

Service management

Lot 3: Cloud Support

Features

- SC and DV cleared government and public sector experts
- Service Management design based on ITIL methodology and processes
- Integration with multiple suppliers and support providers
- Fast-track new Service Desk establishment
- Service improvement and turnaround of existing support teams and functions
- Best practice Incident Management, Problem Management, Change Management, and Release Management
- Experienced with major ITSM toolsets (e.g. ServiceNow, Remedy, Jira, Hornbill)
- Effective knowledge management and skills transfer
- Development of all supporting business processes
- SLA/KPI reporting and dashboards

Benefits

- Specialists in government and public sector environments
- Access to extensive government experience, case studies and knowledge
- Service management skills embedded rapidly into your organisation
- Optimise your service function to support cloud technology and services
- Improved service delivery and customer experience
- Capability development – our experienced practitioners work alongside your team
- Standardised processes to reduce errors, minimise risks, increase operational efficiency
- Best practice implementation of the HMG Technology Code of Practice
- Alignment to HMG DDaT Playbook, Secure by Design principles, and NCSC security guidance

About Hand & Millar

Hand & Millar Management Consulting is a dynamic and energetic enterprise committed to delivering high-quality management consulting services across both public and private sectors. With a strong foundation in integrity, loyalty, and partnership, we are dedicated to helping clients achieve their strategic goals through tailored solutions and expert guidance.

By ensuring we put our clients' needs at the heart of everything we do, our experienced and empathetic consultants provide proportionate, tailored and implementable project delivery capabilities into client teams to help their organisation succeed.

Our purpose

Our purpose is to create the best possible future for the individuals, teams and organisations we work with through the broad range of services that we offer public sector organisations.

Hand and Millar Management Consulting believes in doing things differently by seeing things differently. We tailor our approach and methodologies to meet the specific needs of each client, ensuring practical, results-driven solutions that foster long-term success.

Our core values

We care passionately about delivering value into the public sector. This is because we are consumers of many public sector services ourselves, but also because that is where we have come from. Our Partners have both worked within the Civil Service, as have many of our employees and associates. Our 3 core values reflect this dedication and experience:

Listening as Leadership: We make space for voices to be heard, perspectives to be shared, and meaning to be discovered.

Trust through Empathy: We seek first to understand not just what's said, but what's felt. We approach every challenge with a genuine desire to uncover what matters most to people.

Presence with Purpose: We're fully engaged with our clients and each other. Whether in a moment of challenge or clarity, we remain attentive and guided by the "why."

Our G-Cloud 15 services

Acceptance management	Portfolio management
Agile coaching	Portfolio management office
Agile IT transformation delivery	Programme assurance
Architecture as a service	Programme governance
Benefits management	Programme management
Business case management	Programme management office (PMO)
Business change management	Project assurance
Business readiness management	Project evaluation and learning from experience (LFE)
Cloud transformation	Project governance
Cost management and cost engineering	Project management
Cyber risk management	Project management office
Data management	Requirements management
Digital transformation	Risk management and risk assurance
Executive coaching and mentoring	Security assurance coordination
Exit and transition management	Service management
Live service risk management	Strategy development
Planning and scheduling	Transformation recovery and acceleration
Portfolio assurance	User-centred capability (end user computing and UX)
Portfolio governance	