



G-Cloud 15

Lot 3 - SIAM and System Integration
Support Services

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SIAM and System Integration Support Services

Why Invictus Innovations

Invictus Innovations brings proven experience delivering successful outcomes across public and private sector programmes. Our evolving service catalogue is mapped to the Digital, Data and Technology (DDaT) Capability Framework and aligned with GDS standards for creating and enabling digital services.

As an SME, we help Clients achieve impactful results from their cloud and digital transformation programmes. We combine traditional delivery capabilities with SIAM and System Integration expertise across both Agile and Waterfall environments. See Figure 1 for typical functional roles and integration examples.

Our service portfolio spans account management, portfolio/programme/project (P3M) support, advisory and analysis, strategy, architecture, service management, procurement support, integration governance, and delivery assurance. We tailor each engagement to the Client's context—scaling resources and aligning services at different levels and stages of their integration, transition, and assurance journey.

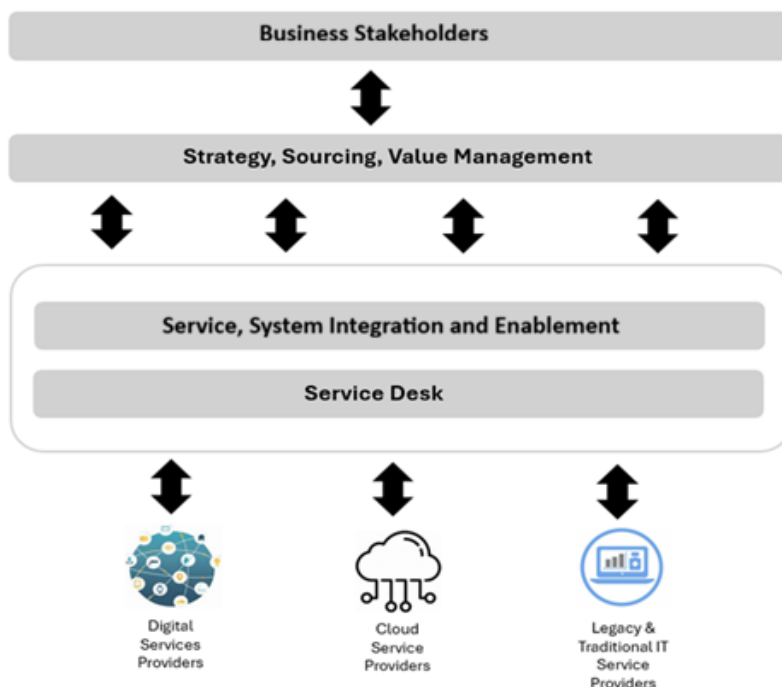


Fig 1: Common SIAM Functional Roles and Integrations

Features

- Develop IT sourcing strategies and future-state service roadmaps
- Support public sector business case and procurement activities
- Plan programmes and implement governance frameworks
- Define, manage, and assure digital service requirements
- Design and assure SIAM and ITIL-aligned service capabilities
- Support system integration design and transition to live services
- Provide business analysis to mature service integration capabilities
- Apply Agile, Waterfall, or hybrid delivery methodologies
- Embed continuous service improvement practices and transformation culture
- Deliver training, coaching, and capability uplift support

Benefits

- Align and improve system integration with buyer needs and operating models
- Accelerate SIAM and integration capability
- Enable multi-supplier governance and end-to-end service visibility
- Support transformation with assured integration planning and design
- Strengthen integration through ITIL-aligned process and tooling guidance
- Drive continuous improvement and cross-supplier collaboration
- Embed positive service culture and user experience focus
- Improve delivery efficiency and reduce integration risks
- Operate within structured PPPM, SIAM, and governance frameworks
- Support procurement, requirements development and business case assurance

Our Experience

The Invictus Innovations team brings extensive experience across both the public and private sectors. We have operated within, defined, and supported System Integrator models, enabling seamless integration between customer-retained functions, service/system integrators, managed service providers, and specialist suppliers.

Our expertise spans service management, SIAM, system integration, and product-centric delivery. This allows us to add real value when addressing service management or integration challenges.

Our practitioners have contributed to the development of ITIL and have supported Axelos (now part of PeopleCert) in launching the ITIL 4 Managing Professional Transition course, becoming among the first globally to achieve this certification. We have experience in developing and accrediting ITIL v3 and ITIL 4 training for utilisation internally within an organisation or as an offering for Clients.

How we deliver our Services

Invictus innovations delivery team possess extensive experience in managing both operational and delivery risks across public and private sectors. They adeptly apply PRAM alongside other recognised methodologies such as ITIL, Management of Risk (MoR), Managing Successful Programmes (MSP), and Agile Project Management, tailoring these strategies to the specific context of your projects, programmes and service areas.

Our team has experience delivering services within Official and higher-classified environments, supported by senior practitioners with appropriate security clearance experience where required. Any specific clearance requirements are agreed with the Buyer at call-off and remain subject to Buyer processes and approvals.

Examples of how the Service can be Tailored:

Architecture and Security Enabler

We support organisations in establishing or enhancing a cross-cutting architecture and security enabler function aligned to their operating model and architecture framework. Our services cover business analysis, Secure by Design and security assurance, service and solution design, and technical architecture to support client-side procurements, supplier engagement, and programme delivery.

Where required, we provide guidance on defining, adopting, or maturing common architecture frameworks. This service can be extended to support procurement activities, including requirements definition, competition support, tender evaluation, and subsequent contract exit and transition.

Delivery Assurance and Enablement

Acting as your critical friend or delivery partner, we guide or assure transformation initiatives from designing and deploying SIAM/ITSM capabilities to enabling service governance. Our support ensures integrated supplier coordination, service transition, and live service assurance aligned with your goals.

ITIL, SIAM, and Product-Centric Process Design

We help you design and implement pragmatic, fit-for-purpose ITSM, SIAM, and product-aligned processes. Our focus is on real-world integration with your current maturity and operating model and not just a future target thereby supporting continuous improvement, cross-team coordination and achieving tangible benefits.

Tooling Support

We remain vendor-agnostic but have experience with ITSM and technical toolsets including ServiceNow, BMC Remedy/Helix, Splunk, and Atlassian Jira. We support you with requirements definition, tool selection, configuration assurance, and alignment to your operating model, system integration and service governance needs.

Mentoring and Capability Uplift

We embed alongside your team to build ITSM and SIAM capability, providing mentoring, shadowing, and targeted skills uplift. Where needed, we can fill short-term gaps and help shape sustainable internal teams to take over with confidence.

Deep Network

We aim to provide your needs using in house capability, there may be times where we need to reach into our deep network of expertise to support a niche set of skills, more accelerated requirement or larger team. In all instances where this is required, we will be fully transparent and ensure any external support is seamlessly integrated into our delivery team.

Our 5 Step Engagement Model - Requirement to Agreement

1. Requirement and Capability Alignment	We work with you to understand the requirement and agree the appropriate capability, experience and delivery level needed to achieve your outcomes.
2. Team Onboarding	Delivery is dependent on the capability and capacity agreed at the outset and during the engagement. Where constraints exist or requirements evolve, we work with the Buyer to review resourcing needs and, where appropriate, support the onboarding of additional or alternative practitioners aligned to the agreed scope and delivery timescales.
3. Delivery approach	Drawing on our experience, we help shape an appropriate delivery approach and, where beneficial, identify alternative options that may improve outcomes or reduce cost and risk.
4. Strategy, Scope and Outcome Definition	Drawing on our experience, we support the Buyer in shaping an appropriate delivery approach and, where beneficial, identifying alternative options that may reduce cost, risk, or complexity. This includes working with the Buyer to define scope, deliverables, timelines and quality criteria, while explicitly identifying constraints, assumptions and dependencies that may influence outcomes. This approach supports informed decision-making and sets realistic expectations aligned to agreed resourcing and conditions.

5. Engagement Review and Agreement

Depending on the maturity of the requirement, we support review and refinement of a draft Statement of Requirements (SOR) or Statement of Work (SOW), progressing to an agreed engagement at call-off.

We recognise that some Clients prefer full upfront definition before commencing work. Where appropriate, we can also adopt a pragmatic and iterative approach, refining scope and deliverables collaboratively as understanding develops.

Customer Responsibilities

1. Contracting and Invoicing	Engagements are confirmed through a call-off contract with an agreed Statement of Work (SOW) or Statement of Requirements (SOR) and associated purchase order. Standard payment terms are 30 calendar days or less.
2. Customer responsibilities	Delivery is dependent on timely access to agreed Client inputs, which may include stakeholder availability, documentation, systems access, onboarding requirements, equipment, and any applicable security or clearance approvals.

Note: Engagements may be delivered as discrete support activities or as part of a wider programme, depending on Buyer need and agreed scope.

Other Services

As well as the service offered in this document, we also offer a range of aligned services to your organisation and team, with skills to advise, deliver or support. Our services are scalable and can be tailored around your situation and can be found easily within the Lot 3 G-Cloud search¹ via our website www.invictusinnovations.co.uk or by contacting us directly at info@invictusinnovations.co.uk

If you need a group of specialists, delivery team or digital consultancy support, then please get in touch and we can discuss your needs and utilise pricing within our rate card.

¹ **Keywords to search:** SIAM, system integration, service integration, service design, integration governance, ITSM, ITIL, MSP, Agile, programme assurance, delivery assurance, transformation support, supplier onboarding, client-side advisory, secure by design, security assurance, tooling assurance, digital procurement, architecture enablement, business analysis, operating model, cross-functional governance, public sector