



FuturePaths

G-Cloud 15 Service Definition

Service Line 21

Service Improvement
Delivery and Process
Redesign

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Service Definition Document:

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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 Improvement Delivery and Process Redesign to help organisations improve service performance, efficiency, and outcomes. This service focuses on analysing existing services and ways of working, identifying improvement opportunities, and delivering pragmatic redesign aligned to business priorities and operational realities.

2. Service Overview

The Service Improvement Delivery and Process Redesign service delivers structured, evidence-based improvement across cloud and digital service environments. FuturePaths works alongside client teams to assess current performance, redesign processes, and implement improvements that reduce waste, improve quality, and enable sustainable continuous improvement.

3. What the Service Does

FuturePaths provides end to end service improvement support including:

- Service and process performance assessment
- Identification and prioritisation of improvement opportunities
- End to end process redesign and optimisation
- Improvement delivery and implementation support
- Measurement of outcomes and benefits
- Continuous improvement governance and controls

The service focuses on delivering measurable improvements that can be sustained within live operational environments.

4. Benefits

This service enables organisations to:

- Improve service quality and consistency
- Increase efficiency and reduce operational waste
- Reduce failure demand and recurring issues
- Strengthen control and service resilience
- Align services more closely to business outcomes
- Embed a culture of continuous improvement

5. How the Service is Delivered

FuturePaths delivers this service through experienced service management and transformation consultants. Delivery is pragmatic, collaborative, and outcome focused, typically including:

- Current state service and process assessment
- Data driven analysis and insight generation
- Redesign of processes, controls, and ways of working
- Support to implement agreed improvements
- Measurement, reporting, and handover

Delivery is led by Consultants, Senior Consultants, Principal Consultants, or Executive Consultants depending on complexity, risk, and organisational context.

6. Service Scope

In Scope

- Service performance and process assessment
- Service improvement design and delivery
- Process redesign and optimisation
- Outcome measurement and reporting
- Improvement governance and controls

Out of Scope

- Ongoing managed service delivery
- Major technology replacement programmes
- Bespoke software development
- Long term operational ownership

7. Service Levels

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

- Defined scope, milestones, and deliverables
- Agreed reporting and review cadence
- Named delivery and escalation contacts
- Senior oversight and assurance where required

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

- Agreement of improvement objectives and scope
- Identification of services, processes, and stakeholders
- Confirmation of data, access, and dependencies
- Agreement of delivery and reporting approach

Offboarding

- Handover of redesigned processes and artefacts
- Final performance and outcomes review
- Recommendations for ongoing improvement
- Formal engagement close out

11. Service Constraints

Service delivery depends on access to service data, processes, and stakeholders, and on organisational readiness to adopt change. The service does not include ongoing managed operations or large scale technology replacement unless explicitly agreed.

12. Further Information

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



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