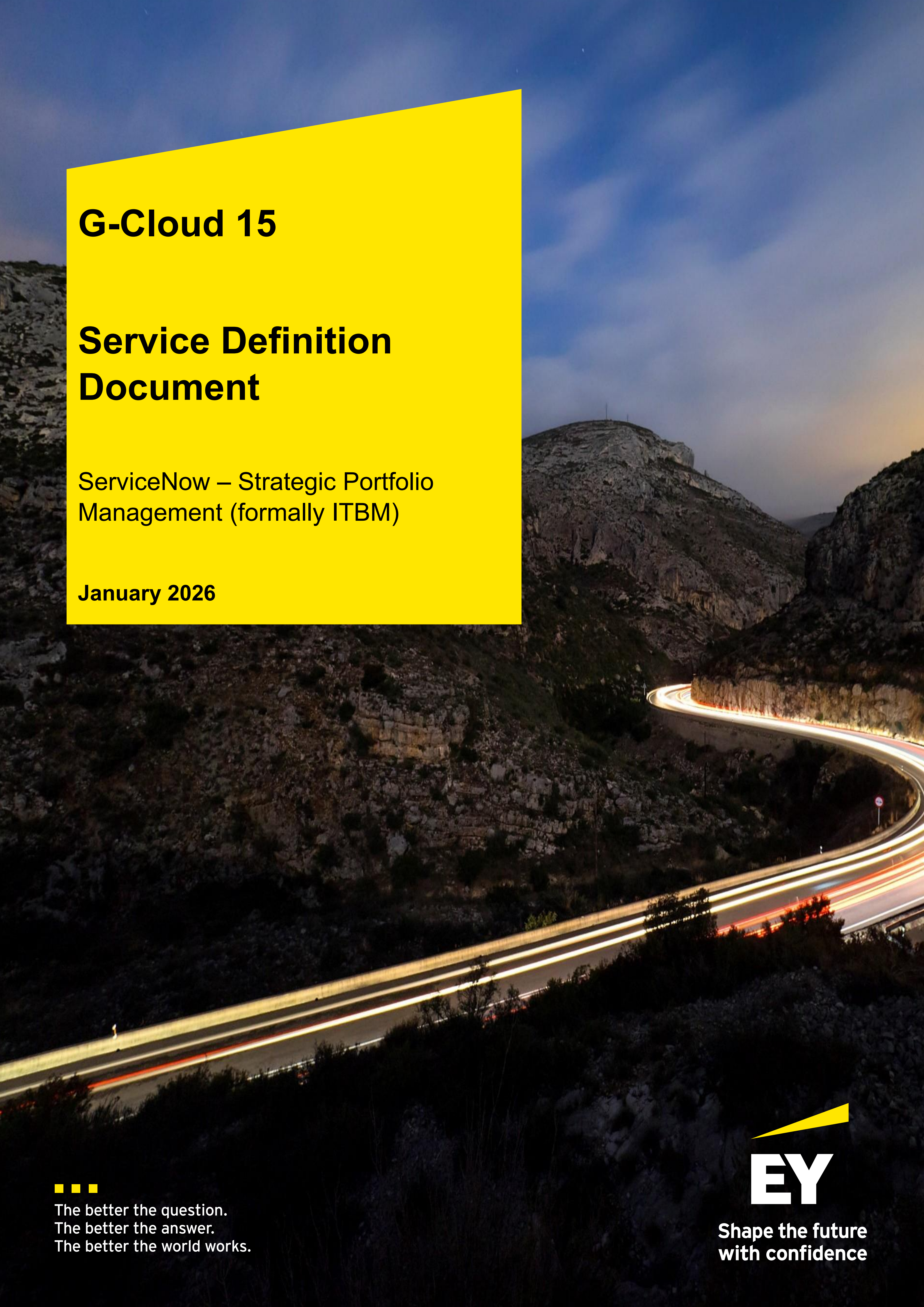

G-Cloud 15

Service Definition Document

ServiceNow – Strategic Portfolio Management (formally ITBM)

January 2026

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

Shape the future with confidence

Contents

1. Service detail

1.1. Introduction to the Service

The EY ServiceNow IT Strategic Portfolio Management (formally ITBM) service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients to design, build and deploy the ServiceNow IT Strategic Portfolio Management application.

The key features of the service include:

- Strategic planning to connect strategy to execution and track in a single view, ensuring alignment with business objectives.
- Portfolio and Demand Management: Gain visibility into project portfolios, assess investments, and adapt to align with business strategies.
- Simulate and Compare Investment Scenarios: Use scenario planning to evaluate potential investment paths and support decision-making.
- Manage investment funding against business needs and strategy
- Manage scrum or development work through the lifecycle using a consolidated backlog
- Align Agile software and product development to increase velocity and efficiency
- Manage project portfolios centrally for full visibility and optimisation
- Resource Optimization: Improved resource management where staff availability, allocation, and capabilities are tracked for enhanced efficiency.
- Innovation Management: Capture ideas and demands in one centralized location, transforming them into actionable initiatives.
- Performance Analytics: Utilize role-based KPI dashboards for real-time access to insights, improving decision-making.
- 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)*
- 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 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. specific ServiceNow integrations, Service Request Catalogue design and implementation, Change management process automation)
- **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. 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 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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