



FuturePaths

G-Cloud 15 Service Definition

Service Line 17

Managed SIAM Operations

Copyright Notice:

The content of this document is protected by copyright © 2026 FuturePaths. All rights reserved.

This document remains the intellectual property of FuturePaths. It may be shared, downloaded and used by public sector buyers and their representatives for the purposes of procurement and service evaluation under the G-Cloud framework.

If you want further copies of this document, please make a request to the author shown on this page.

Any questions regarding this document should be directed to:

Name	FuturePaths
Website	www.FuturePaths.co.uk
Email	Info@FuturePaths.co.uk

Service Definition Document:

Any questions regarding this document should be directed to:

Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
Version	v1.0
Date	January 2026

1. Introduction

FuturePaths provides Managed SIAM Operations to help organisations effectively govern and coordinate complex, multi supplier service environments. This service enables clients to operate SIAM models with confidence, ensuring consistent service delivery, clear accountability, and continuous improvement across integrated digital and cloud services.

2. Service Overview

The Managed SIAM Operations service delivers the day to day operation of SIAM processes, controls, and governance. FuturePaths acts as the service integrator, coordinating suppliers, managing performance, and providing operational oversight to ensure services work together as a single, coherent ecosystem aligned to business outcomes.

3. What the Service Does

FuturePaths provides end to end SIAM operational support including:

- Operation of core SIAM processes and controls
- Multi supplier coordination and service integration
- End to end incident, problem, and change coordination
- Performance management, reporting, and service reviews
- Major incident coordination and supplier escalation
- Service assurance, risk management, and compliance oversight

The service focuses on improving service consistency, reducing friction between suppliers, and strengthening operational control.

4. Benefits

This service enables organisations to:

- Establish clear accountability across suppliers
- Improve service performance and reliability
- Reduce operational risk and supplier conflict
- Strengthen governance and management control
- Gain integrated insight through consolidated reporting
- Operate SIAM effectively without building large internal teams

5. How the Service is Delivered

FuturePaths delivers Managed SIAM Operations through experienced SIAM and service management professionals. Delivery is flexible and scalable, aligned to organisational complexity, and typically includes:

- Confirmation of SIAM scope, model, and operating boundaries
- Integration with existing service management tooling
- Operation of SIAM governance and assurance processes
- Regular reporting, reviews, and continuous improvement
- Ongoing optimisation of supplier and service performance

Delivery is led by Consultants, Senior Consultants, Principal Consultants, or Executive Consultants depending on scale, risk, and criticality.

6. Service Scope

In Scope

- Managed SIAM operational services
- Multi supplier coordination and integration
- Service performance management and reporting
- Incident, problem, and change coordination
- Service assurance and governance activities

Out of Scope

- Supplier contract renegotiation
- Major service transformation programmes
- Procurement and sourcing activities
- Direct delivery of supplier services

7. Service Levels

Service levels and operational arrangements are agreed with each customer and typically include:

- Defined SIAM operating hours and coverage
- Agreed escalation paths and decision authorities
- Performance targets and reporting cadence
- Governance forums and service reviews
- Major incident coordination arrangements

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Agreement of SIAM scope, model, and authority
- Confirmation of suppliers, services, and dependencies
- Tooling integration and data access setup
- Establishment of governance and reporting

Offboarding

- Knowledge and documentation handover
- Transition support to internal teams or third parties
- Final performance reporting and service review
- Formal service closure

11. Service Constraints

Service delivery depends on defined SIAM scope, customer authority over suppliers, and access to service data and tooling. The service does not replace supplier contractual responsibilities or include contract renegotiation or major transformation unless explicitly agreed.

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



FuturePaths

www.FuturePaths.co.uk

The Future Path for Your Technology Services