



FuturePaths

G-Cloud 15 Service Definition

Service Line 12

Service Stabilisation and
Recovery

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Service Definition Document:

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Supplier	FuturePaths
Framework	G-Cloud 15
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Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides Service Stabilisation and Recovery to help organisations rapidly regain control of unstable, underperforming or failing digital and IT services. This service is designed for situations where service disruption, high incident volumes or loss of confidence are impacting business outcomes, users and stakeholders.

2. Service Overview

The Service Stabilisation and Recovery service provides focused, senior-led intervention to diagnose issues, stabilise live services and restore operational control. FuturePaths works alongside client teams and suppliers to reduce disruption, reset governance and establish a clear path to sustainable service performance.

The service prioritises speed, clarity and confidence, balancing immediate recovery actions with longer-term improvement planning.

3. What the Service Does

FuturePaths provides structured stabilisation and recovery support including:

- Rapid assessment of service instability and failure drivers
- Incident, problem and major incident recovery leadership
- Root cause analysis and failure trend identification
- Immediate stabilisation and control reset actions
- Governance, escalation and decision framework reset
- Prioritisation of recovery actions and improvement backlog
- Clear recovery roadmap and measurable outcomes

The service ensures services are stabilised quickly while creating a solid foundation for ongoing improvement or transformation.

4. Benefits

This service enables organisations to:

- Restore critical services more quickly
- Reduce incident volumes and service disruption
- Improve service reliability and performance
- Increase stakeholder confidence and transparency
- Gain clarity on root causes and systemic risks
- Create a controlled transition to steady state operations
- Enable sustainable service improvement and transformation

5. How the Service is Delivered

FuturePaths delivers this service through experienced, vendor-independent consultants with strong operational and leadership backgrounds. Delivery is hands-on, pragmatic and outcome-focused, typically following a structured approach:

- Rapid discovery and stabilisation assessment
- Immediate recovery and control actions
- Incident and problem management reset
- Governance and reporting realignment
- Recovery planning and transition support

Delivery is led by a Senior Consultant, Principal Consultant or Executive Consultant, depending on scale and criticality.

6. Service Scope

In Scope

- Service stabilisation and recovery leadership
- Incident and problem management support
- Root cause and trend analysis
- Governance and escalation reset
- Service performance improvement planning
- Multi supplier coordination and recovery

Out of Scope

- Ongoing managed service provision
- Hands-on technical remediation or tooling changes
- Supplier operational delivery execution
- Long-term operational ownership

7. Service Levels

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

- Agreed engagement objectives and scope
- Scheduled executive briefings or workshops
- Clear recommendations and decision outputs
- Regular progress updates where applicable
- 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 stabilisation discussion and urgency assessment
- Agreement of recovery scope, priorities and governance
- Identification of key stakeholders and suppliers
- Confirmation of reporting and escalation routes

Offboarding

- Handover of recovery findings and recommendations
- Final review of stabilisation outcomes
- Transition to business as usual or improvement initiatives
- Formal engagement close-out

11. Service Constraints

- Delivery is advisory and leadership focused
- The service does not replace operational teams
- Technical remediation depends on client and supplier capability
- Access to service data, teams and suppliers is required
- Outcomes depend on organisational engagement and decision-making

12. Further Information

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



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