

MOZΔIC

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ServiceNow LITE Services

A Mozaic ServiceNow Service



2025

Confidential

**Future
Ready**

ServiceNow LITE Services

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A Digital Service Management (DSM) enabler, this offering provides varied levels of ad hoc support for your ServiceNow platform. It provides a mechanism for customers to utilise expertise as and when they need it covering ServiceNow Modules: ITSM, ITOM, ITBM, SAM, GRC, DevOps, SecOps, HR, App Engine and CSM.

Features

Bronze: Designed for organisations with minimal platform change and little to no System Admin internal support. Our Service would provide the basic activities and guidance for you to maintain the integrity of the platform. Provide a 'Go to' place for Q&A. Provide best practice support and guidance. Knowledge transfer and technical training where required. Very basic configuration changes. Patching/Upgrade guidance.

Silver: Designed for organisations with very little platform change and some System Admin internal support. Support and guidance where required in maintaining the integrity of the platform. As with Bronze but with some moderate configuration changes. More comprehensive knowledge transfer and technical training.

Gold: Designed for organisations with more moderate platform changes with System Admin internal support. As with Silver with additional development support and guidance. Pre and post upgrade guidance and support.

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PARTNER

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Benefits

- ▶ Guidance keeping your ServiceNow platform maintained and up to date.
- ▶ Insight into managing demand and requirements
- ▶ Experienced resources you can reach out to for any questions
- ▶ Your System Admins can ask for dedicated support and assistance
- ▶ Minor changes like Catalogue items, simple form or report changes
- ▶ Best practice advice and guidance
- ▶ Knowledge transfer and technical training
- ▶ Assistance in production of a roadmap of change (Gold only)





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



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