



FuturePaths

G-Cloud 15 Service Definition

Service Line 4

IT Service Management Tool
Selection and Enablement
Support

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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
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1. Introduction

FuturePaths provides ITSM Tool Selection and Enablement Support to help organisations select and adopt service management tooling that aligns with their service architecture, operating model and governance needs. This service supports organisations seeking to reduce tooling risk, improve service management capability and ensure investments in ITSM and SIAM platforms deliver real operational value.

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 ITSM Tool Selection and Enablement Support service provides independent, vendor-neutral advice across the full tooling selection lifecycle. FuturePaths works with organisations to assess current tooling, define requirements and evaluate market options to ensure selected platforms support how services are designed, governed and operated in practice.

The service focuses on selecting tools that fit the organisation, rather than forcing the organisation to fit the tool. This reduces implementation risk, improves adoption and provides a strong foundation for effective service management, reporting and continual improvement.

3. What the Service Does

FuturePaths supports organisations to select and prepare for the adoption of ITSM and SIAM tooling by defining:

- Service and operational requirements aligned to the operating model
- Functional, non-functional and reporting needs
- Integration, data and information flow requirements
- Governance, control and assurance needs
- Adoption and enablement considerations

The service provides structured, evidence-based recommendations that enable confident procurement decisions and successful downstream implementation.

4. Benefits

This service enables organisations to:

- Reduce the risk of selecting unsuitable or over-engineered tools
- Ensure tooling aligns with service architecture and operating models
- Improve user experience and adoption
- Strengthen governance, reporting and service performance
- Enable effective SIAM and multi supplier integration
- Reduce total cost of ownership and rework
- Make confident, defensible procurement decisions

5. How the Service is Delivered

FuturePaths delivers ITSM Tool Selection and Enablement Support through a structured, collaborative and vendor-independent approach. We work closely with service, technical and commercial stakeholders to ensure requirements reflect real operational needs.

The service follows a controlled evaluation lifecycle:

- Current state tooling and capability assessment
- Requirements definition and prioritisation
- Market scan and options analysis
- Evaluation, scoring and fit-gap analysis
- Recommendation and enablement roadmap

Delivery is led by a Principal Consultant with associate support where required, ensuring senior oversight and practical recommendations.

6. Service Scope

In Scope

- Assessment of current ITSM and service management tooling
- Definition of functional and non-functional requirements
- Market and capability assessment of ITSM and SIAM platforms
- Evaluation criteria, scoring framework and fit-gap analysis
- Vendor shortlisting and demonstration support
- Tool selection recommendation and decision support
- Enablement, adoption and transition planning

Out of Scope

- Software licensing or procurement execution
- Platform configuration or implementation delivery
- Hosting or infrastructure services
- Day-to-day operational tool administration
- Custom software development

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 recommendations and supporting artefacts
- Walk-through of evaluation outcomes and decision rationale
- Review of enablement and adoption roadmap
- Formal engagement close-out and confirmation of handover

11. Service Constraints

- Delivery is advisory and vendor independent
- Tool implementation and configuration are not included unless separately agreed
- Procurement execution and contracting remain the responsibility of the client
- Access to relevant stakeholders and service information is required
- Outcomes depend on organisational engagement and data quality
- The service does not include ongoing platform operation or managed services

12. Further Information

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



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