



GCloud 15 **Service Definition**

Cloud Process & Service Management

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Service Description



Cloud Process & Service Management

Service Definition

Comprehensive service management transformation optimising processes for cloud-first operations. We implement ITIL-aligned frameworks, automate workflows, establish service catalogues and deploy robotic process automation. Our approach modernises service delivery through lean methodologies, continuous improvement and intelligent automation, ensuring efficient, user-centric services that meet GDS standards whilst reducing operational costs and improving outcomes.



Features & Benefits

Features

- ITIL framework implementation for cloud environments
- Service catalogue design and self-service portals
- Process mining and optimisation analysis
- Robotic Process Automation (RPA) deployment
- Incident and problem management transformation
- Configuration management database (CMDB) implementation
- Workflow automation and orchestration tools
- Service level agreement design and monitoring
- Lean Six Sigma process improvement programmes
- Continuous service improvement framework establishment

Benefits

- Reduce service desk tickets by 60%
- Cut process completion time by 75%
- Achieve 95% first-contact resolution rates
- Lower operational costs by 40% through automation
- Improve user satisfaction scores to 90%+
- Eliminate manual errors through RPA deployment
- Enable 24/7 service availability via self-service
- Accelerate incident resolution by 50%
- Meet GDS service standard requirements consistently
- Free staff for value-adding activities



02

About Us





About i10

We exist to help clients to be the best they can be.

Our ecosystem was established to unleash the power of data, digital and technology to help transform the UK public sector.

Introductions

Be Your Best

Our consulting engagements are all about outcomes.

You may need to improve, transform, digitalise, rationalise, maximise, grow, save, re-design, increase efficiency, become more effective, optimise, reduce risk, re-imagine the business or a function, increase security, improve organisational resilience, leverage cloud or reset your vision, mission, roadmap and/or strategy.

Whatever your outcome, we tailor our approach, using proven techniques and specialist experts to deliver real and lasting solutions to business issues and challenges, helping good clients to become even better.

2006

Almost 20 years

Transforming public sector clients

GDS

User-Centric

We use GDS-aligned techniques



Social Value

Making a real difference to clients and the community

**DD&T
P&P**

End to End Transformation

Covering People, Process, Technology, Data & Digital



Knowledge Transfer

Additional value through coaching & upskilling



Collaborative

Highly transparent, engaging and collaborative approach

i10 Ecosystem Overview

-  We specialise in all aspects of digital, data, technology, people, process and cultural transformation
-  We achieve this by using an ecosystem approach - giving our clients access to the very best experts & specialists (many of whom are SMEs)
-  It's about giving our clients what they need - working to your outcomes, not our own



i10 Ecosystem - Tech specialisms & partnerships





How we like to operate

-  Openly, transparently, collaboratively - we call it 'working out loud'
-  As an extension of your team - working to your ends and outcomes, not our own
-  Transferring knowledge and upskilling throughout - focusing on making a positive and lasting impact

We also offer our **Hive Mind** of experts - drawn from across our ecosystem - to work with you and solve your most complex challenges - in the right way for you. The Hive Mind comprises different expertise depending on the challenge to be solved, and leverages our broad and deep capability and experience in all aspects of transformation: digital, data, technology, people, process, cultural and structural

Hive Mind



Cloud Transformation

User-centric, agile delivery

Our services are aligned with:

- GDS Service Manual
- Technology Code of Practice
- HMG Cyber Security Principles
- Gov.uk
- NCSC Cloud Security Principles
- WCAG 2.1AA Accessibility Standards





BE YOUR BEST