FuturePaths

G-Cloud 15 Service Definition

Service Line 23

IT Service Management and SIAM Training

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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
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1. Introduction

FuturePaths provides IT Service Management and SIAM Training to build practical capability across service governance, delivery and multi supplier integration. This service equips organisations with the knowledge and skills required to adopt best practice and improve service performance in complex operating environments.

2. Service Overview

The IT Service Management and SIAM Training service delivers structured, outcomes focused learning aligned to recognised industry frameworks. Training is designed to be practical and relevant, enabling teams to apply concepts directly within their own organisational context and operating models.

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3. What the Service Does

FuturePaths delivers professional training activities including:

- IT Service Management and SIAM principles and best practice
- Role based training for service owners, managers and practitioners
- Practical exercises and real world scenarios
- Tailored content aligned to client maturity and operating models
- Knowledge transfer to support sustained capability development

Training focuses on enabling effective service governance, supplier integration and continual improvement.

4. Benefits

This service enables organisations to:

- Build internal ITSM and SIAM capability
- Improve service governance and accountability
- Strengthen multi supplier coordination and performance
- Accelerate adoption of consistent ways of working
- Reduce reliance on external support over time

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5. How the Service is Delivered

FuturePaths delivers training through experienced service management and SIAM practitioners. Delivery is collaborative and pragmatic, typically including:

- Training needs analysis and scope definition
- Tailored course design aligned to organisational context
- Interactive training delivery sessions
- Practical exercises and discussion
- Post training guidance and learning reinforcement

Delivery is provided by Consultants, Senior Consultants, Principal Consultants or Executive Consultants depending on audience, complexity and assurance requirements.

6. Service Scope

In Scope

- ITSM and SIAM training delivery
- Role based and tailored learning
- Practical exercises and case studies
- Knowledge transfer and capability building

Out of Scope

- Operational service delivery
- Managed services or ongoing support
- Tool configuration or implementation
- Formal certification unless explicitly agreed

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7. Service Levels

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

- Agreed training schedule and delivery format
- Defined learning objectives and outcomes
- Named delivery consultant
- Feedback and review sessions

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 and sensitive 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.

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10. Onboarding and Offboarding

Onboarding

- Confirmation of training objectives and scope
- Audience and role alignment
- Agreement of delivery format and schedule
- Preparation of tailored training materials

Offboarding

- Completion of training delivery
- Handover of training materials where applicable
- Summary of outcomes and recommendations
- Formal service closure

11. Service Constraints

FuturePaths provides this service as a training and knowledge transfer engagement. It does not include operational service delivery, tool configuration or ongoing managed support. Delivery is primarily remote, with onsite delivery by agreement. Certification is not included unless explicitly stated.

12. Further Information

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

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