

DSM operating model assessment & design

Digital service management (DSM) service

A Digital Service Management (DSM) enabler, this is a design and implementation service for building strong service management across your estate. Our approach encompasses organisation, process, governance and tooling. We use our Agile methodology to work with you to iteratively build the capabilities that you need to manage both traditional and cloud services.

FEATURES

- ▶ Development of a clear vision and delivery strategy for the IT organisation
- ▶ Assessment of current capabilities, costs and maturity across the enterprise
- ▶ Comparison with current best practice
- ▶ Build of the business case for the delivery of the new operating model
- ▶ Development of the road map for its implementation
- ▶ TOM includes: functional, process, governance, data, tooling etc
- ▶ Collaborative approach to delivery

BENEFITS

- ▶ Fast and responsive to changing business needs
- ▶ User and Product centricity
- ▶ Intrinsically dynamic in nature
- ▶ Robust, consistent and re-usable platforms for performance and financial efficiency
- ▶ Full lifecycle built on matrix of Product and Capability teams
- ▶ Enable innovation: iterative delivery for all Products and Capabilities
- ▶ Operational Controls that allow innovation but enable scalability and resilience

Mozaic

Mozaic is an independent consultancy which specialises in helping organisations review and improve their digital strategy, delivery and operations.

We work collaboratively alongside our clients to design and implement radical improvements in performance and agility, using automation, tooling and by delivering new ways of working.

Our experienced team and proven capabilities make us the partner of choice for transformational Operating Model design and implementation, and the design, delivery and management of digital services.

We have successfully delivered transformational projects to over 100 organisations across the Public and Private Sectors, including Home Office, BP, DSTL, DHSC, Rolls-Royce, Weir, IAG, NHS Digital, Phoenix Group, Zurich, QBE, BUPA, Defra and many others.

WHY MOZAIC?

- ▶ **Our approach:** We combine deep expertise with detailed knowledge of IT models across all aspects of digital and IT operations, including strategy, service design, governance, supplier management and tooling.
- ▶ **Our people:** We have a healthy balance of operational knowledge and consulting experience. We work collaboratively to deliver the right recommendations and gain buy-in and acceptance with client teams.
- ▶ **Our references:** We have shown that we are able to work effectively and deliver value in the most complex organisations, including many within the public sector.
- ▶ **Independence:** Our recommendations are based on our experience across many industries, are independent from suppliers and focused only on delivering real value to our clients.



Driving value throughout IT

We enable our clients to achieve excellence in digital delivery

CONSULTING SERVICES CONSISTING OF...



IN-DEPTH ASSESSMENT

Rapid in-depth assessments of your IT operations against proprietary standard models to quickly develop and agree a case for change and delivery roadmap.

DESIGN

We design the digital operating model, defining culture, sourcing models, tooling, use of data and new, more agile ways of working across the organisation.

TRANSFORMATION

We build the necessary processes, implement tools and grow skills in house, promoting agility and collaboration.

TOOLING

We provides modular operational service components covering the whole Service Management, Service Integration and delivery scope.

OFFERING SIGNIFICANT BENEFITS AND ACHIEVING ...



IMPROVED user FOCUS

We optimise processes and technology to drive improved quality and performance, relentlessly focusing on user value.



INCREASED VELOCIT

We empower teams to optimise processes and reduce the time it takes for IT to deliver services and innovation needed by product teams



WORKFLOW AUTOMATION

We utilise the latest tooling to automate workflows, significantly reducing cycle times (by circa 80%) and accelerating time to market.



COST REDUCTION

We enable alignment of capacity, consumption and costs, illuminating waste, generating typical savings of 25% – 40%

FOR MORE INFORMATION

info@mozaic.net
+44 203 709 1625

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