

G-Cloud 15

Service Definition Document

ServiceNow for Shared and Global Business Services

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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

The EY Shared and Global Business 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. This is achieved by providing an exceptional employee experience through intelligent workflows with integration to key systems that increase transparency and improve productivity. The key features of the service include:

- Review current business processes, IT infrastructure & identify interdependencies
- Customer Orientation (identifying and defining various personas)
- Design Standards and Principles
- Identify Localisation aspects
- Service Delivery
- Policies and templates
- Leading Practices
- Business Change Management
- Efficient Implementation

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 extent
- Reduce the burden of platform technical debt due to customisations and other platform configurations and integrations by:
 - ▶ Service Scope:
 - Standardised service offerings that can be tailored per function
 - Adaptable to demand and incorporates the voice of the customer
 - Lean, simple services that enable End to End service offering
 - ▶ Service Measurement
 - Internal and external metrics, with clearly defined targets, flexible and dynamic metric reporting
 - Balance of forward looking and retrospective measures
 - ▶ Service Chargeback
 - Simple cost allocation, can evolve over time
 - Accurately measured and reported
 - ▶ Service Objective and SLA
 - Partnership approach with focus on outcome
 - Definition of reasonable cadence for review with a 'baseline' performance prior to transition
 - Define clear lines of communication
 - ▶ Interaction
 - Identify various access channels
 - Definition for process and methodology to manage various types of interactions via different access channels
 - Create consistent customer experiences
 - ▶ Interfaces and Integration
 - Seamlessly connect and collaborate with key systems and tools
 - Improved clarity and visibility for the customer
- Construct comprehensive business cases supporting investment in ServiceNow platform capabilities which cover not only the platform subscription costs but includes

project, data management, business change & adoption, governance and operating model which are critical to achieving high-impact and sustainable outcomes

1.2. Service Description

As part of the ServiceNow Shared and Global Business Service, the development of your architecture, ServiceNow instance strategy, and data strategy need to be considered through a technical lens and to be driven by your business context and objectives for transformation. The EY ServiceNow practice helps our clients to design technology-led transformations, focusing on employee experience and reducing the costs and risks of operations and service delivery.

This service will help you kickstart your journey by leveraging a wide range of assets supporting the implementation of ServiceNow modules enabling you to benefit from our experience collected on numerous client engagements. We will work with you to address the following:

- ▶ **Rethink Services**

Transitioning from a cost-focused to a customer experience-outcome focused service. Making delivery of your Services a sustainable consistent experience for all involved people supported by a robust recognisable knowledge database and case-management.

- ▶ **Holistic Integration and Data Architecture**

Define an end-to-end seamless integration architecture to share information with supporting technologies, creating a holistic architecture to further enhance your global services solutions and providing a Single Source of Truth for all your Business Services.

- ▶ **Breaking Silos**

Utilise ServiceNow as a service workflow automation platform strategically to help to break down organisational silos of your Services to further holistically drive efficiency, enhance productivity, drive user adoption.

- ▶ **Moments that matter**

Set-up your portal for moments that matter: On & offboarding, parental leave, vacations, promotions, etc.

- ▶ **Speed to Value**

Reduce design and development costs via out-of-the-box end-to-end workflows, focus on value driving opportunities.

- ▶ **Increased User Experience**

All Services accessed through one doorway: Personalised end-to-end experiences through a seamlessly integrated one-stop-shop. Access from any device, anywhere.

- ▶ **Future Proof Through Configurations**

Create digital, intelligent workflows across people functions and systems. Leverage configurations instead of customisations to ensure maintainability for future ServiceNow releases.

A successful Business-IT Transformation is built on the premise that you know your organisation's needs and requirements from a business perspective (goals, process, policies, etc.), IT landscape and overall strategy. It is important to understand the broader context. In our experience, ServiceNow projects could be delivered faster, under budget and provide better results by introducing a discovery phase upfront.

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, managed and reviewed, 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 manumatic 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 manage, 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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About EY

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