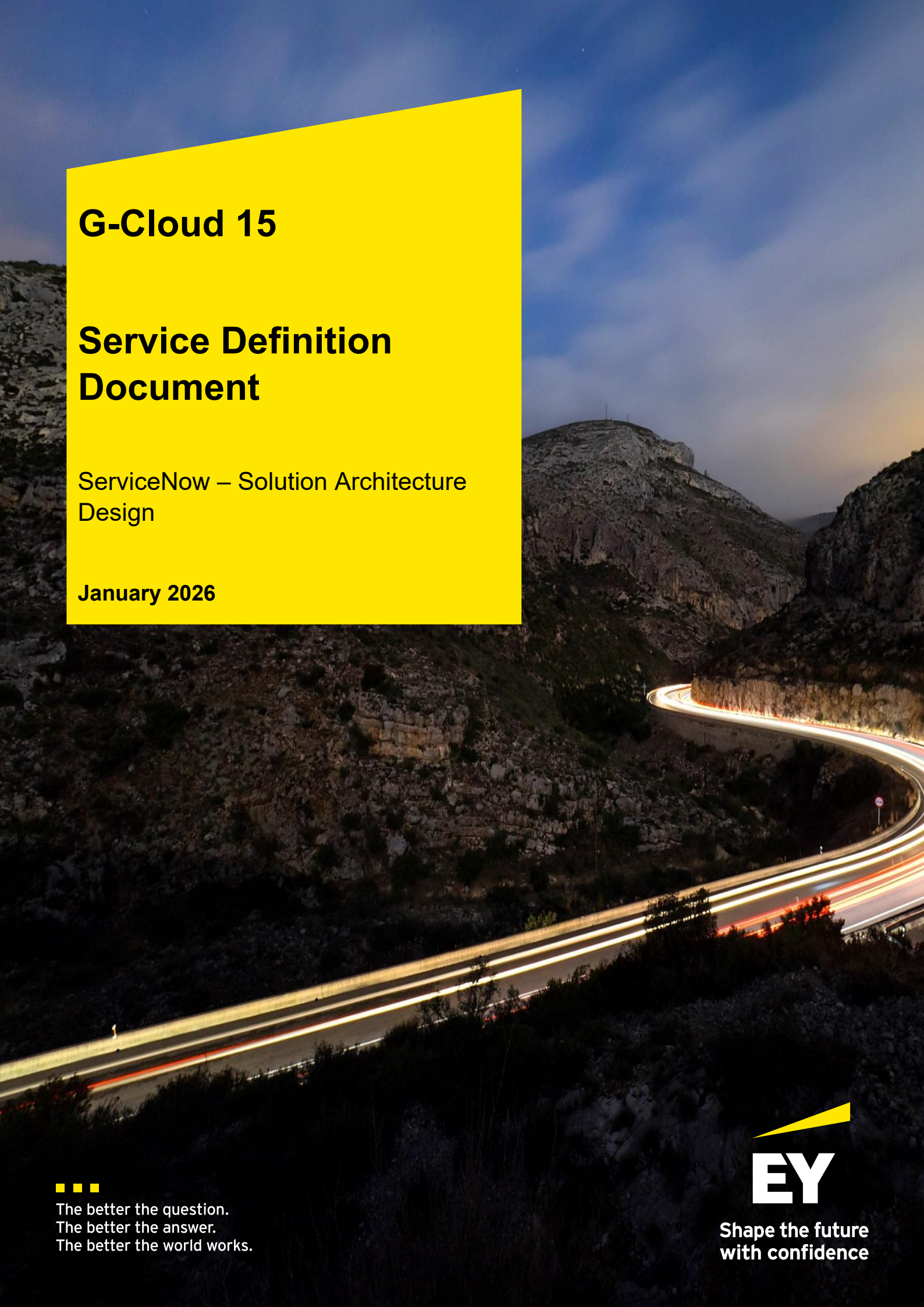




G-Cloud 15

Service Definition Document

ServiceNow – Solution Architecture
Design

January 2026



The better the question.
The better the answer.
The better the world works.

**EY**

Shape the future
with confidence

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1. Service detail

1.1. Introduction to the Service

The EY Solution Architecture Design Service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients with differing objectives to maximise the business value and operational benefits enabled by the ServiceNow platform. The key features of the service include:

- ▶ **Discover:** Review existing business processes, enterprise architecture & application estate and perform gap analysis.
- ▶ **Design:**
 - ✓ Identify the appropriate ServiceNow architecture model.
 - ✓ Utilising out of the box capability – This model ensures that your business requirements can be achieved using the out of the box capabilities.
 - ✓ Deliberate customisation - This is a very flexible model that uses baseline capabilities to extend out-of-the-box (OOTB) applications for complex business requirements.
 - ✓ Application extension - This model extends baseline capabilities to provide a new, scoped, application based on an OOTB application.
 - ✓ Domain Separation - This model takes advantage of OOTB functionality on a single ServiceNow instance to enable data and process segregation appropriate for separate business lines and/or customers
 - ✓ Multiple Instances - This model involves multiple production instances of ServiceNow that are each purpose-built for a specific set of business needs.
 - ✓ ServiceNow Governance – This model makes sure that ServiceNow implementation is aligned with strategic drivers of the organisation which will increase the ROI and governs the management and stability of the ServiceNow support model.
- ▶ **Build:** blueprint for application roadmap that is aligned with organisational strategy and business goals.
- ▶ **Develop:** Create implementation plan, Develop change strategy and follow governance model.
- ▶ **Deploy:** Create cutover plan, manage Go lives and post go live support
- ▶ **Continuous improvement:** Identify and define appropriate KPI's to measure ROI

Through this service, organisations will be able to:

- ▶ Improve the return on their investment in ServiceNow by utilising all available platform capabilities to their maximum beneficial extent
- ▶ Reduce the burden of platform technical debt due to customisations and other non-native platform configurations and integration to:
 - ✓ Connect vision and strategy to implementation
 - ✓ Correctly approach the implementation roadmap
 - ✓ Set process, data, and technology foundations
 - ✓ Build adoption momentum and capture early ROI
 - ✓ Sustain and grow value by implementing the right reference architecture and Prerequisites
 - ✓ Reduce risk of failing compliance and assurance controls and objectives
- ▶ Construct comprehensive business cases supporting investment in ServiceNow platform capabilities which cover not only the platform subscription costs but include project, data management, business adoption, governance and operating model and the other aspects critical to achieve high-impact and sustainable outcomes.

1.2. Service Description

As part of the ServiceNow Solution Architecture Design Service, the development of your architecture, instance strategy, and data strategy for the ServiceNow instance need to be considered through a technical lens and to be driven by your business context and objectives for transformation. Decisions you make with respect to key architecture questions like whether to pursue a multi- or single-instance approach require consideration first by relevant business considerations, both in terms of your current situation and future considerations that may affect your Now Platform expansion.

This service will help you start your technical planning with a clear view into your transformation objectives for the Now Platform and how these will share key architecture decisions. We will work with you to address the following three areas that are essential to your planning and management:

- ▶ The architectural/technical requirements that need to be reflected in your planning so you can deliver on your business objectives for the Now Platform and/or the needs specific to your organisation.
- ▶ The data requirements that can be derived from your business objectives and/or organisational requirements and how can these be reflected in the design of your CMDB.
- ▶ Plan for expanding your Now Platform capabilities without disrupting effective management of your architecture.

With the right architecture and implementation plan, you'll ensure that your implementation activities deliver on your business case objectives and you'll avoid pitfalls or unnecessary detours that don't contribute to your success.

EY can provide staff at all levels of ServiceNow certification (all the way up to the highest level of Certified Master Architect) with a wide range of experience across all platform capabilities. For those clients who require it, we have consultants who are BPSS, and SC cleared to work on projects requiring that level of security clearance.

EY's approach to providing ServiceNow services to clients goes beyond the more common technical platform implementation and configuration aspects. To maximise the return on investment and positive business benefits resulting from using ServiceNow our approach to maximising value encompasses all of these aspects:

- ▶ **People:** are the required roles in place, is the operating model effective, is governance working
- ▶ **Processes:** are processes measured and managed, do they have owners, do processes work end-to-end, are processes unnecessarily heavily customised
- ▶ **Systems:** is ServiceNow optimally configured, are customisation or other specific aspects driving higher support and maintenance costs, are all the available modules being used
- ▶ **Data:** is foundational data like assets, account and locations available, accurate, complete and up-to-date, is personal data suitably protected, are technology elements correctly associated with the business services they support to allow process automation and automatic incident priority assignment
- ▶ **Controls:** what IT General Controls and others such as SoX need to be applied to ServiceNow, how are they evidenced and what automation is possible
- ▶ **Integration:** how does ServiceNow interoperate with other systems, are there manual interfaces, are there functionality overlaps, can systems be consolidated and automated

- ▶ **Affordability:** how do the measurable business value benefits resulting from using ServiceNow measure up against the total cost of ownership, where can costs be reduced and where can value be increased
- ▶ **Reliability:** are ServiceNow's operational performance, resilience and recovery adequate in terms of the business risk and impact of degradation, outages and failures, what can be done to improve these factors
- ▶ **Security:** is access to the platform adequately managed, is there an authoritative Identity and Access Management system connected, are the Access Control Lists for particular accounts and groups correct, is personal and company confidential data adequately protected
- ▶ **Experience:** can staff easily find the information, knowledge, assets and support they need to be as productive as possible, are customers recommending your support portal to others, is there a one-stop-shop portal, is experience measured, what can be done to delight staff and customers
- ▶ **Speed:** how quickly can business units release new B2C applications via the formal Change Control process, how quickly can items be changed in the request catalogue, can change and request approvals be automated under agreed circumstances

Depending on the specific client needs and priorities, all or some of these aspects can be selected to be addressed to improve the value that the ServiceNow platform is generating.

This Service provides experienced ServiceNow professionals to support clients via a variety of engagement models:

- ▶ **Staff Augmentation:** providing EY consultants to join and support a client team which does not have at present, or need in the long term, specific ServiceNow experience, skills and knowledge. (e.g. solution architect, integrations specialist, process configuration specialist, business change lead)
- ▶ **Project Team:** a group of EY consultants who take responsibility for a particular client project deliverable or operational improvement outcome. (e.g. resourcing, training and standing up a dedicated ServiceNow Centre of Excellence)
- ▶ **Client Position Backfill:** providing a suitable experienced EY resource to act in a client role while that position is established and recruited or otherwise resourced. (e.g. Platform Owner, Platform Architect, Data Manager, Process Manager)
- ▶ **Operational Support Agreements:** access to a team of EY ServiceNow staff providing operational support for existing platforms, higher-level technical support, hypercare for new releases or an "operate then transfer to client" model for new deployments (e.g. virtual admin, data migration, request catalogue configuration)

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1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. ‘Ordering and Invoicing’ and ‘Termination’ are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.



Chris Fowler

Partner, Technology Consulting (ServiceNow)

Email: eytenders@uk.ey.com

EY | Building a better working world

About EY

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