



FuturePaths

G-Cloud 15 Service Definition

Service Line 3

IT Service Management
Architecture and Design

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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 Service Management Architecture and Design services to help organisations define how digital and IT services are structured, governed and managed in practice. This service supports organisations that need clear service definitions, ownership models and management processes to enable consistent delivery, effective reporting and long term operational control.

The service is suitable for organisations operating cloud, hybrid and legacy environments, including single supplier, multi supplier and SIAM-based service models.

2. Service Overview

The Service Management Architecture and Design service defines how services are described, measured and managed across their lifecycle. FuturePaths works with organisations to design coherent service architectures that align service definitions, catalogues, value streams, processes and information flows.

The service focuses on creating clarity over what services exist, how they are managed and how performance is measured, without redesigning organisational structures or operating models. It provides a stable foundation for service integration, tooling enablement, automation and continual improvement.

3. What the Service Does

FuturePaths designs practical service management architectures that define:

- How services are defined, structured and catalogued
- How service ownership and accountability are applied
- How processes, value streams and workflows operate end to end
- How information flows support reporting, assurance and decision making
- How services interface across teams, suppliers and platforms

The service removes ambiguity, duplication and inconsistency in service management, enabling services to be delivered, measured and improved in a controlled and repeatable way.

4. Benefits

This service enables organisations to:

- Create clear and consistent service definitions and ownership
- Improve visibility of service performance and health
- Reduce operational friction and duplication
- Enable effective multi supplier and SIAM-based service management
- Improve scalability and long term operational efficiency
- Provide a strong foundation for tooling, automation and improvement

5. How the Service is Delivered

FuturePaths delivers Service Management Architecture and Design through a collaborative, evidence-based and highly practical approach. We work closely with service owners, operational teams and suppliers to ensure designs reflect how services actually operate.

The service follows a structured design approach:

- Discovery and current state assessment
- Service and process architecture design
- Value stream and workflow definition
- Stakeholder validation and refinement
- Transition roadmap and knowledge handover

Delivery is led by a Principal Consultant, ensuring senior oversight and pragmatic, implementable designs.

6. Service Scope

In Scope

- Current state assessment of service definitions and management practices
- Target service management architecture design
- Service catalogue structure and service ownership definition
- ITIL-aligned process and value stream design
- Governance and accountability models for service management
- Performance, reporting and assurance framework design
- Transition and implementation roadmap

Out of Scope

- Software tooling or platform implementation
- Hosting or infrastructure services
- Day-to-day operational service delivery
- Service desk or managed services

7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed delivery plan and timetable
- Regular progress updates and checkpoints
- Defined review and sign-off points
- Senior consultant oversight throughout delivery

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

- Initial scoping discussion to confirm objectives, scope and outcomes
- Agreement of delivery approach, milestones and timetable
- Identification of stakeholders, suppliers and required inputs
- Confirmation of governance, reporting and engagement model

Offboarding

- Delivery of final service architecture artefacts and documentation
- Walk-through of service definitions, ownership and processes
- Review of transition roadmap and next steps
- Formal engagement close-out and confirmation of handover

11. Service Constraints

- Delivery is advisory and design-based
- The service focuses on service architecture and management design, not organisational restructuring
- Access to relevant stakeholders, documentation and suppliers is required
- Outcomes depend on organisational engagement and availability
- The service does not include operational ownership or managed service provision

12. Further Information

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



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