MOZAIC

servicenow

ServiceNow Service Awareness Opportunity Assessment

A Mozaic Service

servicenow PARTNER

Future Ready

2026

ServiceNow Service Awareness Opportunity Assessment

A Mozaic Service

Service Awareness means seeing service health, risk and value in real time. This assessment reveals how well your implementation of ServiceNow and data align service delivery to business outcomes. The assessment delivers a clear current-state view, a compelling investment case and a prioritised roadmap to reduce incidents and accelerate change.

Features

- Structured assessment method covering operating model, tools and data.
- Detailed service maturity scoring across defined Service Awareness dimensions.
- Tooling, process and data capability gap analysis.
- Method for prioritising business-critical services by impact.
- Stakeholder interviews mapped to service value chains.
- Observability and service mapping capability review.
- Incident, change and demand trend diagnostics.
- Clearly costed business case with quantified benefits.
- Evidence-based improvement backlog linked to service outcomes.
- Roadmap aligned to next generation Service Management.

Benefits

- Tailored specifically to the capabilities of the ServiceNow platform.
- Reduces incident volumes by attacking failure at source.
- Accelerates change without increasing operational risk.
- Reconnects IT effort to real business value.
- Focuses investment where it delivers measurable returns.
- Improves service reliability without adding governance overhead.
- Cuts waste created by reactive, ticket-driven behaviours.
- Creates shared understanding across business and technology teams.
- Builds confidence in funding decisions through hard evidence.
- Establishes foundations for autonomous, self-healing services.

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

Professional Services

serco, SSCL, CMS law·tax·future, RM Education, Transport for London, CAPITA, ALLEN & OVERY, Cognizant, littlefish managed IT services, LANDMARC

Utilities & Transport

bp, virgin atlantic, ARRIVA, TalkTalk, Thames Water, IAG International Airlines Group, AVIS, SEVERN TRENT WATER, national gas

Financial Services

ZURICH, Legal & General, TOKIO MARINE, HARGREAVES LANSDOWN, PayPoint, RSA, MS Amlin, Quilter, LLOYD'S, AVIVA, HTB, Coventry Building Society, M&G, Close Brothers, FCA Financial Conduct Authority, PRUDENTIAL

Public Sector

Ministry of Defence, highways england, HOUSES OF PARLIAMENT RESTORATION & RENEWAL, ONR Office for Nuclear Regulation, Foreign & Commonwealth Office, Crown Commercial Service, HM Revenue & Customs, METROPOLITAN POLICE, Home Office, defra, UK Innovate UK, Food Standards Agency, Historic England, Care Quality Commission, [dstl]

Education & Not for Profit

UNIVERSITY OF CAMBRIDGE, THE UNIVERSITY of LIVERPOOL, Keele UNIVERSITY, University of Salford MANCHESTER, Swansea University Prifysgol Abertawe, University of Sheffield, wellcome trust, University of Brighton, Coventry University, gedu, MANCHESTER 1824 The University of Manchester, Manchester Metropolitan University

Manufacturing & Retail

Morrisons, POST OFFICE, Greencore, co op, BOURNE LEISURE, DeLaRue, AGRICULTURE

Technology & Defence

Rolls-Royce, BOEING, AIRBUS, Fletcher Building, xp, LEONARDO, QINETIQ, smiths, ARUP, arm, WEIR

Healthcare & Life Sciences

Bupa, UK Health Security Agency, NHS Business Services Authority, NHS Supply Chain, NHS Test and Trace, astellas, NHS, GIG CYMRU NHS WALES, Public Health England, Department of Health & Social Care

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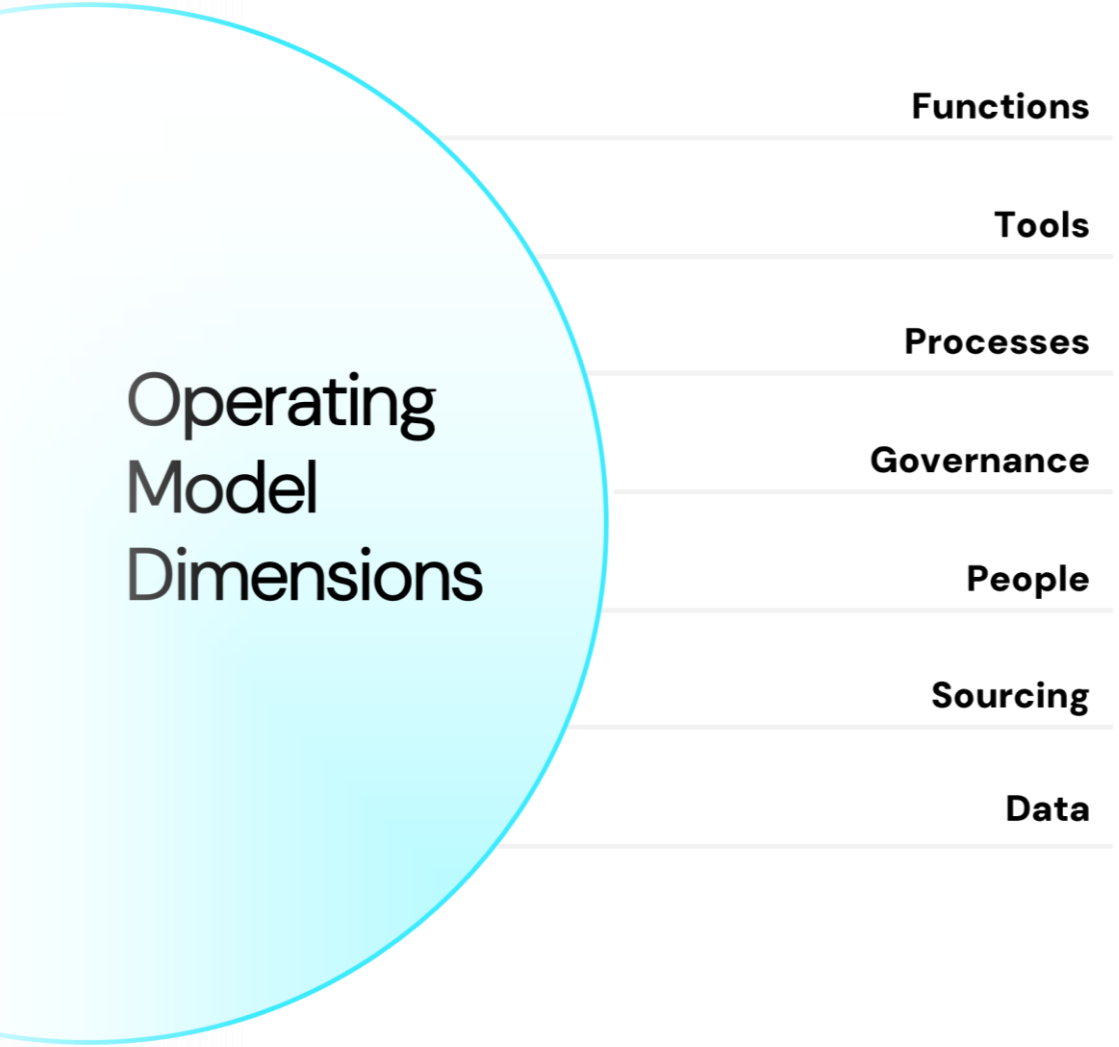

Getting the Foundations Right

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 CO_2 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.

MOZAIC

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