



FuturePaths

G-Cloud 15 Service Definition

Service Line 1

IT Service Management and
SIAM Maturity Assessment

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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 Maturity Assessment services to help organisations understand how effectively their services are governed, delivered and assured across internal teams and external suppliers.

This service provides an evidence based, independent assessment of current service management maturity and identifies clear, prioritised improvement actions to improve service performance, resilience, governance and value for money.

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

2. Service Overview

The IT Service Management and SIAM Maturity Assessment evaluates how well service management capabilities operate in practice, not just how they are documented.

FuturePaths assesses maturity across service management processes, governance, supplier integration, tooling, performance reporting and operational behaviours, using recognised industry best practice and extensive real-world delivery experience.

The service provides organisations with a clear understanding of their current state, risks and priorities, forming a robust starting point for service improvement, stabilisation or transformation initiatives.

The assessment always covers core IT service management capability, and includes SIAM maturity where organisations operate, or are preparing for, multi-supplier service models.

3. What the Service Does

The service delivers a structured assessment of IT Service Management and SIAM capability, including:

- Assessment of service management processes, practices and controls
- Evaluation of supplier integration, accountability and performance
- Review of service governance, decision-making and assurance arrangements
- Assessment of operational performance, stability and resilience
- Review of service management tooling, data and reporting
- Identification of risks, gaps and improvement opportunities
- Maturity scoring and benchmarking against recognised best practice
- Development of a prioritised improvement roadmap

The assessment focuses on how services are actually delivered day to day, ensuring findings are practical, relevant and actionable.

4. Benefits

This service enables organisations to:

- Identify service risks before they impact users or customers
- Improve service reliability, stability and performance
- Strengthen governance, accountability and management control
- Improve supplier performance and value for money
- Enable better prioritisation of investment and improvement activity
- Reduce waste, inefficiency and duplicated effort
- Increase confidence in service leadership and decision making
- Support successful cloud adoption and service transformation

5. How the Service is Delivered

FuturePaths delivers IT Service Management and SIAM Maturity Assessments through a respectful, collaborative and evidence-based approach.

We work closely with service owners, suppliers and operational teams to understand how services really operate, not just how they are described in documentation. Our approach is pragmatic, transparent and focused on improvement rather than compliance for its own sake.

The service typically includes:

- Review of service documentation, data and reports
- Stakeholder interviews and facilitated service discussions
- Process, governance and performance analysis
- Maturity scoring and benchmarking
- Identification of risks and improvement opportunities
- Clear reporting and prioritised recommendations

Delivery is led by a Senior Consultant, with Principal or Executive oversight and associate support where required. Clients experience an assessment that is honest, constructive and genuinely useful, producing outputs that can be acted on immediately.

6. Service Scope

In Scope

- IT Service Management capability assessment
- Assessment of service integration and SIAM capability where multi-supplier models are in place or planned
- Service governance and control review
- Service performance and reporting analysis
- Tooling, data and insight review
- Risk and assurance considerations
- Improvement roadmap development

Out of Scope

- Operational service delivery
- Tool configuration or implementation
- Managed service provision
- Formal audit or certification services
- Detailed process redesign or implementation, unless separately agreed

7. Service Levels

This is a professional consultancy service delivered on a time and materials basis. 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 stakeholder engagement
- Timely delivery of findings and recommendations
- Senior consultant oversight throughout delivery

Formal service level agreements are not applicable. FuturePaths commits to clear communication, transparency and delivery to agreed timescales.

8. Security and Compliance

FuturePaths delivers this service in accordance with UK public sector security and data protection expectations.

- Personnel are screened in line with BPSS requirements
- SC-cleared associates can be provided where required
- Client information is handled securely and confidentially
- No client data is retained beyond the engagement unless agreed
- Delivery can be undertaken remotely or on client premises

Security and information handling requirements are agreed at the start of each engagement.

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 40 days and beyond, depending on scope, organisational size and complexity.

Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Initial scoping and confirmation of objectives
- Agreement of delivery approach and timetable
- Identification of stakeholders and required inputs

Offboarding

- Delivery of final assessment report and roadmap
- Walk-through of findings and recommendations
- Formal close-out and confirmation of next steps

11. Service Constraints

- Delivery is advisory and assessment-based
- Access to relevant stakeholders, documentation and data is required
- Outcomes depend on organisational engagement and availability
- The service does not include operational ownership or managed support

12. Further Information

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



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