

Target Operating Model

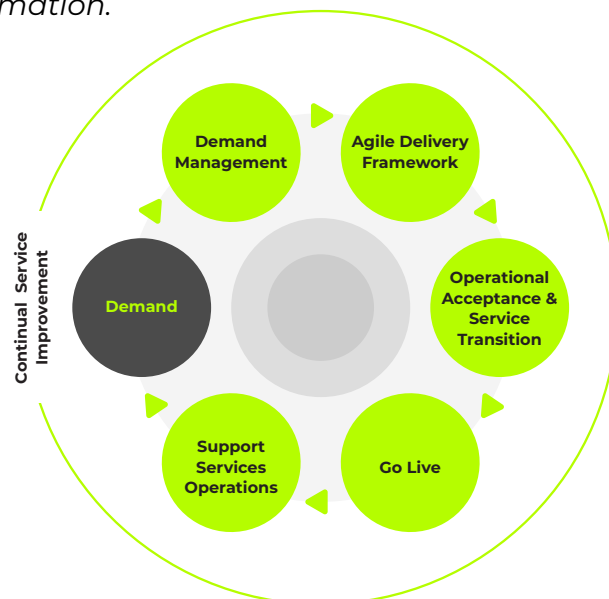
A well-defined TOM enables organisations to move from reactive platform use to pro-active, value-driven transformation.

What is a TOM?

A Target Operating Model for ServiceNow provides a unified framework aligning platform capabilities with business goals. It drives value, agility, and measurable results through structured stakeholder engagement, transparent processes, and continuous innovation.

Key principles

- ✓ Business alignment and value-driven development
- ✓ Transparency and accountability in decision-making
- ✓ Agility and scalability in delivery and operations
- ✓ Continuous measurement, feedback, and optimisation
- ✓ Risk and change management integrated into all processes



Who is it designed for?

Our TOM has been carefully designed to support a very specific kind of customer – those who are ready to put ServiceNow at the heart of their business and get real results from it. **Customers that see ServiceNow as a strategic platform are focused on driving tangible outcomes and accelerating the return on their investment.**

How do we do it?

A 10-week tailored implementation plan which is flexible and adaptive, guaranteed to give target outcomes by week 12.



Proven outcomes



Why UP3?

serco

"The partnership between UP3 and Serco is absolutely ideal to help us achieve our outcomes. For me, the partnership has been absolutely made in heaven."

Mike Appleton-Derrick, Solution Director

national
highways

"UP3 have been pivotal in helping us to achieve our goals. UP3 was selected for their experience working with Operation Industries and close ties to rail operators who share many of our challenges."

Andy Thomas, ServiceNow Platform Owner