

848

Innovation Strategy and Governance

Service Definition

Innovative Business

Version 0.6 | September 2026

1. Service Overview

Innovation is easier to sustain when people understand its purpose and how ideas receive attention, evidence and decisions. Without that clarity, promising work can stall or compete for resources without a common basis for choice. Innovation Strategy and Governance defines the direction and operating arrangements needed to manage innovation as an organisational capability.

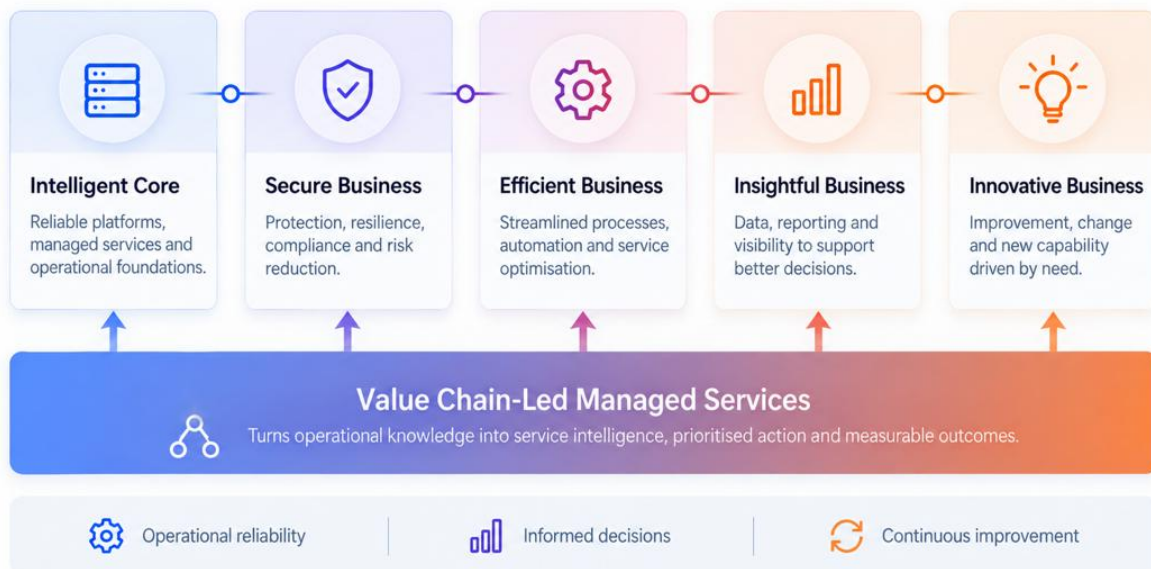
Innovation Strategy and Governance sits within The Innovative Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

The service connects ambition to practical decision routes. A maturity baseline reveals current strengths and gaps; strategy identifies the desired direction; selected governance and measurement designs explain how progress should be assessed. Leaders receive a blueprint they can use to organise and commission the next stage of change.

The resulting direction supports Opportunity Discovery and Envisioning, followed by concept design and validation where selected. Adoption & Capability Enablement can help plan how the organisation sustains the capability. This service supplies the strategic context without taking over the customer's innovation portfolio or investment authority.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Innovation maturity assessment	A review establishes current capability and improvement priorities. Strategy development and implementation of recommendations are separate.
Culture and capability assessment	Evidence about leadership and working conditions identifies barriers to innovation. Individual performance assessment and culture-change delivery are outside scope.
Strategy and roadmap	Vision and principles are translated into a phased capability roadmap. Implementing it and selecting technology platforms are separate.
Leadership alignment workshop	A focused session clarifies priorities and responsibilities. Strategy development and ongoing leadership engagement are separate.
Innovation operating model	Roles and decision processes define how opportunities should progress. Staffing, tool deployment and operating the model are separate.
Governance framework	Responsibilities and oversight mechanisms are designed with reference to ISO 56002 principles. Operating governance forums and certification activity are separate.
Portfolio management framework	Methods define how initiatives should be compared and tracked. Managing the live portfolio or building its tooling is separate.
Value measurement framework	Selected value categories and measures explain how innovation outcomes should be assessed. Financial modelling and dashboard implementation are separate.
Governance implementation planning	A transition plan identifies the activities and dependencies needed to adopt the design. Executing the change or training programme is separate.

Dependencies and exclusions

The service provides assessment and design outputs within the selected scope. It does not operate the innovation portfolio, chair ongoing forums or make investment decisions on the customer's behalf. Framework references inform design and do not confer certification. Implementation, organisational change and delivery of individual initiatives require separate arrangements.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Establish the current-state baseline

848 reviews the organisation's innovation ambition and existing practices. Interviews and available evidence identify strengths and gaps. The customer confirms the scope and the decisions the work must support.

Define direction and principles

848 develops the commissioned strategy or alignment outputs with leadership. The work relates priorities to the organisation's intended outcomes. Stakeholders review the proposed direction and the conditions needed to sustain it.

Design decision and measurement arrangements

848 defines the selected operating model or framework. Roles and decision pathways explain how innovation should progress. Customer reviewers check that the proposed arrangements fit existing responsibilities and the level of capability required.

Review the roadmap and transfer knowledge

848 presents the outputs and recommendations, including the selected implementation plan. The customer reviews dependencies and assigns ownership of next steps. Handover prepares the organisation to commission implementation without implying that the new model is already operating.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Assessment and strategic direction	Explains the current capability and the selected vision or roadmap.
Operating and governance designs	Defines the commissioned roles, decision routes or portfolio methods.
Measurement and transition material	Provides the selected value framework or implementation planning needed for progression.

4.2. Working with 848

Leadership confirms ambition and retains investment authority. Innovation and governance owners review the proposed arrangements. Operational stakeholders explain the conditions affecting implementation.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Customer review checks that the selected designs address the agreed objectives and responsibilities. Recommendations are traceable to the assessed context. Acceptance covers the commissioned blueprint or plan, not operation of a new governance model.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	Existing strategy and innovation information are needed, with access to relevant leaders and practitioners. The customer provides governance context and available evidence about current capability.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

The roadmap guides subsequent capability development and can be revisited as evidence changes. Customer leaders decide priorities and commission implementation. Continuing measurement or portfolio administration remains separately assigned.

4.6. Handover and Exit

848 explains the strategy and selected frameworks to their future owners. The customer confirms responsibility for implementation and the decisions needed to establish the proposed operating arrangements.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.