, Security, Cyber, SecOps
- Integration with ERP, Teams, SAP, Oracle, Intune, Solarwinds, Splunk, SSO
- Now Assist, artificial intelligence, agentic AI, Moveworks, analytics, dashboards, reporting
- Self Help, Self-Service, Virtual Agent, Chatbot, automation, Knowledge Repository
- NowCreate, agile, waterfall, hybrid-agile methods and governance
- Technical, User Acceptance Testing (UAT), test scripts, quality assurance, automated testing using ATF
- Service Transition, Project Management, organisational change, process design, data migration
- Ongoing enhancement, development, support, dev/ops and managed services
- Road Map, strategy, planning
- Licence Resell
- ITSM, Service Catalogue, Service Taxonomy
- Operating Model design

Service benefits

- Embeds Digital by Default service standards internally across your organisation
- Speed to value 'one stop shop' for customer services
- Improved customer satisfaction through enhanced user experience
- Enterprise service management for SIAM model across third-party supplier environments
- Comprehensive deployment and transition approach to mitigate operational risk
- Sustainable capability for design, build and operation of solutions
- Enables automation for service delivery, reducing delivery timescales
- Compliant with WCAG accessibility, GDS standards, Cyber Security, Service Manual standards
- Social value through improved user experience, reduced carbon footprint, NetZero
- Organisational Change Management, embedding ServiceNow into your organisation

3 Detailed Service Description

We have strategic and technical ServiceNow capabilities covering advisory, implementation, development, operate and licence resell.

Recent examples demonstrating our ServiceNow capabilities include;

- Implementing – at a large government department, where we were the Delivery Partner for the implementation of their new ITSM platform, consolidating IT services from two former departments into a new instance of ServiceNow ITSM as part of their Future of Service Management programme, for 24,000 civil servants.
- Implementing – at another large Government department, we implemented HR Service Delivery (HRSD) during a phased go-live, where we replaced two legacy case management systems used by 65,000 civil servants and continued to develop the platform for a 4-month period post-go-live.
- Managed Service – for a Government Agency, we provide Level 2/3 support and System Administration for their ServiceNow HRSD and CSM implementation, including a flexible commercial model to support minor projects to continue the development of their Platform.
- Development – post go-live at a government department, we continued to provide Level 2/3 support as part of a managed service, and development services including ServiceNow platform functionality such as SPM and integrations to Microsoft Teams and InTune. • Operating – at a UK Higher Education institution, we provided managed Level 2/3 support and development services. Development has included creation and remediation of Catalogue items, a platform upgrade (Utah), configuring Chat for HR agents and configuring new HR services.
- Licence Resell – for a NHS Trust we provided their full suite of ServiceNow licences for a three-year term, covering ITSM, ITOM, SPM, Integration Hub, Hardware and Software Asset Management at scale.
- Advisory and Road Map – at a UK University, we worked with our client in a number of workshops to develop a 3- year ServiceNow Road Map, reflecting the priorities, challenges and business needs of the University, as well as the complexity and logical order of implementation in order to build their IT and Student Service offering.
- Horizon scanning - as a Global Elite Partner of ServiceNow, we get advanced visibility of their Road Map development, which we are able to pass on to our clients. Working on a multi-year programme at a large government department, Deloitte got early visibility of new CSM Playbook functionality which enabled low-code workflow configurations. With Deloitte's guidance, the Authority avoided investing in a custom-built solution, instead waiting for the next release where capability was out-the-box.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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