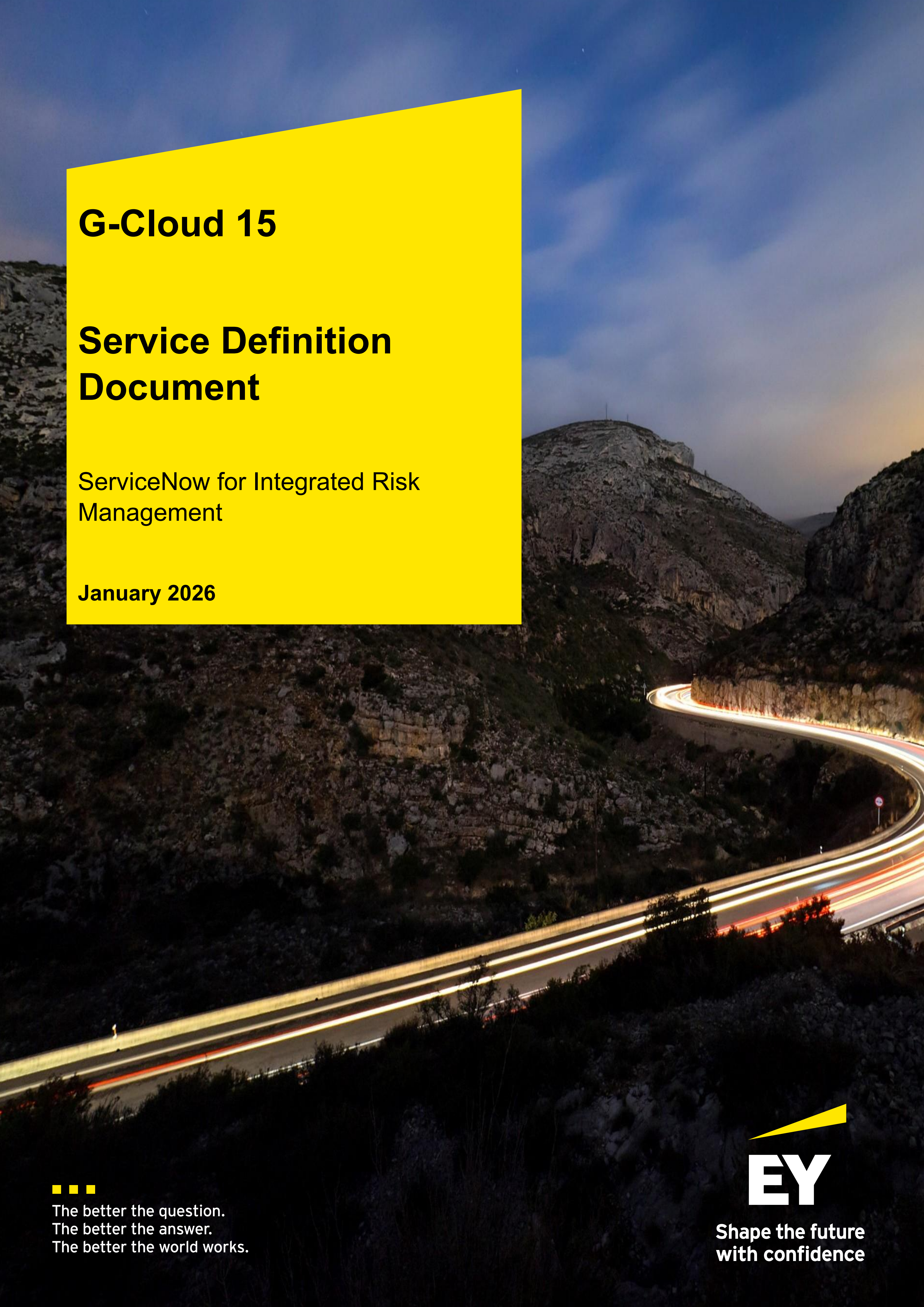

G-Cloud 15

Service Definition Document

ServiceNow for Integrated Risk Management

January 2026

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

EY
Shape the future with confidence

Contents

1. Service detail

1.1. Introduction to the Service

Integrated Risk Management (IRM) involves the comprehensive coverage of Privacy risk, Third Parties risk, Talent and Culture risk, Repetitional risk, Artificial Intelligence risk, Geopolitical risk, Natural disaster, and Pandemic risk. IRM provides Business and IT leaders greater visibility into unforeseen risks across business lines and functions. Moreover, it helps with the early identification of threats which leads to a very proactive and comprehensive way for managing risks. Organisations would be able to make better strategic decisions based on a comprehensive risk assessment, ensuring resilience and continuity.

Integrating Risk and Resilience across the enterprise in real time provides:

- Cross-leverage common data
- Make Risk and Resilience part of everyday activities and user experiences
- Continuously monitor risks and controls
- Contextualise Risk for business stakeholders
- Connect and manage risk and compliance through tools and automation

List of features the Service include:

- Advanced Risk management
- Regulatory Change management
- Policy and Compliance management
- Continuous Control Monitoring
- Audit management
- Third Party risk management
- Business Continuity management
- Operational Resilience
- Continuous Authorisation and Monitoring
- Use of AI in the IRM space.

1.2. Service Description

EY has a proven track record of delivering on risk transformation programmes:

- Delivered several large and complex implementations across major Fortune 500 clients for ServiceNow IRM
- Design advisor for the ServiceNow IRM product
- Co-authored the IRM training programme with ServiceNow
- First authorised training partner of ServiceNow IRM
- Creator of multiple risk and compliance solution accelerators such as:
    - ✓ One gateway portal
    - ✓ Intelligent privacy automation – for Privacy Impact Assessments
    - ✓ Third Party Risk Management
    - ✓ Business Service Resiliency

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 enterprise risk management. 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 accelerators (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. 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 manged, 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 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.

ServiceNow is an IRM market leader as identified by Gartner.

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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