



Service Management (ITIL) Services

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Our Company Overview

As a Microsoft Solutions Partner and Cloud Solution Provider, we specialise in serving Large Enterprises, Government entities, and Technology scale-ups. Our approach integrates three core services: Resourcing, Solutions, and Learning. This synergy fosters a dynamic IT ecosystem that elevates the growth of your business through innovation and educational empowerment.

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About Stable

Stable delivers high-quality IT services aligned with industry best practices through the implementation of the ITIL framework as part of its IT Service Management (ITSM) strategy. Our ITSM approach is structured around the ITIL lifecycle, ensuring consistent service delivery, robust change management and continuous service improvement. By embedding ITIL principles across incident, problem, change and configuration management processes, we provide predictable, auditable and customer-focused services that meet the evolving needs of public sector clients. This alignment supports operational excellence, risk mitigation and a strong focus on service value.

ITIL Service Management Offer Features

ITIL (Information Technology Infrastructure Library) is a set of detailed practices for ITSM (IT service management) that focuses on aligning IT services with the needs of the business. Stable has certified ITSM specialists who can advise, consult, and deliver IT services for customers.

Stable can utilise the ITIL 4 service value system to implement key activities:

- Plan
- Improve
- Engage
- Design and transition
- Obtain/build
- Deliver and support

Services offered

- Availability management
- Business analysis
- Capacity and performance management
- Change control

- Incident management
- IT asset management
- Monitoring and event management
- Problem management
- Release management
- Service catalogue management
- Service configuration management
- Service continuity management
- Service design
- Service desk
- Service level management
- Service request management
- Service validation and testing

ITIL Service Management Offer Benefits

- Enhancing stronger alignment among IT and the business
- Enhancing the quality of service delivery and satisfaction of the customer
- Improving the utilisation of resources to reduce the costs of the services
- Evaluating visibility of IT costs and resources
- Managing risk and challenges that may occur within the organisation
- Supporting constant business change for a more stable service environment
- Enhancing the efficiency of the service to support the outcome of the business
- Optimising the customer experience therefore increasing the chance of returning business
- Improving the organisational services continuously

ITIL Service Management – Planning

Planning service	Yes
How the planning service works	Our journey starts with a conversation. We will want to understand your organisation, people and culture. We will use discovery workshops to build a picture of your current capabilities and future target operating models. We will use this insight to build recommendations and proposals for how service management could bring you value. Our recommendations will often suggest a crawl, walk, run approach for introducing new features to your organisation and we are proponents of using adoption and change management techniques to ensure the successful implementation of change. Stable believes in a collaborative method, working closely with key client stakeholders to define a structured approach, based on the ITIL Version 4 Service Management Methodology to ensure a strong working partnership from the outset. Understanding what a successful service delivery outcome looks like for our clients with documented key measurable outcomes and deliverables being defined at the outset of the delivery is key.
Planning service works with specific services	Yes

Hosting of software services the planning service works with	Can be applied to all Cloud Transformation Projects and Service Delivery Change M365 Microsoft Viva Suite Dynamics 365 Azure
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Training\Learning

Learning service provided	Yes
How the training service works	Learning is a key element in the service delivery and will further help to drive IT Service Adoption ITIL 4 provides the guidance organisations need to address new service management challenges and utilise the potential of modern technology.
	Each customer may have different learning requirements, learning delivery is tailored to the adoption success measures and can be delivered in the format that is appropriate for the type of change and the clients preferred delivery methods.
Training is tied to specific services	No
List of supported services	NA

Set up and Migration

Setup or migration services provided	Yes
How the setup or migration service works	Setup and Migration is structured on a case by case basis depending on the requirements of the end client and workloads. Utilising our experience as a Microsoft Solutions Partner and the support of our three core services, we can adapt to each requirement as needed.
Setup or migration is for specific cloud services	Yes
List of supported services	Azure

Quality assurance and performance testing

Quality assurance and performance testing service	Yes
How the quality assurance and performance testing work	Our QA and performance testing approach follows industry best practices and Microsoft Cloud Adoption Framework principles. We ensure all solutions meet functional and non-functional requirements through: • Test Planning – Define scope, objectives, and acceptance criteria. • Functional Testing – Validate features against specifications. • Performance Testing – Conduct load, stress, and scalability tests. • Security Testing – Apply vulnerability scanning and penetration testing aligned with Cyber Essentials. • Reporting – Provide detailed test reports, defect logs, and recommendations for remediation.

Security Testing

Security Services	Security services type • Security strategy • Security risk management • Security design • NIST practitioners • Secure by Design understanding, implementation, and assurance • Security culture development • Security Risk Impact Assessment • Red Team and bug bounty activities • Cyber security consultancy
	• Security testing • Security incident management • Security audit services • Microsoft Secure Score analysis • Microsoft 365 Dynamics • Certified security testers • Security testing certifications • NCSC Cyber Essentials Scheme, Cyber Essentials Plus Accreditors • Penetration testing and Ethical Hacking services

	• OSCP (Offensive Security Certified Professional) services • MoD JSP453, 440, 490, 604 guidance
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Ongoing Support

Ongoing Support Service	Yes – Hosting or software provided by a third-party organisation
	On-going 12 Month Strategic and/or Tactical Service Management Support and delivery can be provided. Additional on-site ITIL Certified Staff can also be provided to drive and support internal initiatives.

Service Scope

Service Constraints	No
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User Support

Email or online ticketing support	Yes
Support response times	We provide an automated immediate response detailing the likely wait time on resolution. This is based upon a pre-agreed SLA according to priority and hours of service. Typically, our customers enjoy a response within the hour.
User can manage status and priority of support tickets	Yes
Online ticketing support accessibility	WCAG 2.1 AA or EN 301 549
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	No
Web chat support availability	NA
Web chat support accessibility standard	NA

Resellers

Reseller Type	Not a reseller
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Staff Security

Staff security clearance	Staff screening performed with conforms to BS7858:2019
Government security clearance	Up to Developed Vetting (DV)

Pricing

	Strategy & Architecture		Business Change		Solutions Development & Implementation		Service Management		Procurement & Management Support		Client Interface	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Follow	450	550	450	550	400	500	400	500	400	500	350	450
Assist	500	650	500	650	500	550	500	550	500	550	500	550
Apply	650	900	650	800	550	650	550	650	550	650	550	650
Enable	800	1000	800	900	650	750	650	750	650	750	650	750
Ensure /Advise	900	1100	900	1000	750	900	750	900	750	900	750	900
Initiate /Influence	1000	1600	1000	1150	1000	1150	1000	1150	1000	1150	1000	1150
Set Strategy/Inspire	1050	2100	1050	1300	1050	1300	1050	1300	1050	1300	1050	1300

Notes

- **Consultant's working day:** 8 hours exclusive of travel and 1 hour lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate • **Premium**
33% applies to rated for additional weekday hours
50% Premium applied to all rates for additional weekend hours
100% Premium rate applied to rates for additional Bank Holiday
- *We don't typically support with roles in these categories
- **Typical Consultant Grade provided normally will also hold relevant 'Security Clearance'