In this brochure:

i3 WORKS

innovative individuals

inspirational ideas

immediate impact

Thank you for considering i3Works

As an established, dynamic and growing SME management consultancy, i3Works has extensive experience of working across all tiers of government and within highly regulated industries to deliver successful outcomes across our P3M, Project Controls, Digital, Business Change and Service Management engagements.

Our service catalogue continues to evolve and map to the Digital, Data and Technology (DDaT) Capability Framework as well as complying to the GDS functional standard for the creation of digital services. This enables us to bring the more traditional skills of planning, controls, project and programme management in an Agile manner to support our customers in achieving successful outcomes from their cloud and wider digital transformation initiatives.

Our capability for delivering high-profile digital, comms and technology-centric management and support solutions across the government spectrum is how we are best known, but that isn't our sole focus. Our record speaks for itself: we successfully deliver commissions requiring P3M, planning, strategy and delivery along with related functions.

When we work with you, you get far more than a consultancy. Our values of innovation, inspiration and integrity are underpinned by exceptional levels of industry knowledge, management and leadership experience, and a flexibility that allows us to hit the ground running and embed change within the digital projects, programmes, and portfolios to which we are assigned. Our people work alongside yours, developing strategy, providing challenge and advice, and putting in the hard graft on the frontline where needed.

Our teams consist of a diverse range of talented, highly qualified, and driven colleagues trained in a multitude of recognised management techniques. Our understanding of the theory is evidenced by a range of qualifications, from MBAs through to Registered Project Professionals (APM), Chartered Professionals (ChPP) and Chartered Engineers (CEng). Most importantly, we have a proven track record showing how capable we are at putting the theory into practice. We understand how to implement the right processes, when to adapt them, and when to try something new, so that we can deliver effective and efficient solutions tailored to the specific demands of our clients.

As an SME we pride ourselves on our ability to be agile and flexible – our 'can do' attitude is ingrained in our people. We provide the high-level strategy and leadership, but we also embed ourselves as part of your team or service, working both for you and alongside you. Our ability to integrate and adapt has been the cornerstone of our success so far, and it's why we retain so many clients. In essence, they trust us to deliver, regardless of size, complexity, or duration.

If you need P3M, digital strategy, leadership, advice, or support, get in touch. No matter your requirements, you can be sure of one thing: **i3Works…works**.
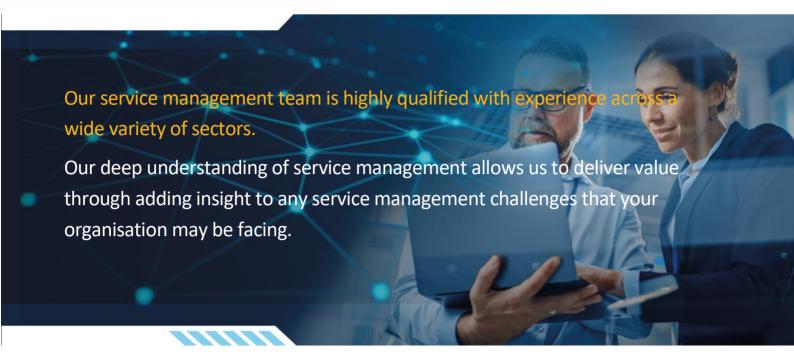
Service Management

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About our Service Management team

Our service management team is highly qualified with experience across a wide variety of sectors.

Our deep understanding of service management allows us to deliver value through adding insight to any service management challenges that your organisation may be facing.

Our Service Management capability allows us access to a team of 20 highly skilled subject matter experts. Our consultants are best in class, bringing in-depth knowledge of ITIL Maturity, operational best-practice, and operating model design as well as change management and transformation expertise. All of our consultants have 20+ years' Service Management experience with backgrounds in defence, public and private sectors.

Our team has industry recognised qualifications in:

- ITIL 4 / V3
- Prince 2
- SIAM
- Axelos Maturity Assessment

Our team has sector experience in the following sectors:

- Defence
- Public Sector
- Financial Services
- Health Sector
- Manufacturing
- Logistics
- Education

To find out more about our industry leading services, call us on 01172 338903 or visit www.i3Works.co.uk

What we can do for you

ITIL4 General Management Practices

- Strategy Management
- Portfolio Management
- Architecture Management
- Service Financial Management
- Workforce and Talent Management
- Continual Improvement
- Measurement And Reporting

- Risk Management
- Information Security Management
- Knowledge Management
- Organisational Change Management
- Project Management
- Relationship Management
- Supplier Management

ITIL4 Service Management Practices

- Business Analysis
- Service Catalogue Management
- Service Design
- Service Level Management
- Availability Management
- Capacity and Performance Management
- Service Continuity Management
- Monitoring and Event Management
- Service Desk

- Incident Management
- Service Request Management
- Problem Management
- Release Management
- Change Enablement
- Service Validation and Testing
- Service Configuration Management
- IT Asset Management

ITIL Maturity Model Assessment

The ITIL maturity model assesses the service management Capabilities and the Maturity of the organisation's Service Value System objectively and comprehensively. i3Works offers ITIL assessments for the 34 practices. It optimises digital technologies to co-create value, drive business strategy and embrace digital transformation.

The method uses a combination of workshops, practice observations and document reviews. It involves collaborating with the wider IT organisation to identify roles and responsibilities for the maturity assessment service.

ITIL MATURITY MODEL
AXELOS CONSULTING PARTNER

ITIL v3 Service Strategy

- Strategy Management for IT Services
- Service Portfolio Management
- Demand Management
- Financial Management
- Business Relationship Management

ITIL v3 Continual Service Improvement

- 7 Step Improvement Process

ITIL v3 Service Design

- Design Coordination
- Service Level Management
- Availability Management
- Capacity Management
- Supplier Management
- Information Security Management
- Service Catalog Management
- IT Service Continuity Management

ITIL v3 Service Operations

- Incident Management
- Problem Management
- Event Management
- Request Fulfilment Management
- Access Management

ITSM Toolset Optimisation

i3Works' ITSM and ESM Toolset Optimisation service provides a detailed baseline assessment of an organisation's ITSM solution, including, but not limited to, BMC Remedy, Hornbill, Jira Service Management and ServiceNow. Using the output of the assessment, our consultants work with our customers to establish and facilitate a roadmap of improvements.

ITIL v3 Service Transition

- Change Management
- Release and Deployment Management
- Knowledge Management
- Transition Planning and Support
- Change Evaluation
- Service Validation and Testing
- Service Asset and Configuration Management

HORNBILL   Jira   servicenow.   bmc

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Our Experience

Defence Digital – Operational Service Management

The Operational Service Management (OSM) programme within Defence Digital was commissioned to ensure the smooth transition and integration of existing and future information Technology services into Defence Digital's Future Operating Model. i3Works successfully managed this through the provision of consultancy services to enable the creation and updating of policies, processes, procedures and work instructions and by implementing effective governance and onboarding to ensure the efficient operation of the organisation within a Service Integration and Management (SIAM) ecosystem.

Norfolk & Norwich NHS – ITIL Process Maturity Assessment

Norfolk and Waveney H&CP had embarked upon a major transformation programme, which included the procurement and implementation of a new single cloud hosted EPR solution across its three acute Trusts. The three Trust Boards approved the Strategic Outline Case and Outline Business Case for EPR and were close to securing all the required approvals for the procurement and implementation of a single cloud hosted EPR solution.

Following early pre-market engagement, the programme was preparing to commence a tendering exercise under framework with potential suppliers. The programme plan envisaged the three Trust EPR to go-live Autumn 2025.

As part of the EPR readiness stage the three Trusts engaged i3Works as a specialist in Service Management and Service Delivery to review the current position of the three Trusts regarding their local Service Management and Service Delivery maturity and to deliver recommendations for the delivery of a comprehensive support model.

Defence Digital – Secret Cloud – Change Enablement

The Ministry of Defence (MOD) Defence Digital (DD) organisation is responsible for making sure that effective digital and information technology is delivered to 200,000 users over 2,000 Defence sites supporting the UK Armed Forces in current and future operations.

Secret Cloud is a DD commissioned project to deliver cloud hosting services underpinned by ecosystems of cloud infrastructures. The Secret Cloud provision is a private Azure platform, hosted across multiple datacenters within the UK territory.

i3Works were engaged to design, implement, and run an effective **Change Enablement** practice at *Secret Classification* to support hosting and client requirements, maximising the volume of successful service and product Change.

Other Services on G-Cloud

i3Works offers a range of digital and cloud services to your organisation, with skills to lead, support, and advise your team - no matter how large or small, complex or simple.

Everything we do is delivered by highly experienced practitioners who can offer either stand-alone advice or manage a fully integrated service. As well as the service offered within this brochure, we provide arrange of other aligned services within the broad categories shown below, these can be found easily with an appropriate G-Cloud search or by contacting us directly at **bd@i3Works.co.uk**

The quantity of our satisfied customers speaks volumes for us, and our track record of success is unrivalled. If you need a range of cloud specialists, a cloud delivery team or digital consultancy support, you need i3Works.

To find out more about our industry leading services, visit: **www.i3Works.co.uk**

Among our Other Services are:

P3M	IT Transformation	Strategic Analysis
Service Management	Business Analysis	Knowledge Management
Agile	Lessons Learned	Planning
Risk Management	Project Controls	Digital and Design Consultancy
Project Assurance	Turnaround	Sustainability & Decarbonisation

SFIA Price Matrix

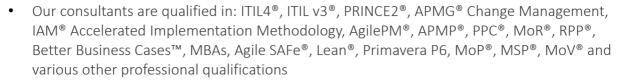| SFIA Level		Equivalent consultancy level	Rate (excluding VAT)
1	Follow	Graduate/ Fast Track Consultant	£385
2	Assist	Junior Consultant	£525
3	Apply	Consultant	£660
4	Enable	Senior Consultant	£770
5	Ensure/Advise	Principal Consultant/SME	£910
6	Initiate/Influence	Managing Consultant	£1075
7	Set strategy/inspire	Associate Director	£1210

Standards for consultancy day rate cards

- **Consultant's Working Day** 8 hours exclusive of travel and lunch.
- **Working Week** Monday to Friday excluding national holidays.
- **Office Hours** Assumed 9am to 5pm, but flexible to client requirements.
- **Travel and Subsistence** Included in day rate within 30 miles of i3Works office locations (Bristol and London), payable at client's T&S rates outside of this.
- **Professional Indemnity Insurance** Included in day rate.

  Note: Rates are exclusive of VAT, which will be charged at the prevailing rate

Service Levels

- Our consultants are qualified in: ITIL4®, ITIL v3®, PRINCE2®, APMG® Change Management, IAM® Accelerated Implementation Methodology, AgilePM®, APMP®, PPC®, MoR®, RPP®, Better Business Cases™, MBAs, Agile SAFe®, Lean®, Primavera P6, MoP®, MSP®, MoV® and various other professional qualifications
- Our team includes Fellows and Members of the Association of Project Management and the Institute of Leadership and Management.
- We provide permanent staff as standard, but these can be supplemented by our world-class associate pool for specific sector expertise and practical domain knowledge
- We also work closely with an extensive range of renowned partners – including BOXARR and Hyde Park Solutions – who add their expertise and capacity to our own to provide the best service possible for our clients

Quality in our Service

- We are accredited to ISO9001, ISO27001 and ISO44001 & ISO14001
- Our embedded contract performance monitoring and client satisfaction processes minimise issues and maintains our reputation for delivery
- We can work within client's systems and are highly experienced in data management software such as SharePoint, Jira, Trello, MS Project, Primavera P6, etc
- i3Works staff hold appropriate security clearance (generally SC and above), and the company itself holds Cyber Essentials+ and ISO27001. All staff are trained in cyber and data security

Services Implementation: On-boarding and off-boarding support

- We follow a non-intrusive process for project implementation (on-boarding), transition and handover effectively and smoothly transitioning to business as usual (off-boarding). This is customised to each of our clients and projects
- We apply the i3Works 'Engagement Model' which includes assigning a senior account director to each contract. The model ensures engagement is formally controlled and enables effective client outcomes
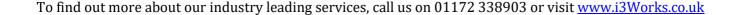
Contract Termination Terms

- Negotiable depending on the requirement and length of engagement
- For further information see our Terms and Conditions included within the service description

Additional Information

- Support hours are standard working hours Monday to Friday

To find out more about our industry leading services, call us on 01172 338903 or visit www.i3Works.co.uk

i3Works is a Bristol-based consultancy with nationwide coverage. We have extensive experience of working with high-profile clients across a number of sectors, including:

- Defence
- National Security
- IT/Comms
- Public Sector
- Private Sector (Energy, Utilities, Rail, Infrastructure, Health, Technology)
- Nuclear

Our people are experienced, highly qualified and trained in the relevant techniques for their skillsets. Our understanding of the theory is evidenced by a range of qualifications, from MBAs through to (APM) Registered Project Professionals.

More importantly, we know how to put the theory into practice, when to adapt it and when to try something new, so that we can deliver effective and efficient solutions tailored to the specific demands of our clients.

For more information about us, contact

Andrew Ford
Associate Director of Service Management
andrew.ford@i3Works.co.uk

Or

Business Development: bd@i3Works.co.uk

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