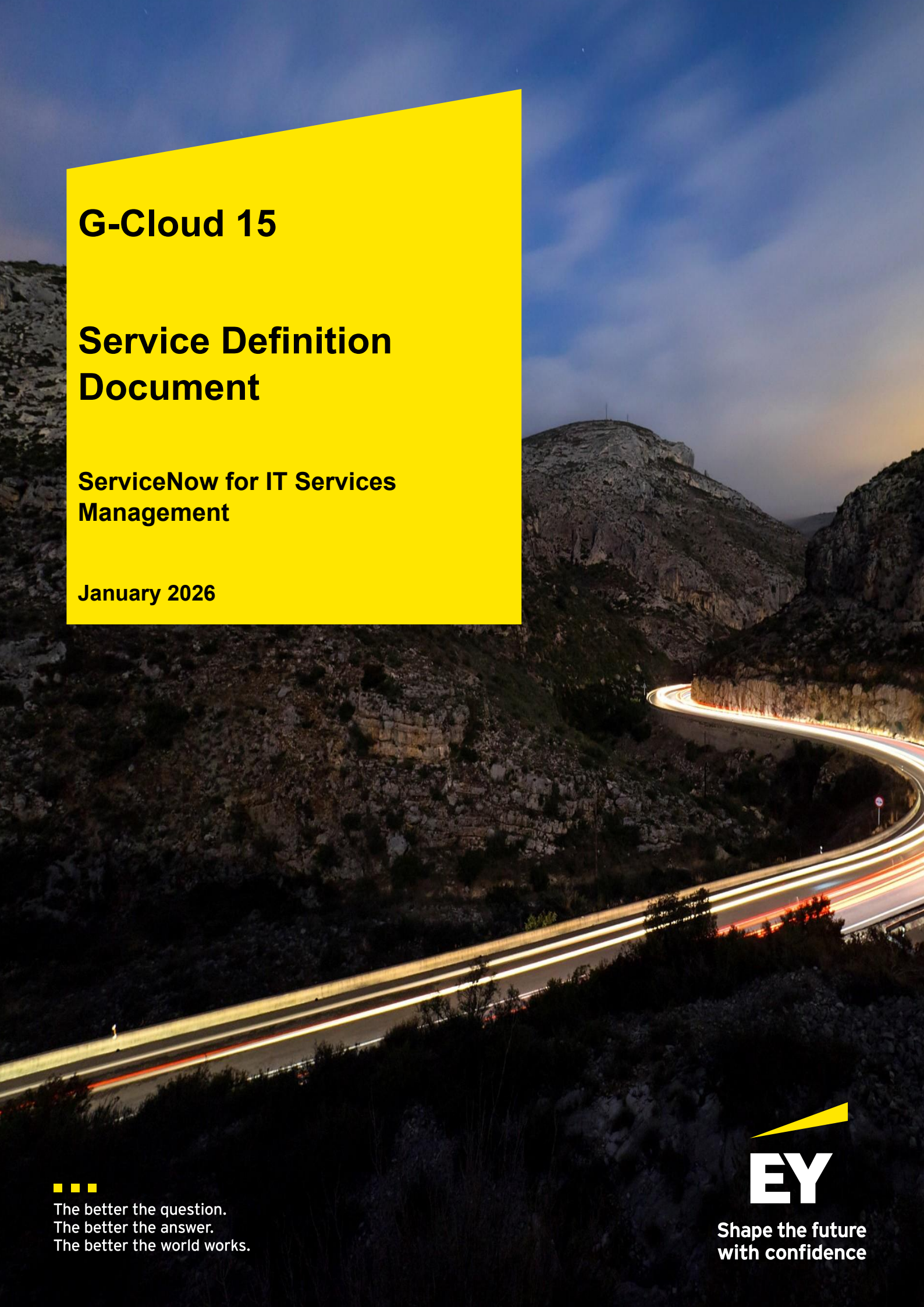




G-Cloud 15

Service Definition Document

**ServiceNow for IT Services
Management**

January 2026



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 Incident IT Service Management 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. The key features of the service include:

- **Incident Management** – Restore services faster with intelligent routing and built-in collaboration
- **Problem Management** – Identify root cause of issues and proactively prevent future disruptions
- **Change Management** – Accelerate change by automating approvals while maintaining control
- **Configuration Management** – Control and manage all the components of information systems/assets within the organisation

Through this service, organisations will be able to:

- Keep employees productive and happy by ensuring easy-to-use contact/support channels to track and fix issues. Users can connect to IT through a self-service portal, chatbot, email, phone, or mobile
- Ensure faster and effective issue resolution by automatically assigning incidents to the right resolution groups. Dedicated agent portals for issue resolution have all necessary information in one view and they leverage AI to deliver recommended solutions immediately
- Restore services faster & enable agents to manage and collaborate work with a single IT process platform
 - ✓ Speed up service restoration by creating immediate visibility into known errors and workarounds for all IT staff to use
 - ✓ Accelerate root cause resolution with structured problem analysis and by correlating problems and coordinating workflows
- Boost employee productivity & empower employees to do more, with omni-channel self-service and two-way communication
- Increase incident deflection & provide self-service portals and intelligent chatbots, so that users have the resources to solve their own issues without having to get IT involved
- Find and address potential failure points by periodically reviewing configuration item (CI) relationship maps and ensuring ServiceNow CMDB accuracy with built-in data certification. Determine the impact and potential cause of a problem with right-click access to service relationships and CI health
- Make best use of the wide capabilities of the NOW platform by liaising with related processes and services like Problem Management/Change Management/Configuration management all in one place

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 organisations set-up and manage their ITSM processes and improvements by:

- Understanding the current state process and tooling: Understanding how the various ITSM processes work together as-is within the organisation
- Understanding and documenting 'Critical Success Factors'
- Improvements to the process: With recommendations from our techno-functional consultants with both process and ServiceNow tooling expertise – identify and document **improvements to the current state processes** to deliver a best-in-class experience when the processes are translated into ServiceNow as a working solution
- Incident/Problem/Change process definition: Definition of high-level end-to-end processes to be implemented in ServiceNow, supported by relevant and dependent sub-processes
- Improvement to the Data: With extensive data assessment & recommendations around foundation data, CMDB & CSDM data, we help in laying down the deep foundation for data driven processes , process automation & orchestration.
- Automation & Orchestration of ITSM processes: One Automation platform strategy connects people, processes & systems for use cases around self-remediation & auto-fulfilment. It brings in speed, agility & productivity.
- Setting up **relationships and correct inter-dependencies** between the ITSM processes
- Using EY recommended **built-in best practices** to rapidly consolidate disparate tools to a single system of engagement in the cloud, harnessing the organisation's shared data and analytics with the most trusted IT service workflows
- Defining key process triggers along with **various roles/personas** involved across the ITSM processes
- Enabling employees to find answers and collaborate across IT other related departments, from a **modern mobile app** that runs on a single platform.
- One-stop experience via Unified portal: consolidating all employee touch points and needs at one place at unified portal. It enhances employee satisfaction, efficiency and productivity.
- Shaping service experiences for employees anywhere, with always-on IT services, while also providing support for common requests with virtual agents that understand simple, human language
- Delivering high-quality services at scale and continually optimising the processes. Providing full visibility into any process or service through **built-in dashboards and real-time analytics**
- Design a **Tactical and Strategic Plan**: Identify any quick wins to deliver immediate value (especially if relating to compliance controls) and design a target architecture for the solution
- **AI & Machine learning**: Our deep expertise in enabling platform & solution capabilities around Generative AI & ML, helps our client to minimize operational & financial cost.

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 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 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 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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