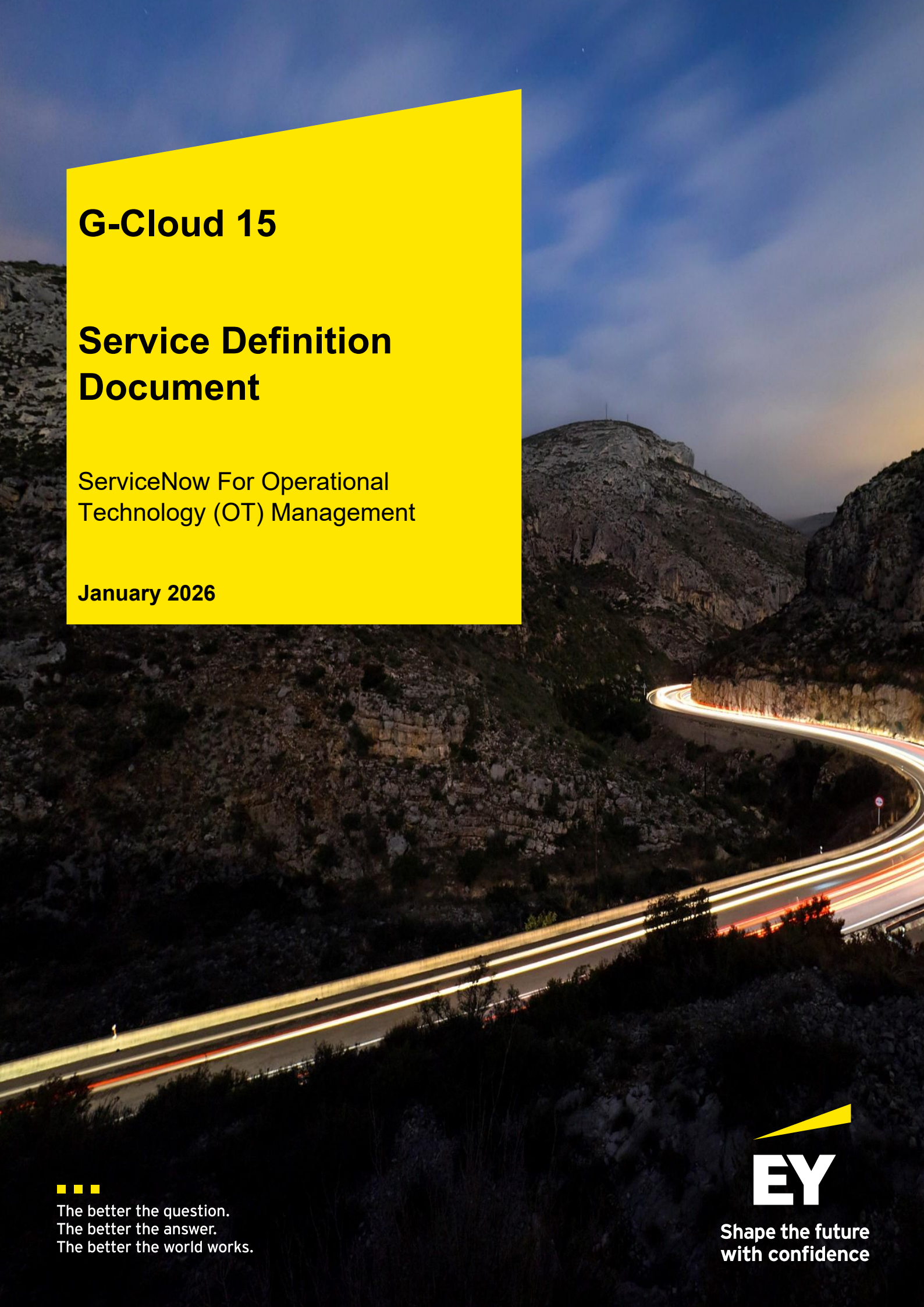




G-Cloud 15

Service Definition Document

ServiceNow For Operational
Technology (OT) Management

January 2026



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



**Shape the future
with confidence**

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1. Service detail

1.1. Introduction to the Service

EY enables organisations to rapidly kick-start their Operational Technology (OT) transformation journey by implementing **ServiceNow Operational Technology Management (OTM)** solution. This helps organizations to re-imagine the way they manage their OT assets from both a demand as well as a supply perspective. ServiceNow OTM offers a comprehensive and contextual perspective of OT systems, enabling you to ensure their security and continuous operation. By integrating your operational technology with digital workflows, you can swiftly address and recover from any unexpected event or alteration. ServiceNow OTM empowers you to protect and oversee your OT systems throughout your manufacturing operations, utilizing a unified system of action that enhances user experiences and drives positive results across the entire manufacturing value chain.

List of key aspects of ServiceNow Operational Technology Management (OTM) implementations include:

- ▶ **OT Foundation:** Gain a digital view of your OT systems:
 - ✓ Define the different tiers of critical infrastructure by applying the Purdue Model
 - ✓ Identify operational technology (OT) assets by integrating industrial security systems and discover information technology (IT) assets using an OT environment discovery engine
 - ✓ Consolidate data from multiple sources into multisource Configuration Management Databases (CMDBs), which includes importing OT asset data from spreadsheets using the Service Graph for Microsoft Excel and obtaining OT asset data from OT Security Providers through OT Certified Service Graph Connectors
- ▶ **OT Visibility:** Understand OT assets 'dependencies and relationships'.
 - ✓ Envision the production procedures and interconnections of identified OT assets to facilitate the management of the OT environment with contextualized perspectives
 - ✓ Chart the importance of OT assets and procedures in accordance with the ISA-95 standard
 - ✓ Regulate within the framework of Service Graphs/CMDBs shared service data model and table structure, ensuring proper handling of all data components
- ▶ **OT Vulnerability Response (OTVR):** Enhance operational efficiency by taking a proactive stance with OT Vulnerability Response to ensure maximum uptime.
 - ✓ Supervise your current systems and network of partners to establish a unified perspective of associated OT assets vulnerabilities
 - ✓ Inform the appropriate individual with the correct course of action and detailed information according to a predetermined alerts policy
 - ✓ Evaluate, prioritize, and respond to criticality and business consequences by utilizing a calculated risk scoring
- ▶ **OT Service Management (OTSM):** Respond and recover rapidly from incidents and changes.
 - ✓ Enhance incident resolution speed using integrated machine learning and contextual assistance to remove obstacles
 - ✓ Guide smart routing and teamwork to enhance efficiency and expedite service restoration and regular maintenance
 - ✓ Manage change effectively while reducing disruptions, risks, and expenses

The ServiceNow platform has extensive AI capability which is integrated into each key aspect listed above. Such as Predictive analytics, Automated incident response, Enhanced Decision making, Resource optimisation, and continuous improvement.

1.2. Service Description

The EY ServiceNow practice is comprised of a team of practitioners drawn from technology, operational, consulting and business backgrounds, who collectively have advised and supported all types of clients implementing effective ServiceNow IT/OT converge Cyber Security. This level of collective knowledge, experience and expertise is critical in providing recommendations, best practices and identifying any gaps and weaknesses and to propose strategic improvements that will drive improved project delivery and more sustainable steady state operations. EY maintains relevant accelerates (policies, procedures, and processes) that can be quickly modified to reflect a client's specific circumstances to accelerate the transformation.

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)

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 which 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 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.

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.



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