

IT Service Management & Transition G-Cloud 15





AgileSource Overview

AgileSource is a professional services consultancy that brings extensive expertise in Business Change, Technology, Digital, and Data delivery to Government and the wider public sector.

At AgileSource, our team brings over 20 years experience in the delivery of Public Sector and Defence projects. We are committed to delivering top-tier services, driven by our passion and dedication to meeting each clients' unique needs.



IT SERVICE MANAGEMENT & TRANSITION

We provide experienced professionals who collaborate with your teams to enhance existing practices or design tailored Service Management solutions aligned to business needs. Our ITIL-based offering covers Service Design, Operations, Strategy, and comprehensive support for Service Transition. Multi-supplier environment.

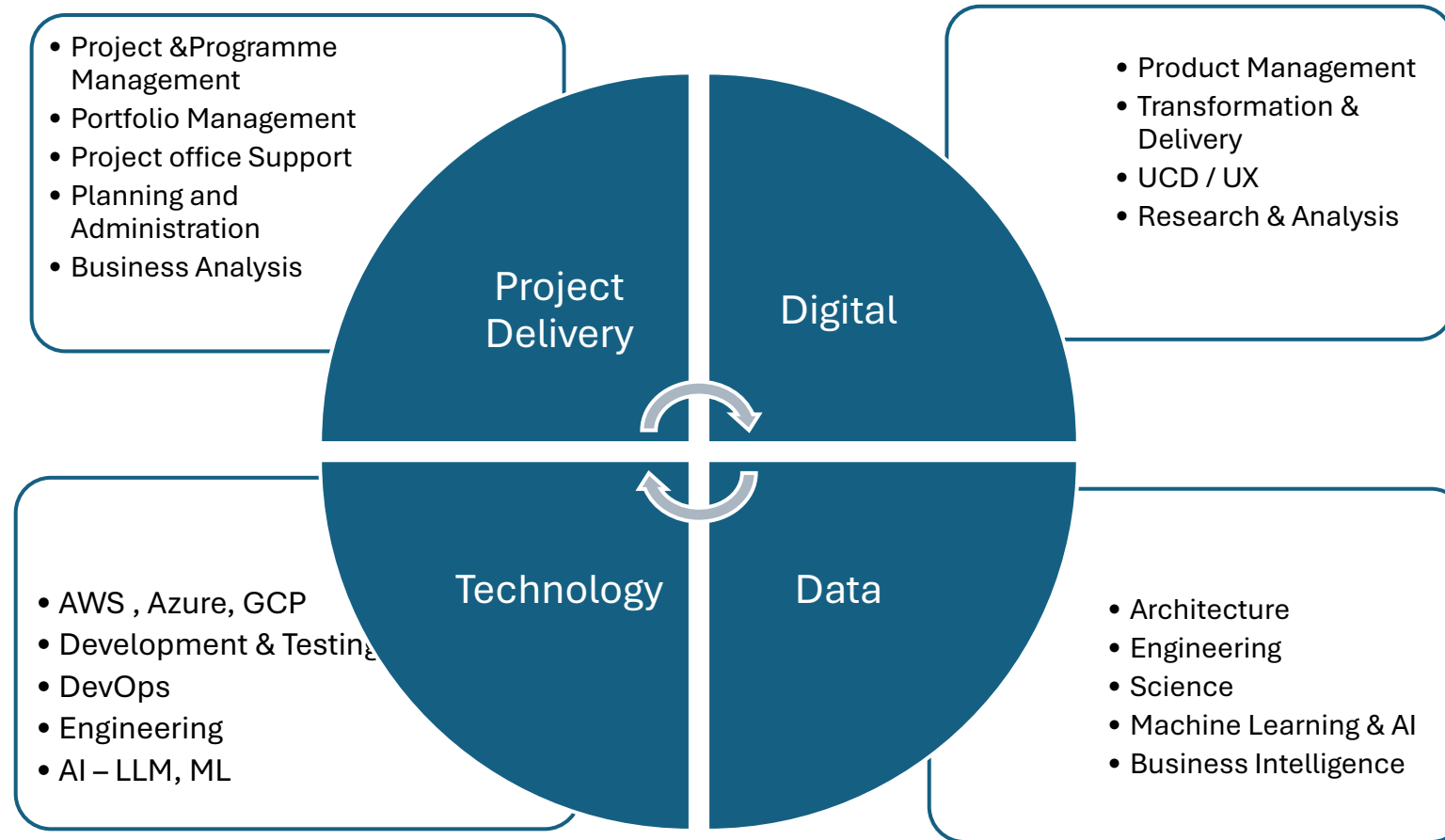
FEATURES

- Certified ITILv4 service delivery for cloud-based IT environments.
- Continuous improvement ethos aligned with ITIL and ISO standards.
- Comprehensive coverage: event, incident, problem, change management, and request fulfilment.
- Secure ITSM toolset design and implementation.
- Development of standards, processes, policies, and KPIs.
- Creation of cloud service specifications and requirement documentation.
- End-to-end implementation of service connection changes.
- Rationalisation of existing service management and maintenance provisions.
- Delivery against agreed SLAs and KPIs.
- Daily/monthly service reporting with real-time dashboards.

BENEFITS

- Specialist Solutions – Tailored service management to support cloud transformation programmes.
- Knowledge Transfer – Build in-house capability for long-term sustainability.
- Service Improvement Planning – Enhanced business performance through structured improvement initiatives.
- Enable greater cooperation and opportunities for shared delivery models.
- Change and Release Management – Efficient, structured processes for smooth transitions.
- SC and DV cleared Service Management and Service Architect professionals.

AgileSource - Our experience and expertise



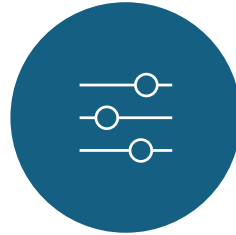
Why choose AgileSource?



**PUBLIC SECTOR
EXPERTISE**



**COLLABORATIVE
APPROACH**



**DYNAMIC SERVICE
PROVISION**



DDAT SPECIALISTS



**SOCIALLY
RESPONSIBLE**





Paul.Hutchinson@agilesource.co.uk



www.agilesource.co.uk



07712 889890