

Service Management

The background of the slide is a dark blue field filled with intricate, glowing white and light blue circular patterns that resemble technical diagrams or data visualizations. A solid horizontal orange bar is positioned below the title text.

Service Overview



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 Service Management, Digital, Architecture, Data, Business Change, and P3M engagements.

The Service Management function at i3Works is grounded in the principles and practices of ITIL4, ensuring that every engagement is structured to deliver value, resilience, and continual improvement across the organisation. Our consultants possess deep expertise in IT Service Management (ITSM), Service Integration and Management (SIAM), and the application of ITIL4 across both traditional and modern service environments, including cloud-based and hybrid solutions.

Our approach is underpinned by the ITIL4 Service Value System (SVS), which provides a comprehensive framework for integrating governance, management practices, and continual improvement into every aspect of service delivery. By applying the Service Value Chain model, we ensure that all activities—from demand capture and service design, through to transition, operation, and improvement—are aligned to organisational objectives and stakeholder needs. This enables us to deliver measurable outcomes, robust governance, and sustained value for our clients.

Our consultants have delivered service management transformation and operational excellence for central government, defence, health, infrastructure, energy, and regulated private sector clients. We are adept at working in complex, multi-supplier environments, integrating seamlessly with client teams, and fostering collaboration across internal and external stakeholders. Our team is also fully conversant with the requirements of ISO 20000 and ISO 27001 and routinely operates within these frameworks to ensure best practice, compliance, and assurance.

Qualifications

i3Works consultants hold industry-recognised qualifications, including ITIL® 4 Managing Professional, ITIL® Maturity Model Assessor, PRINCE2®, AgilePM®, and APMG® Change Management. As an Axelos Consulting Partner, i3Works is accredited to deliver ITIL Maturity Model Assessments, enabling clients to benchmark their service management practices against global standards and to support structured improvement initiatives. Our team is highly experienced in the application of ITIL service management principles to cloud solutions, ensuring that organisations can realise the benefits of cloud adoption while maintaining control, compliance, and service quality. This includes the integration of ITIL-aligned processes with cloud platforms, automation, and hybrid operating models, supporting clients in the delivery of secure, scalable, and cost-effective cloud services.

i3Works is accredited to ISO9001, ISO27001, ISO44001, and ISO14001, and our consultants hold appropriate security clearances for sensitive and secure environments. We are committed to delivering quality, value, and assurance in every engagement, underpinned by our core values of innovation, inspiration, and integrity. Our active participation in the ITSM community, including engagement with itSMF and SDI, ensures that our clients benefit from current best practice and emerging industry standards.

What We Can Do For You

i3Works provides comprehensive support across the full spectrum of Service Management, enabling organisations to achieve strategic objectives, operational excellence, and continual improvement. Our consultants work in partnership with client teams to design, implement, and optimise service management frameworks that are robust, scalable, and aligned to the ITIL4 Service Value System.

Solutions are tailored to the unique requirements of each organisation, ensuring that service management practices are integrated with business strategy, governance, and risk management. Our expertise extends to the application of ITIL principles within cloud and hybrid environments, supporting clients in the adoption and optimisation of cloud-based services while maintaining control, compliance, and service quality.

Clients engaging i3Works benefit from:

- + Enhanced service reliability and performance
- + Improved customer and stakeholder satisfaction
- + Greater transparency and accountability in service delivery
- + Reduced risk and strengthened compliance
- + Optimised resource utilisation and cost efficiency
- + Accelerated adoption of digital and cloud solutions

Our approach fosters a culture of continual improvement and innovation, combining industry best practice with practical experience to deliver measurable value. Whether supporting transformation, operational improvement, or ongoing assurance, i3Works is a trusted partner for all aspects of Service Management.



Our Experience

Client:

MINISTRY OF DEFENCE

Project/Programme:

Defence Digital Foundry Defnet

Situation

i3Works was engaged to deliver a robust service management control framework for the MOD Defence Digital Foundry Defnet support team. This included oversight of incremental developments and management of the Defnet platform, which serves as the MOD's intranet for over 250,000 users. Legacy SharePoint Classic sites posed a risk to operational efficiency and user experience, requiring a structured migration to modern SharePoint sites.

Task

The objective was to ensure all activities adhered to a standardised process of triage, assignment, development, and deployment while maintaining stakeholder confidence. A critical component involved planning and executing migrations from outdated SharePoint Classic sites to modern SharePoint environments, guaranteeing uninterrupted access to essential information for active forces worldwide. Additionally, the programme aimed to position Defence Digital to leverage enhanced functionality for future collaboration initiatives.

Action

Applying Agile delivery methods and ITIL 4 principles, i3Works prioritised and scheduled migrations through close collaboration with Foundry service teams. We adopted a phased approach to minimise disruption, supported by clear governance and communication channels. SharePoint development engineers

from the i3Works supply chain executed the migration strategy, ensuring data integrity and continuity of service throughout the transition.

Across our Defence engagements, including work with a confidential client, we led the development of novel architectural patterns and innovative cloud designs. These patterns were engineered to meet Defence security requirements while enabling scalability and reuse. We also supported the Ministry of Defence in trialling ChatMOD, an internal large language model, to explore the practical application of agentic AI in a secure environment.

Result

The initiative successfully migrated all Defence Digital SharePoint Classic sites to modern equivalents, enabling the organisation to benefit from improved functionality and security. This modernisation lays the foundation for future enhancements, including the creation of a suite of collaborative sites for the newly established National Armaments Director Group. These developments will provide a single source of truth, foster cross-functional collaboration, and enhance user experience, strengthening trust in the platform and supporting Defence Digital's strategic objectives.



Our Experience



Client:

MINISTRY OF DEFENCE

Project/Programme:

Digital Identity for Defence

Situation

The Digital Identity for Defence (DIfD) Programme required a mature Service Design and Service Management capability to support multiple projects, suppliers, and stakeholders, while ensuring services were governed, transitioned, and operated in line with Defence expectations and the DIfD Target Operating Model (TOM).

Task

i3Works was engaged to provide Service Design Authority leadership and Service SME expertise to establish Defence-aligned service definitions, governance, and operational readiness, while overseeing supplier management, service transition, and strategic alignment across the programme.

Action

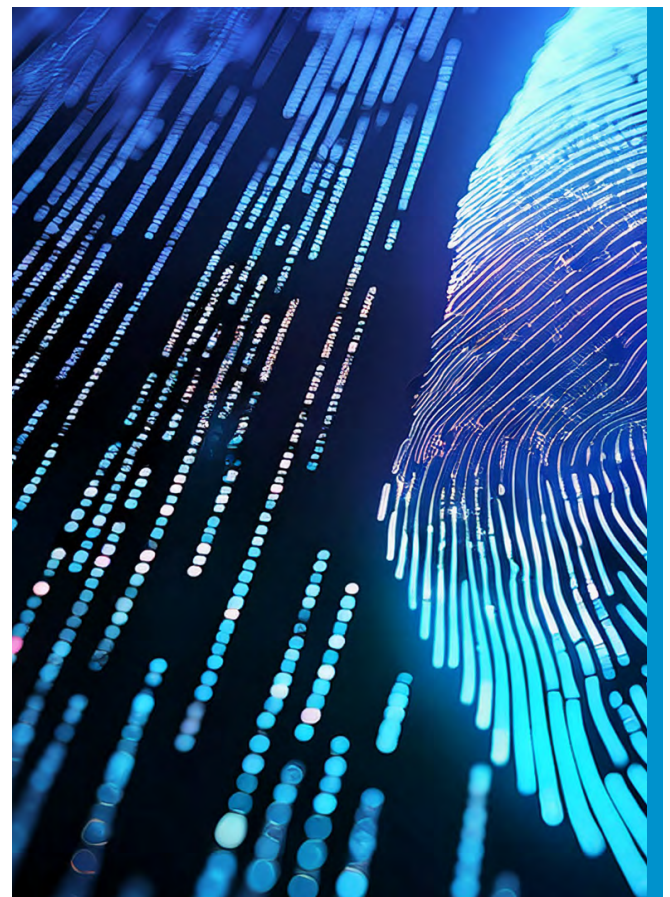
i3Works co-chaired the Service Design Authority, maintaining end-to-end service definitions, value chains, and governance frameworks aligned to CES Service Executive and Digital Identity strategies. Key actions included planning and executing governance cycles, defining SLAs and OLAs, and enhancing service monitoring to provide performance visibility.

We oversaw supplier management and Service Transition activities, supported policy development, and contributed to the DIfD Service Catalogue to ensure a seamless transition of services into live operation. Additional responsibilities included

representing DIfD at Defence governance boards, leading working groups, providing consultancy on service design and transition, and actively managing service delivery risks, dependencies, and opportunities. We embedded knowledge transfer and mentoring throughout to build internal capability.

Result

i3Works enabled the effective, assured, and strategically aligned delivery of Service Management across the DIfD Programme. Governance maturity was strengthened, service transition risk was reduced, operational readiness improved, and Defence gained increased confidence in the delivery and operation of Digital Identity services aligned to the DIfD TOM.



Our Experience

Client:

MINISTRY OF DEFENCE

Project/Programme:

Defence Digital: MODCloud

Situation

Defence Digital operates MODCloud, a SECRET-classified, on-premises cloud service that underpins critical Defence workloads. Delivering within a SAFe-aligned Agile environment, MODCloud operates within a complex and evolving platform ecosystem and required a resilient and scalable Service Management capability that could maintain security and compliance while supporting continuous delivery.

We were required to maintain the existing Azure Secure Host capability, manage the transition to an in-house Virtual Information Exchange solution, and prepare for the deployment of a disconnected Secret Community Cloud service. These initiatives were delivered in parallel with live operations, ensuring service continuity, operational resilience, and effective coordination across multiple stakeholder groups and value streams.

Task

The objective was to establish and operate an ITIL4-aligned Service Management capability, fully integrated with the Defence Digital Operational Service Management Framework. This capability needed to support MODCloud's evolving platforms, embed governance and assurance, align with Agile and DevOps delivery models, and build internal capacity through structured knowledge transfer.

Action

i3Works deployed security-cleared, suitably qualified, and experienced personnel to design,

implement, and operate a comprehensive ITIL4-aligned Service Management framework across MODCloud. Service Managers were embedded within delivery teams to provide governance, coordinate stakeholders, and drive continual improvement. Service Desk Analysts delivered responsive, front-line support within a classified environment, ensuring uninterrupted service availability.

Core ITIL4 practices were introduced, including Incident Management, Service Request Management, Change Enablement, Problem Management, Service Catalogue Management, Knowledge Management, and IT Asset Management. Jira Service Management was configured to support robust workflows, service level agreement tracking, reporting, and performance analytics. To ensure sustainability, i3Works delivered comprehensive documentation, structured coaching, and knowledge transfer, enabling Crown Servants to operate and enhance services independently while reducing reliance on external suppliers.

Result

MODCloud now operates with a mature, ITIL4-aligned Service Management capability that is fully integrated with the Defence Digital Operational Service Management Framework and supported by i3Works personnel. Live service support is stable and resilient, governance and security have been strengthened, and the transition from Azure Secure Host to Virtual Information Exchange is progressing seamlessly, with foundations in place for Secret Community Cloud. Defence Digital teams are equipped to manage and continually improve MODCloud autonomously, ensuring long-term operational assurance and strategic flexibility.

Client Testimonials

Client:

MINISTRY OF DEFENCE

Project/Programme:

Defence Digital

“

i3Works has supported us in successfully running several problem cases, which subsequently freed up the Senior Problem Managers from their busy day jobs, affording them the capacity to work on demands placed upon them by the OSM programme requirements. The i3Works consultant has also assisted in the OSM work and development of the problem management procedure and the underpinning work instructions.”

Cdr Steve White Defence Digital PCSI Asst Head

“

i3Works has provided excellent support and SME advice in the design process reviews, working tirelessly with my team and provided excellent foresight, support and management. They have progressed some very complex process queries to resolution.”

Andy Jay Defence Digital CS Asst Head

All Services on G-Cloud



P3M



Digital Services



**Business Change &
Transformation**



Architecture



Project Controls



**Climate Security, ESG and
Sustainability**



Assurance



Data and AI Automation



Service Management



Cyber Security

Driving Public Sector Transformation Since 2014

Who We Are

i3Works Ltd is a leading UK-based management consultancy, specialising in Project, Programme, and Portfolio Management (P3M), digital delivery, and transformation within the public sector.

The i3Group comprises [i3Works](#), [i3Secure](#), [i3NetZero](#) and [i3Data](#). We combine deep expertise with innovative thinking to deliver sustainable solutions that create measurable organisational improvement.

Our Expertise

We partner with major public sector organisations such as the MoD, HMRC, DEFRA & Home Office, applying best-practice frameworks like Agile, Waterfall, and hybrid methodologies to ensure flexibility and efficiency.

Our services include:

- + P3M
- + Business Change & Transformation
- + Project Controls
- + Assurance
- + Service Management
- + Digital Services
- + Architecture
- + i3NetZero (Climate Security, ESG and Sustainability Services)
- + i3Data (Data and AI Automation)
- + i3Secure (Cyber Security)

All delivered by specialist and accredited consultants, ensuring tailored solutions for every client.

Our Vision

i3Works is committed to shaping the future of consultancy through integrity, collaboration, and impact. We strive to be the consultancy of choice for public sector transformation, delivering exceptional results that exceed expectations and create lasting value for the communities we serve.

Forward thinking

The public sector is evolving—and so are we. Our future strategy focuses on:

- AI-driven delivery and automation for smarter, faster outcomes
- Digital resilience and cybersecurity to protect critical services
- Net Zero and sustainability initiatives embedded in transformation programmes
- Data-driven insights and predictive analytics for evidence-based decisions
- Workforce capability building to prepare teams for a digital-first future

By embracing our priorities, i3Works will continue to lead the way in delivering innovative, secure, and sustainable solutions that empower public sector organisations to thrive in a dynamic world.

Let's Shape the Future Together

Discover how i3Works can help your organisation achieve its strategic goals.

Visit: <https://i3works.co.uk>

Email: info@i3works.co.uk

