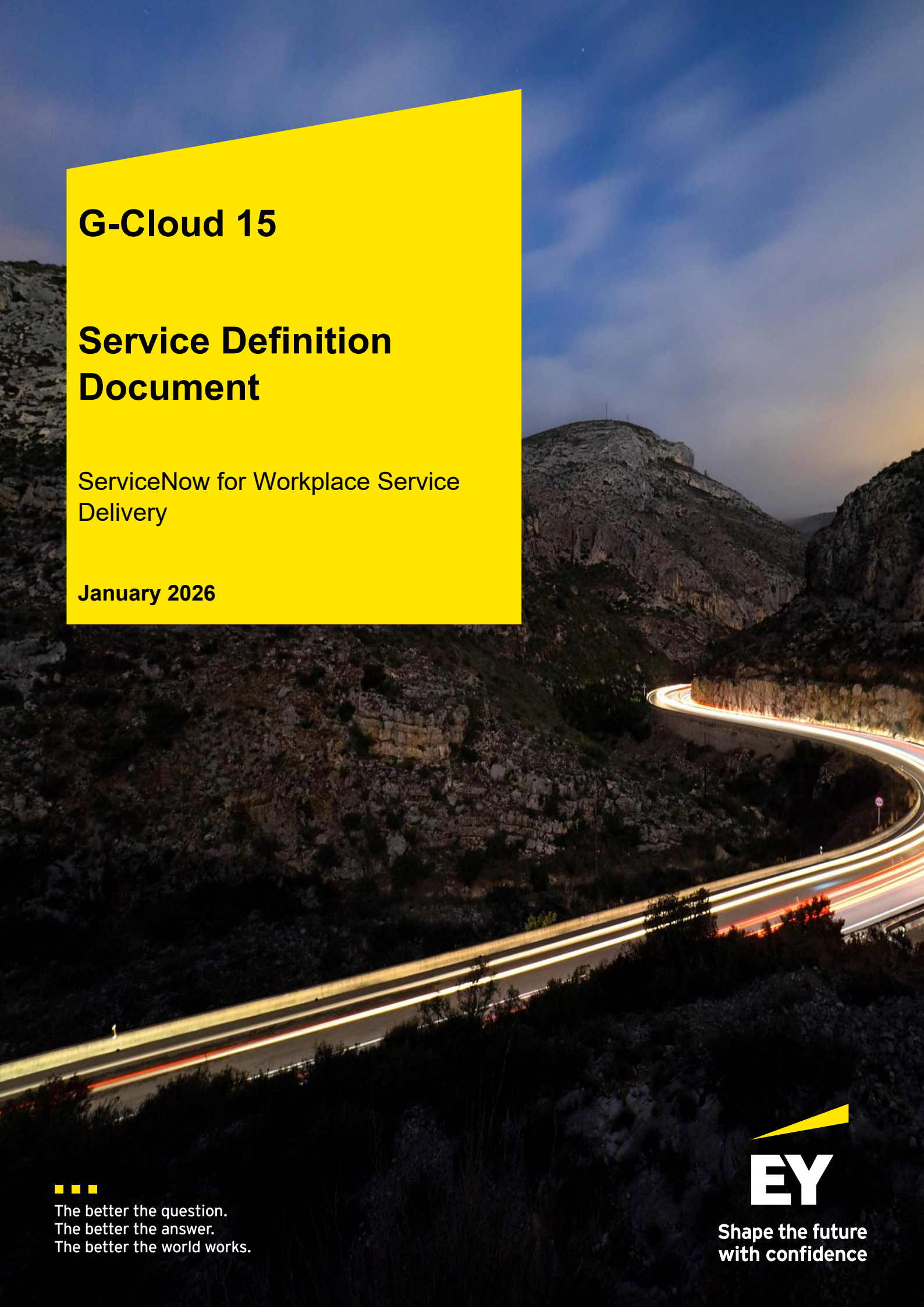




G-Cloud 15

Service Definition Document

ServiceNow for Workplace Service
Delivery

January 2026



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



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with confidence

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1. Service detail

1.1. Introduction to the Service

The EY ServiceNow Workplace Service Delivery 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:

- Facilities Asset Repository Structure
- Case Management
- Safety Management
- Reservation Management
- Move Management
- Space Management
- Visitor Management
- Organisational Structure and Responsibility Matrix for Workplace Management
- ServiceNow Business Case Support

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 and recommendations for additional platform capabilities (*if required*)
- Understand the Facilities Assets and Workplace Services Environment across the organisation (Desk Management, Visitor Bookings and Logging Cases against facilities assets) and the validity and usefulness to deliver services
- Design and Build a Workplace Services maturity strategy to grow confidence in the services available to employees
- Reduce potential risks in security and safety threats, by understanding and managing visitors and safety of employees (e.g. COVID-19).
- Reduce the burden of platform technical debt due to customisations and other non-native platform configurations and integration to improve:
 - ✓ Increased Value and Return on Investment (ROI/VOI)
 - ✓ Improved reliability and resilience to reduce impact on live services
 - ✓ Faster deployments of new platform capabilities
 - ✓ Increased adoption rates for target staff and customer user populations, through improved services and User Experiences (UX)
 - ✓ Minimise the risks from cyber-attacks and any delayed responses
 - ✓ Management of 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

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 to deliver a wide range of value outcomes resulting from the deployment and adoption of the ServiceNow platform. This level of collective knowledge, experience and expertise is critical in making the correct high-impact choices at key moments (e.g. customisations), ensuring that foundational elements are fit for purpose and built to last into the future (e.g. data/service models and integrations) and in understanding how to generate the maximum return on investments from the ServiceNow platform (e.g. accelerating business processes). This Service provides experienced ServiceNow professionals to support organisations Workplace Services transformation and improvements by reviewing, designing, and building:

- **Understanding the ServiceNow product requirements:** Overview of the ServiceNow Products
- **Facilities Asset Environment:** Building a current picture of the Facilities Asset Environment across all of the Asset containers and applications used today (e.g. Excel Spreadsheets, Data Centres and ServiceNow)
- **Workplace Reservation Management:** Provide employees with self-service workplace reservations including service ordering.
- **Asset & Facility Validity:** Review of the current CMDB(s) to understand the data validity and current state (duplications, missing information/items) to identify gaps and current linkages with ITSM Processes
- **Office Maps:** Understand how the office space is currently mapped, with areas for hot desk bookings, and also meeting rooms that are available for bookings.
- **Mobile Wayfinding:** Provide interactive mobile wayfinding & proximity booking for on-site employees.
- **Safety Practices:** Review organisational safety procedure documents relating to workspaces, face coverings, and individual or group support to enable safe working practices
- **Visitor Processes:** Identify the requirements for visitors to gain access, security controls and booking in groups/individuals
- **User interface Review & Requirements:** understand how employees engage with the workspaces services and identify requirements for future engagements
- **Organisational Capability review:** Review current Operating Model for Asset Management and review the responsibilities for the Service and Asset Owners
- **Design a Tactical and Strategic Plan:** Identify any quick wins to deliver immediate value (especially if relating to compliance controls) and design a target architecture for the solution.

Example below:

- This will support the overall delivery plan (Agile or Waterfall) to build/implement/improve the ServiceNow product, develop and deploy process models and design and deploy the operating model for Asset Management

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.

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’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 changes 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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EY | Building a better working world

About EY

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