

G-Cloud 15

Service Definition Document

ServiceNow for IT Operations
Management

January 2026



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1. Service detail

1.1. Introduction to the Service

The EY ServiceNow IT Operations Management (ITOM) service is the management and strategic approach to planning, building, and operating digital services, technology, components, and application requirements in organisations. ITOM describes the individual processes and services that are administered by an IT department—this includes administrative processes, support for hardware and software, and services for internal and external clients. Effective ITOM ensures availability, performance, and efficiency within an organisation's services and processes. ITOM defines the methods IT uses to manage services, support, and deployment to create consistency, quality of service, and reliability. There are typically management departments within an IT team that create policy on how services and support are managed and resolved, incorporating policies and procedures that revolve around how organisations intend to meet the client's and the organisation's needs and SLAs. The key features of the service include:

- CMDB – Identify Configuration Management Database data from multiple sources and revert updates to a specific, defined source
- Discovery - ServiceNow Discovery discovers the entire IT infrastructure, creating an accurate and up-to-date record in your ServiceNow CMDB. It discovers both physical and logical components, including virtual machines, servers, storage, databases, applications, and more
- Service Mapping – Map the relationship between IT components and Business Services in dynamic environment
- Event Management - Reduces event noise, increases value from existing monitoring tools, helps IT understand the root cause and improves service availability
- Certificate Management - Enables identifying expiring certificates (e.g. TLS, SSL), avoid outages and scale digitisation
- Firewall audits and Reporting – Track firewall policies, monitor ownership and perform proactive audits
- Service Graph Connectors: Accurately import and standardise external data into CMDB
- Now Assist for ITOM provides generative AI capabilities such as recommendations, producing summaries and contextual insights.
- Now Assist for CMDB provides generative AI capabilities focussed on CMDB insights, quality improvements and understanding configuration data.

Through this service, organisations will be able to:

- Have a consistent and well maintained CMDB
- Predict issues - Stop chasing false positives and identify anomalies with less guesswork. Collect and analyse telemetry and log data for enhanced visibility and reduced noise
- Minimise user impact - Find the root cause of incidents and share actionable insights across teams. Reduce outages by taking action based on guided recommendations
- Automate resolutions - Shorten recovery times by rapidly implementing solutions based on insights. Simplify repetitive tasks with pre-built playbooks and knowledge base resources

- Embrace site reliability engineering - Create a performance-driven culture across teams. Give DevOps and Site Reliability Engineers (SREs) visibility into microservices to improve observability and speed up incident response
- Connect data - Go beyond IT operations to manage the entire digital lifecycle. Extend CMDB and create a strong data foundation with Service Graphs

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. The practice has an expert team of ITOM specialists who have worked on ITOM projects including but not limited to Discovery, Service Mapping, Event Management etc. This level of collective knowledge, experience and expertise is critical in making the correct high-impact choices at key moments (e.g. source for different CMDB class data, CMDB relationships). Ensuring that CMDB foundational elements are fit for purpose and built to last into the future (e.g. Following Common Service Data Model) and understanding CMDB audit need, health (e.g. set up correct data certification rules, using CMDB health dashboard). 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. ITOM solution architect, ITOM Technical architect, integrations specialist, CSDM specialist, Developers, Testers)
- **Project Team:** a group of EY consultants who take responsibility for a particular client ITOM project deliverable or operational improvement outcome
- **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.

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, CMDB data available, accurate, complete and up to date
- **Controls:** how IT general controls are they evidenced and what automation is possible
- **Integration:** what are the different sources to use for CMDB data and if they are following proper integration method (e.g. Service Graph Connectors)
- **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 for CMDB and assets are properly defined
- **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

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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