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Corporation



SPARTA GLOBAL IT SERVICE MANAGEMENT CAPABILITY DEVELOPMENT

Service Definition Document



About Sparta Global.

Sparta Global is a global technology services and education business that specialises in building digital, AI, and business capability for organisations across the public and private sectors. Our purpose is to close the technology skills gap by equipping organisations with the people, expertise, and intelligence required to thrive in a rapidly evolving digital landscape.

Through our award-winning Technology and AI institute, we develop AI-native digital professionals ready to excel in tech-driven environments and provide specialist training that enables organisations to build sustainable in-house capability. With more than a decade of cross-industry experience, Sparta Global combines credible business and technology training with flexible, cost-effective consultant delivery to help clients boost workforce capability, reduce hiring risk, and strengthen long-term talent pipelines.

We help public-sector bodies meet DDaT and GDS standards by modernising legacy systems, adopting and delivering secure digital products at pace, and building fast, auditable routes to capable teams to deliver citizen services securely and at scale.



Sparta Global IT Service Management Capability Development

Trainees are trained from the start of the course in Business Skills on how to be a professional consultant. Communication is a main pillar of getting ready for client work and putting into practice the technical and business skills is a major part of the training that a trainee will go through at Sparta. This business skills training will get the trainee ready to effectively work across different project situations and contribute to their team. Sparta provides a real-life training environment that reflects what they will experience on site.

Sparta Global's IT Service Management (ITSM) service line is designed to deploy the right level of operational support for your specific requirements. Whether the business need is for front-line resolution or high-level infrastructure engineering, our training streams are tailored to produce consultants for distinct operational tiers. We ensure that our consultants are matched to the complexity of the role, from managing service continuity to engineering reliability through code.

For Level 1-3 Support engagements, we focus on the ITIL framework, Incident and Problem management, and core Operating System administration (Windows/Linux) to ensure rapid resolution and customer satisfaction. Conversely, for Site Reliability Engineering (SRE) needs, we provide consultants equipped with advanced automation skills, scripting (Python/Bash), and Cloud monitoring capabilities. This adaptable service model allows us to supply Spartans for a variety of distinct job roles, including Service Desk Analysts, Application Support, Technical Support Engineers, or Site Reliability Engineers.

Sparta Global is developing AI Native consultants by embedding high-level capabilities and an AI-first mindset across all disciplines. Through specialised training and Innovation Labs, the Spartans leverage discipline-specific use cases to master the safe, effective deployment of Generative and Agentic AI in real-world environments.

Sparta Vanguard

Sparta Global Vanguard helps organisations turn AI ambition into real, measurable impact. Our Managed Delivery Pods are designed to accelerate high-impact programmes across data, AI, transformation, and cloud. Each pod brings together specialist expertise to tackle real business challenges, using innovative AI and emerging technologies to deliver results quickly and effectively.

We deploy consultants with over three years of industry experience (SFIA 3 and beyond) who integrate seamlessly into your teams, driving rapid capability building and effective knowledge transfer. Our consultants integrate seamlessly into existing teams, supporting rapid capability building and effective knowledge transfer while maintaining momentum on critical programmes.

Sparta Vanguard Pods provide high-quality, flexible delivery across sectors and business types, adapting to organisational needs while maintaining consistent delivery excellence. For organisations looking to explore innovation with reduced risk, our AI Proof of Concept Pods combine PhD- and MSc-level expertise with dedicated AI support, enabling rapid experimentation, validation, and the development of scalable solutions.

Service features

- Provision of ongoing operational support for live cloud services.
- Adaptable service model providing coverage for Level 1-3 incident management through to SRE capabilities.
- AI-augmented service management tools for faster incident response.
- Aligns with GDS Service Manual standards for the "Live" phase.
- Managed Pods provide structured support and SRE oversight.
- Integrates with DevOps practices for continuous delivery and resilience.
- Inclusive hiring process supports your ED&I goals.
- Dedicated programme supports scaling up ITSM and SRE skillsets.
- Continuous consultant upskilling paths during their assignment.
- Consultants eligible for SC and DV security clearance.

Service benefits

- Enhances service reliability through proactive Site Reliability Engineering practices.
- Reduces Mean Time to Recovery (MTTR) using AI-augmented tools.
- High retention and 95% conversion rate
- Sparta ImpACT reports with a £120,000 in social value delivered per consultant.
- Guaranteed alignment with PPN 06/20 via audited B-Corp standards.
- Women-in-Tech Athena programme improves gender representation.
- Dedicated Delivery Team ensures smooth service delivery.
- Internal training faculty enables rapid deployment of contemporary skills.
- Scalable programmes support geographic levelling up.
- Consultants are unaffected by IR35 regulations.

Additional information.

Partnering

Training over 1,000 consultants each year, across a range of cloud-based specialisms, which align with the Government Digital and Data profession framework, customers will have readily available access to a resource pool to be used either as part of a strategy to develop permanent cloud-based capability. Or alternatively for short-term requirements for cloud projects.

Customers can on-board single or multiple IT Service Management Spartans, on an instant demand basis. Alternatively, we will work with customers to provide a larger number of consultants (10+). Our IT Service Management course can be amended, or rebuilt, based on the customer's cloud and technology environment – to ensure the correct skills are provided. Geographical and ED&I criteria can be set by the customer, to help with long term retention and align with capability development plans. This value-add and customer focused service is known as a Dedicated Programme, which is specific to Sparta Global's delivery as a Capability Development specialist.

Service Management

All engagements are agreed prior to commencement which includes the service definition, deliverables and relevant timelines.

The delivery of the service is managed by a dedicated Sparta Global Account Manager overseeing the project to ensure quality and continuity standards are maintained. The Account Manager will be the main point of call in arranging the project initiation, specific service requirements and matters of a commercial nature. Each Account Manager will have a nominated deputy in case of absence to ensure continuity of service.

Consultants will receive reviews monthly in the first year of their assignment with the Buyer. These reviews will be conducted by either the Account Manager or a member of Sparta Global's Engagement Team. Continued training and development is provided via access to e-Learning, industry accredited certifications, or access to our Academy Trainers - facilitated either by the Account Manager or a member of the Engagement Team.

Service Levels

All service levels are agreed prior to commencement of a project.

Orders and Invoicing

To order services please contact contact@spartaglobal.com. Once the order has been received you will be assigned a dedicated Account Manager who will be your key point of contact throughout the process.

Invoicing is based on the submission of monthly timesheets. Our standard invoicing terms are 30 days from start date of services.

On-boarding and Off-boarding Process

All resources on-boarded by Sparta Global will comply with the Baseline Personnel Security Standard (BPSS).

Sparta Global's recruitment process complies with the BPSS standard and involves the verification of identity; nationality, immigration status, employment history and criminal records of all resources. Sparta Global have extensive experience in providing verified CTC, SC and DV Cleared consultants for Government customers.

As part of the off-boarding process, resources will either come to an agreed end of contractual obligations or following a communication from the client in the agreed notice period that the project will be completed earlier. If the resource is transferred to permanent by the Buyer, Sparta Global can support with the Civil Service recruitment process.

Pricing

Please refer to the Sparta Global SFIA Rate Card.

Financial Recompense

Termination terms are outlined in Sparta Global's standard Terms and Conditions and will be relevant to service you purchase.

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Date Restoration / Service Migration

Not Applicable

Customer Responsibilities

As each requirement is different Sparta Global will detail the customer responsibilities at the proposal stage of each requirement.

Technical Requirements

All technical requirements are discussed with the client a project initiation stage.

If you have a digital skills demand, and want to build diverse permanent capability within your company, get in contact today:

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