

Service Management Modernisation (ITIL 4)

La Fosse Capability

Modernising service management to improve reliability, experience and value

La Fosse modernises IT service management by aligning processes, tooling and operating models to ITIL 4. We redesign service catalogues, automate workflows and introduce experience-led metrics that connect service performance to outcomes. Our approach integrates service management with cloud and digital operations, improving consistency, reducing cost and enabling continuous improvement.

ITIL 4-aligned processes

Incident, problem, change and request processes redesigned for modern services

Service catalogues and automation

Clear service definitions with automated fulfilment and workflows

Experience and performance metrics

XLAs, SLOs and dashboards linking service quality to user outcomes

Integrated operations

Service management aligned to cloud, platform and DevOps ways of working

- **ITIL 4 service design and process optimisation**
- **Service catalogue and workflow automation**
- **Experience-level and performance metrics**
- **Integrated service and cloud operations**

1

Assess and baseline

Review service maturity, processes, tooling and user experience

2

Re-design and align

Define ITIL 4-aligned processes, roles, catalogues and governance

3

Implement and automate

Configure tooling, workflows, dashboards and integrations

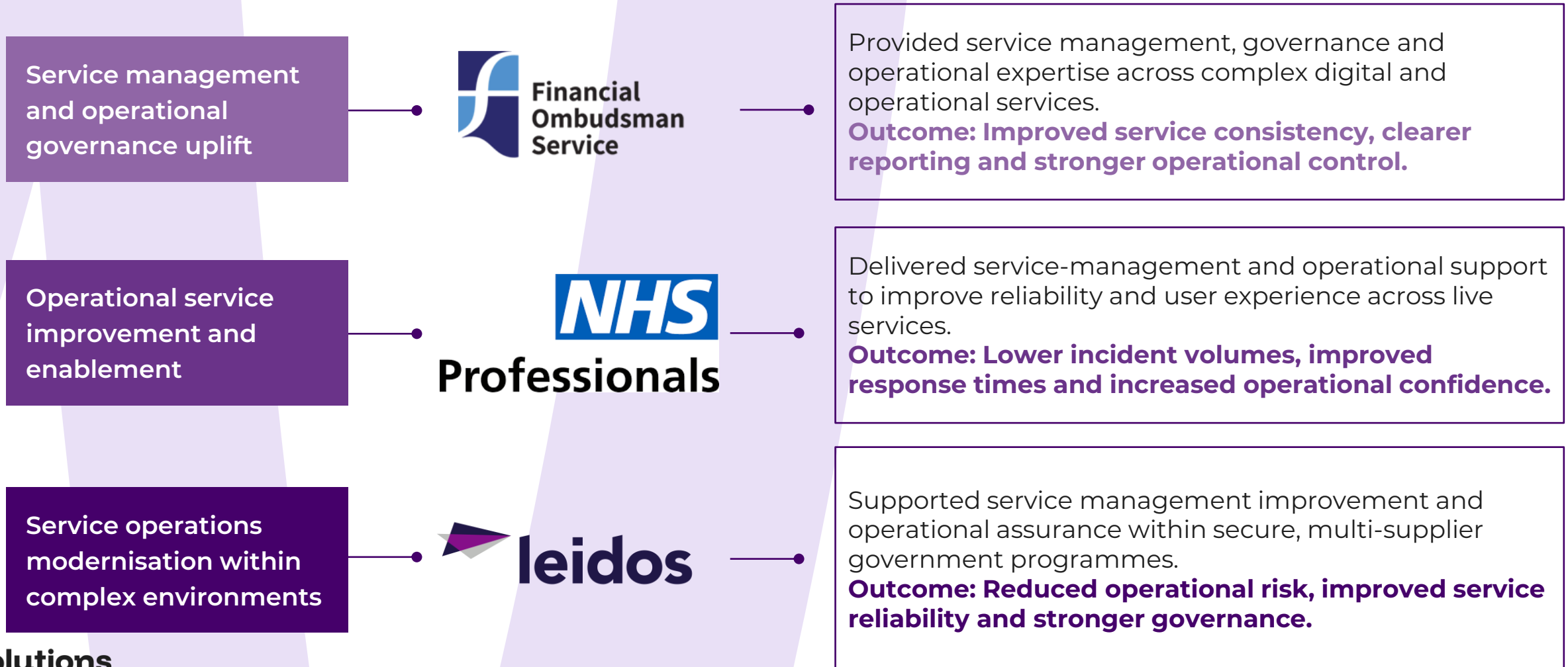
4

Embed and improve

Transfer capability and establish continuous improvement practices

Proven public sector impact

La Fosse modernises service management by combining ITIL 4 best practice with practical delivery and automation. We help organisations move from reactive support to value-driven service operations that improve reliability, user experience and operational efficiency.



Delivering positive, lasting impact beyond project outcomes

We're an employee-owned business that believes transformation should empower people as much as technology. Every engagement builds confidence, inclusivity, and self-sufficiency within client teams.

Sustainability and climate

Eco-conscious operations, reduced travel, digital-first engagement, social sustainability through charitable partnerships.

Inclusion and opportunity

Diverse delivery teams, fair pay, early-career pathways via La Fosse Academy.

Wellbeing, culture and communities

Consultant communities, prioritising mental and physical wellbeing, transparency and healthy working practices.

A woman with dark hair in a ponytail is seen from behind, looking out a train window. The background is blurred, suggesting motion. The entire image has a purple overlay.

Thank you