



FuturePaths

G-Cloud 15 Service Definition

Service Line 22

Continuous Service
Improvement as a Managed
Service

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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 Continuous Service Improvement as a Managed Service to help organisations sustain and embed ongoing improvement across cloud and digital services. This service focuses on turning performance insight into action, ensuring services continually evolve to meet changing business needs and expectations.

2. Service Overview

The Continuous Service Improvement as a Managed Service offering delivers a structured, repeatable approach to identifying, prioritising, and implementing service improvements. FuturePaths operates an improvement capability on behalf of clients, using data, governance, and disciplined improvement cycles to drive measurable and sustainable outcomes.

3. What the Service Does

FuturePaths provides ongoing service improvement activities including:

- Continuous analysis of service performance and operational data
- Identification and prioritisation of improvement opportunities
- Management of an improvement backlog and delivery roadmap
- Coordination of agreed improvement initiatives
- Measurement and tracking of improvement outcomes
- Regular reporting and service review sessions

The service ensures improvement activity is consistent, evidence based, and aligned to organisational priorities.

4. Benefits

This service enables organisations to:

- Sustain service quality and performance over time
- Reduce waste, cost, and recurring service issues
- Improve decision making through actionable insight
- Strengthen governance and accountability
- Increase resilience and adaptability of services
- Deliver continuous improvement without internal overhead

5. How the Service is Delivered

FuturePaths delivers this service through experienced service management and improvement professionals. Delivery is pragmatic and collaborative, typically including:

- Establishment of improvement objectives and success measures
- Integration with existing service management and SIAM models
- Regular performance analysis and insight generation
- Ongoing improvement planning and coordination
- Reporting, reviews, and continuous optimisation

Delivery is provided by Consultants, Senior Consultants, Principal Consultants, or Executive Consultants depending on scale, complexity, and assurance requirements.

6. Service Scope

In Scope

- Continuous service performance analysis
- Improvement identification and prioritisation
- Improvement backlog and roadmap management
- Outcome measurement and reporting
- Improvement governance and reviews

Out of Scope

- Incident resolution and day to day operational support
- Major transformation or change programmes
- Technology replacement or large scale implementation
- Long term ownership of operational services

7. Service Levels

Service levels and operating arrangements are agreed with each customer and typically include:

- Defined improvement cadence and review cycles
- Agreed reporting and governance forums
- Named service and escalation contacts
- Clear success measures and performance indicators

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
- Confirmation of data sources, tooling, and access
- Establishment of governance and reporting cadence
- Alignment of stakeholders and responsibilities

Offboarding

- Handover of improvement backlog and artefacts
- Final performance and outcomes review
- Recommendations for ongoing improvement
- Formal service closure

11. Service Constraints

Service delivery depends on access to accurate performance data, service management tooling, and relevant stakeholders. Improvement outcomes rely on organisational engagement and timely decision making. The service does not include major transformation delivery or implementation beyond agreed improvement scope unless explicitly agreed.

12. Further Information

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



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