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1 Service Overview

Capgemini Service Management health check provides a means to assess and measure the clients Service Management function using industry standard frameworks and Capgemini’s renowned collaborative approach, together with our ITSM process and tools expertise in driving operational efficiency through well-implemented Service Management processes/practices. As a diagnostic tool, which integrate IT process/practices and business process the Healthcheck provides a multi-dimensional view of the client IT environment and will result in improved overall process performance and a decrease of non-discretionary spend which can be either diverted to discretionary, value add projects that directly impact margin or as a return to the business.

The Healthcheck can with accuracy identify Service Management and Governance areas which are failing, and gaps, as well as critical success factors,

For any company looking to understand current “As Is” Service and how to improve / progress to a “To Be” Model, this is an important step on the way from existing service management practices to a Service Integration model.

This service can be applied to or across both ITIL V3 and ITIL V4 processes.

2 Business Need

If you do not know where you are, how do you know where you are going? Businesses can have best of breed toolsets and processes, but find that SLA / OLA performance does not meet targets. This can be due to many elements, for example: uncertainty of roles, lack of ownership and / or the wrong people in the wrong roles.

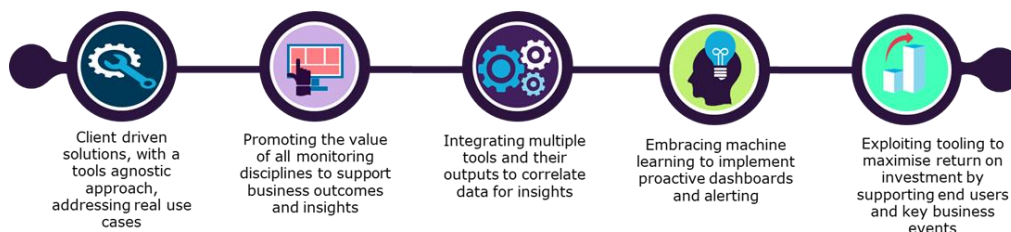
IT services should and do add value to the business operation. However they are often overly expensive or ill structured. You need to run the IT infrastructure, organisation and supply chain as cost effectively as possible whilst also meeting the requirements of your customers, the business, legislative and regulatory organisations. To do this you need clearly defined roles and responsibilities, well configured tools, processes and governance and effective overarching management.

3 Our Approach

Our approach is based on the foundation principles of thought leadership, collaboration and iteration.

- **Thought leadership:** As experts in our field, we provide recommendations based on real world experience of what works best across all industries.
- **Collaboration:** We acknowledge our clients are the experts in their field, and therefore ensure we collaborate to fully comprehend their requirements and provide solutions the that drive maximum business value.
- **Iteration:** To ensure alignment along the solution journey, communication through iteration is key to success. With our clients, we will agree an iteration plan that ensures early understanding and alignment of the developing solution.

With a clear focus on;



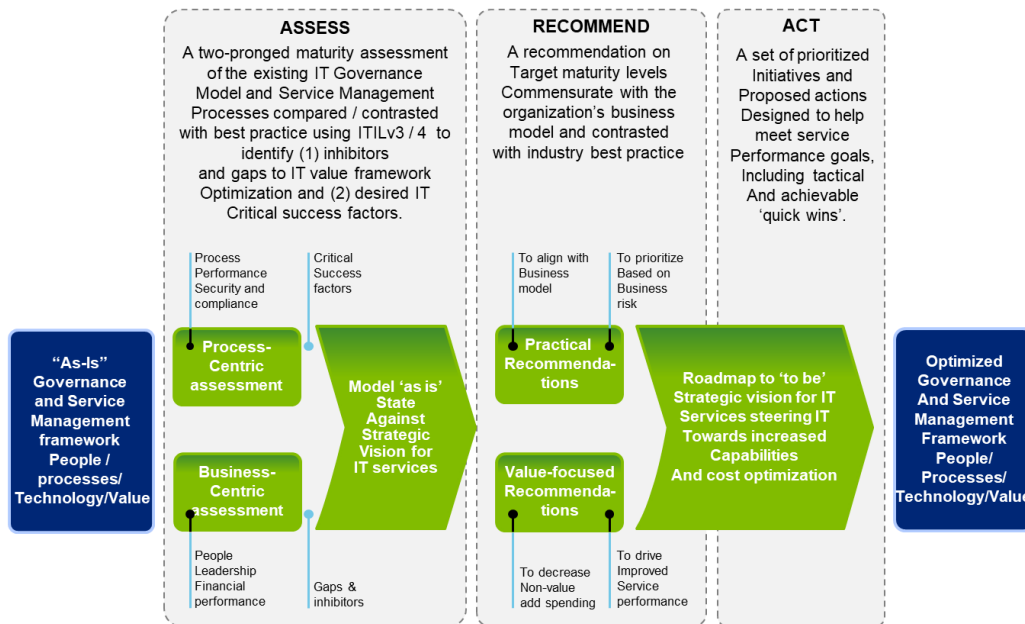


4 Service Description

Capgemini’s IT Service Management Healthcheck provides a rapid diagnosis and assessment of tools, processes, tool and practices that yields a value-focused and practical plan to optimize IT Governance and Service Management functions. A key output of the Healthcheck is the baselining activity to get a picture of the Organisation’s current strengths and weaknesses. Information gathered from the baselines is then used to develop a Gap Analysis Report, along with a strategic roadmap that provides guidance and direction to a service management Improvement program.

The Healthcheck assesses, measures and reports on the customer’s implemented service management and governance processes across four BSC domains: Customer, Financial, Internal Operations and Innovation & Learning. The assessment includes their support organisation, roles, responsibilities and suppliers, to determine the manner in which they all engage and align with the Service Operating Model.

The output will be a series of recommendations to help the client reduce costs and improve efficiencies. The recommendations will be around the organisational structure, skills and roles, the supplier engagement model and their ways of working.



Over a 4-6 week period, we will:

Phase 1

- Meet with client to agree scope and objectives
- identify stakeholders
- Issue an initial questionnaire
- Review responses

Phase 2

- Interview identified stakeholders
- Consolidate and review interview outputs



Phase 3

- Present recommendations to the customer
- Discuss findings
- Agree next steps

There is a dependency on the customer making time and staff available.

5 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The key Buyer responsibilities as part of this service include the following:

- Access to Buyer stakeholders and SMEs
- Availability to review and approve iterations
- Points of contact to provide access to people, rooms, office facilities (such as printing)
- Sponsor/champion/escalation point

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

6 Service Management

Capgemini recognises that even the best solutions for our customers require underpinning with good Service Management function that help facilitate the tools are used in a consistent and measurable way.

7 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss. Additional requirements this may be subject to additional Charges in accordance with the SFIA Rate Card.

8 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to provide continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service. .



9 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to provide consistency and effectiveness. The approach, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

10 Vendor Accreditations/Awards



For the 12th year in a row, Capgemini has been recognized as one of the World’s Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



11 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following sub-contractors to deliver this service:

- Capgemini Technology Services India Limited
- Capgemini Polska SP z O.O.

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.



12 Additional Associated Services

Additional associated services are available. They are:

- Enterprise Service Management/Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, Planning, Platform Implementation, Upgrade Extension, Expansion and Maintenance
- Service Asset and Configuration Management (SACM).

13 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

14 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

15 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

16 Termination Terms

Please refer to the Supplier Terms for this service.

17 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

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

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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