SERVICENOW DESIGN, DEVELOPMENT, IMPLEMENTATION AND SUPPORT

Service Definition Document

TABLE OF CONTENTS

SERVICE OVERVIEW

Our ServiceNow solution experts excel at designing, building, and launching powerful solutions that boost enterprise productivity. We connect teams, simplify workflows, and enable workforce mobility and digital agility. Our global expertise across public, private, financial, and nonprofit sectors provides diverse insights and best practices. Our tightly integrated ServiceNow advisory and implementation services foster collaboration and innovation, ensuring impactful ideas receive due attention.

Our consultants collaborate with you to grasp your business needs. Then, we architect and implement ServiceNow solutions that accelerate measurable improvements in IT Service Management (ITSM), IT Business Management (ITBM), Human Resources Service Delivery (HRSD), Project Portfolio Management (PPM), IT Operations Management (ITOM), Security Operations and Governance, and Risk and Compliance. Our intense focus on providing both immediate and long-term business value through advisory, implementation, and support services helps transform modern enterprises.

OUR SERVICES INCLUDE

Integrated solutions for user service and user relationship management

We specialise in streamlining user service and strengthening user relationships through automated workflows. By integrating with back-end systems, we enable digital self-service across web and mobile platforms. Our pre-configured ServiceNow templates and solutions accelerate returns on your ServiceNow investment.

Our pre-built solutions and customisable templates enable fast, streamlined delivery

Harrison utilises their ServiceNow Delivery Experience methodology to deliver ServiceNow projects. This methodology includes quick start guides, templates, and assets that accelerate delivery. Harrison also has a library of pre-configured solutions for various business needs. This includes GovConnect, Harrison's suite of pre-configured workflow solutions for the public sector.

Provide digital solutions that allow users to engage and serve themselves through web and mobile platforms

We create user-friendly digital content and services with a seamless user experience and robust functionality to empower users to self-serve whenever and wherever they want. Harrison also utilises ServiceNow's Now Create Methodology for all ServiceNow projects. This methodology emphasises defining a governance program with clear business goals, rules, and resources for training and organisational change management.

OUR SERVICES CONTINUED

Service introduction (including training, business change management, early life support):

In addition to coordinating the technical launch of new capabilities, our change management specialists ensure the organisation is prepared for new services. They confirm support teams understand the defined service levels, users are briefed and trained on the new systems, and communications plans are ready for launch. Once live, they closely monitor for any initial issues, prioritise solutions, and track ongoing usage and benefits to demonstrate the changes meet the original business goals.

Providing ongoing enhancement, development, support, and operational services

Harrison can provide tailored support and expertise for your ServiceNow execution. Using our highly skilled team, they can support your implementation, ensuring the latest modules, upgrades and features are available for you to deliver the best outcomes into your organisation.

Establishing a single data source that enables cross-service business intelligence

From analytics that enable user segmentation and provide business intelligence insights, to concise dashboards presenting management information, our solutions organise and help you understand your data all the way down to the activity view for a single user.

OUR SERVICES CONTINUED

Design: Business analysis, requirement definition and User Experience (UX) design

We develop the best possible user experience, we first assess the business and operational landscape and capture the customer's perspective and feedback (for example, through focus groups). We then refine, prioritise, and develop requirements to create prototype user journeys and screen views. This process ensures we build solutions that are simple, consistent, slick, and optimised for an excellent user experience.

Delivery: development and integration

Our specialists bring extensive experience designing and implementing IT service management, human resource service delivery, IT operations management, project and portfolio management, and IT business management solutions. They integrate these solutions with back-end ERP systems like Oracle and SAP to augment existing teams or take full ownership of technical delivery.

Delivery: testing and quality assurance (including test automation)

The test team will establish a rigorous, quality-controlled testing process to efficiently manage defects and validate that tests meet defined criteria using preconfigured test environments. For large programmes, they will also offer test automation services to enable on-demand execution of thousands of business-critical automated tests repeatedly and rapidly.

DETAILED SERVICE DESCRIPTION

Our methodologies

Harrison takes a comprehensive approach to implementing, expanding, and supporting technology through our delivery methodology. Our methodology was initially based on the waterfall model to deliver consistent value across the phases of business transformation and technology implementation projects. Having guided multiple implementations across major platforms like ServiceNow, Oracle, SAP, and Salesforce, our methodology has evolved over the years to meet changing demands. Recently, Harrison developed an enhanced methodology for Agile to support more flexible implementations.

Our Agile methodology provides an iterative approach to software development that emphasises flexibility, customer engagement, and rapid delivery of prioritised features. It includes a comprehensive set of artifacts and guidance - such as deliverable templates, sample deliverables, and accelerators - organised by project phase and discipline.

Our Agile approach is based on Scrum and incorporates Harrison's extensive experience implementing Agile best practices. It involves developing product and sprint backlogs and managing projects through rapid sprint cycles. It also provides increased visibility into progress but requires greater discipline than traditional methods. Our Agile approach builds in the rigor to adapt to changing business needs and technologies while delivering quickly.

We collaborate with clients to identify the optimal approach for each project, considering elements like clear requirements, technology readiness, openness to agile methods, and organisational culture. In recent years, more of our services have needed agile delivery. We've become experts at guiding clients through a gradual transition to this alternative approach, which necessitates fundamental mindset, policy, and workflow changes. However, our services accommodate both waterfall and agile delivery. We adeptly help public sector clients navigate restrictions legacy systems and vendor contracts may impose.

DETAILED SERVICE DESCRIPTION
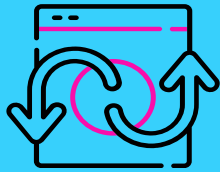
Transformation

Harrison has implemented ServiceNow across public and private organisations locally and globally. Our expertise ensures technology projects succeed, enabling lasting business change and value. Today's public sector must transform to 'Digital by Default,' requiring digital capabilities, organisational change, and cultural shift with new skills, attitudes, and principles. We incorporate these ingredients into our approach, addressing organisational and cultural needs within transformation plans.

Our approach will first determine the solutions and products required based on the scale and type of change needed, as well as the degree to which the client's current capabilities and experts can contribute to a collaborative delivery team.
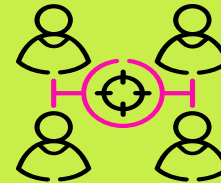
People

We have ServiceNow Administrators across dedicated ServiceNow CoEs in Europe, North America, and India as well as other major resource hubs. Our offshore teams in India and regional hubs can deliver ServiceNow development and configuration. We also partner directly with ServiceNow and serve as a Managed Services provider that offers AMS support for ServiceNow instances, including providing such services for ServiceNow. Further, we partner directly with top tier Global Elite partners.

DETAILED SERVICE DESCRIPTION

Inputs

We assume you can provide the inputs listed here for the service. If that's not possible, please contact us. We can likely modify our approach to suit your situation.

• Documented Service Management processes.
• Documented Finance processes.
• IT tooling Strategy.
• Enterprise level tooling Strategy.
• Key skills and capabilities.
• Current tooling landscape.
• Current tooling architecture.

Outputs

The specific deliverables, outputs, and outcomes will you receive from this service.

• Deployed personnel with the necessary expertise and background at every stage of the Tooling Transformation lifecycle
• Engaging with stakeholders to set expectations for the Tooling Transformation, gain support, and secure buy-in
• The project will have distinct outcomes aligned with each stage of the Tooling Transformation process, following our Agile development approach
• A customisable and operational Tool designed to meet your specific needs

Your contribution

We aim to collaborate with you, rather than simply provide services to you. We anticipate that you will contribute to the work in the following ways. If you cannot take on these responsibilities, please contact us. We can likely modify our approach to suit your circumstances.

We kindly request your support in the following areas to enable a successful collaborative engagement:

·   Providing resources to operate jointly with us
·   Providing a suitable location from which a joint team can operate collaboratively
·   Providing access to stakeholders to provide access to as-is information on the organisation
·   Providing access to stakeholders who can provide input to the to-be design of the tooling programme
·   Providing access to stakeholders to review and approve developed deliverables

WHY HARRSION?

IT consulting that isn't scripted, templated or one we did earlier

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.

HARRISON

CONTACT US

Please send your requirements to **info@harrisonjamesit.com**.
Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work

🏠 **www.harrisonjamesit.com**

📞 **+44 203 667 3666**

✉️ **info@harrisonjamesit.com**

📍 **Guildford, United Kingdom**