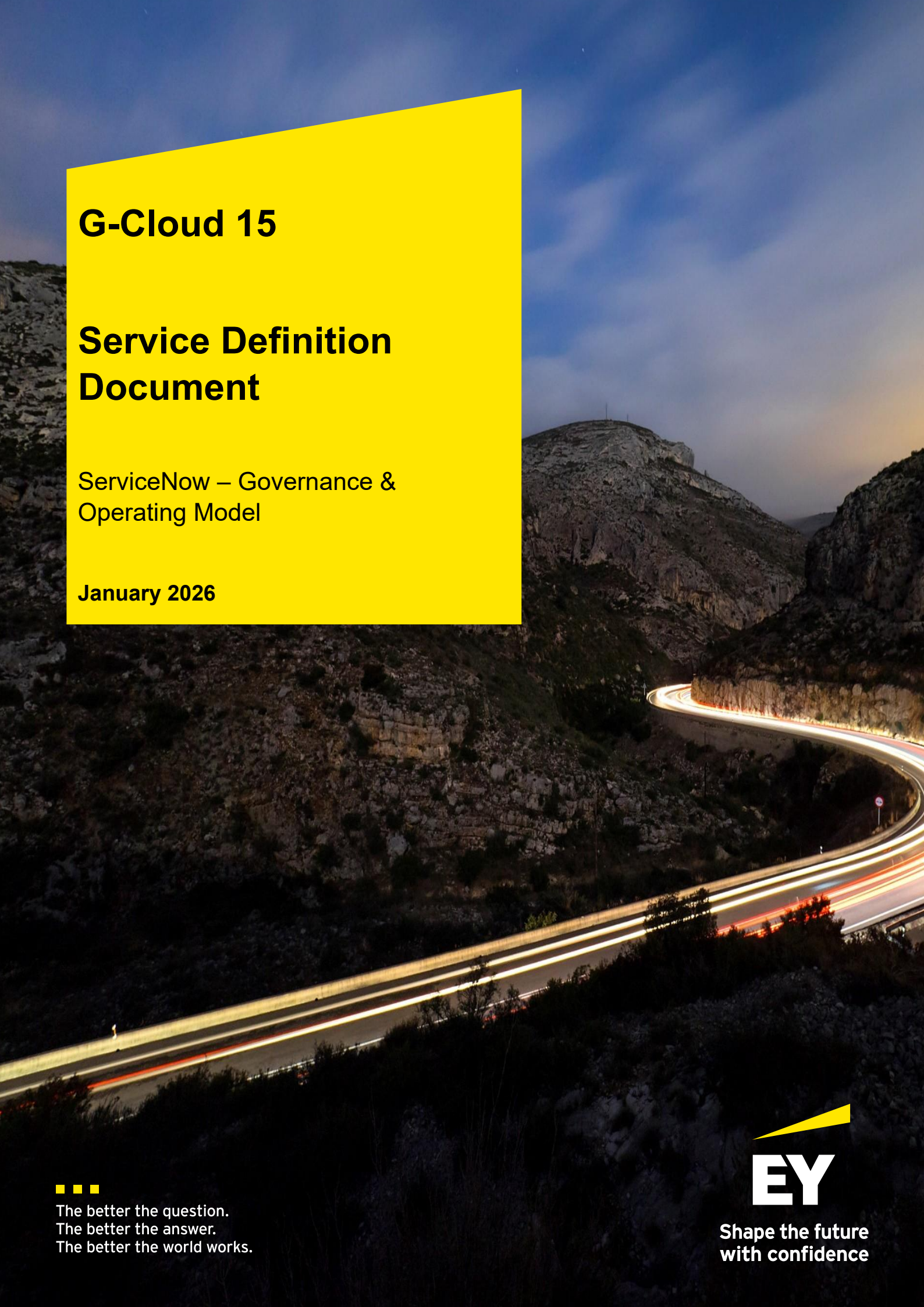




G-Cloud 15

Service Definition Document

ServiceNow – Governance &
Operating Model

January 2026



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1. Service detail

1.1. Introduction to the Service

The EY ServiceNow Governance and Operating Model Service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients to stand up an effective Governance structure and Operating Model to maximise the value from their investment in the ServiceNow platform. The key features of the service include:

- Implementation of an effective management governance of ServiceNow programmes and steady state (BAU) operations
- Efficient deployment of ServiceNow technical resources across programmes and steady state operations
- Schedule, Cost & Value optimised delivery of ServiceNow programmes, projects and steady state operations

Through this service, organisations will be able to:

- Deploy scarce ServiceNow resources to govern ServiceNow projects and steady state (BAU) activities efficiently and effectively
- Live the Out of the Box mantra denying all unnecessary customisations
- Reduce the burden of platform technical debt due to customisations and other non-native platform configurations and integrations to:
 - ✓ Reduce the ongoing cost of support and maintenance
 - ✓ Enhance the Business experience by improving ServiceNow platform performance, reliability, and resilience
 - ✓ Accelerate the deployment of new platform capabilities
 - ✓ Maximise the adoption rates for target staff and customer user populations
 - ✓ Reduce the overall susceptibility to cyber-attacks and delayed responses
 - ✓ Maintain high compliance and assurance controls and objectives
- Improve the return on their investment in ServiceNow by utilising all available platform capabilities to their maximum beneficial extent
- 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 implementing effective ServiceNow governance and Operating Models – including standing up dedicated ServiceNow Centres of Excellence and Innovation (COEI). This level of collective knowledge, experience and expertise is critical in assessing an organisation's current ServiceNow governance and operating model to identify any gaps and weaknesses and to propose strategic improvements that will drive improved project delivery and more sustainable steady state operations. EY maintains relevant governance and operating model artefacts (policies, procedures, and processes) that can be quickly modified to reflect a client's specific circumstances to accelerate any governance changes.

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, enterprise transformation specialist, 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 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. In reviewing and improving an organisations ServiceNow governance and operating model our approach can, if required, encompass the following 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, or are unnecessary customisations 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.

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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