



FuturePaths

G-Cloud 15 Service Definition

Service Line 2

IT Operating Model 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 IT Operating Model Design services to help organisations establish clear ownership, governance and accountability across digital and technology services.

This service supports organisations that need to define, stabilise or evolve how IT services are structured and operated, particularly in complex environments involving multiple internal teams, suppliers and delivery partners.

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

2. Service Overview

The IT Operating Model Design service defines how services are governed, owned and managed in practice, not just in theory.

FuturePaths works with organisations to design operating models that clarify roles, responsibilities, decision rights and performance management across the full service lifecycle. Where multi-supplier environments exist, SIAM principles are incorporated to ensure effective service integration, accountability and control.

The service creates a coherent, end-to-end model that aligns governance, processes, suppliers and teams around a single view of service ownership and performance. This provides a strong foundation for service improvement, transformation, stabilisation and long-term operational resilience.

3. What the Service Does

FuturePaths designs practical IT operating models that define:

- How services are owned, governed and operated
- How internal teams and external suppliers interact
- Where accountability and decision-making authority sits
- How service performance, risk and assurance are managed

The service removes duplication, closes gaps between suppliers and establishes clear, consistent ways of working. This improves service reliability, speeds up issue resolution and increases the value delivered by existing contracts.

4. Benefits

This service enables organisations to:

- Establish clear service ownership and accountability
- Strengthen governance and management control
- Improve service performance and predictability
- Reduce operational risk and supplier friction
- Enable effective SIAM and multi-supplier integration
- Create operating models that teams can sustain in practice

5. How the Service is Delivered

FuturePaths delivers IT Operating Model Design through a collaborative, evidence-based and highly practical approach.

We work closely with service owners, suppliers and operational teams to understand how services really operate, not just how they are documented. Designs are shaped around real behaviours, constraints and delivery realities.

The service follows a structured design approach:

- Current state assessment
- Target operating model design
- Roles, responsibilities and governance definition
- ITIL-aligned processes and value streams
- Implementation roadmap and handover

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

6. Service Scope

In Scope

- Current state service and supplier integration assessment
- Target IT operating model design, including SIAM where appropriate
- Roles, responsibilities and decision rights definition
- Governance structures and forums
- ITIL-aligned processes and value streams
- Service catalogue and ownership model
- Performance and reporting framework
- 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 IT Operating Model artefacts and documentation
- Walk-through of the operating model, roles and governance
- Review of implementation roadmap and next steps
- Formal engagement close-out and confirmation of handover

11. Service Constraints

- Delivery is advisory and design-based
- Implementation of the operating model is not included unless separately agreed
- 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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