



CONFI
CONSULTANCY LTD
INTEGRITY DRIVEN SOLUTIONS

SERVICE MANAGEMENT

Establishing effective service governance, operational control and continual improvement to support reliable service delivery.



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FEATURES

- Experienced service management professionals with public and private sector delivery experience
- ITIL-aligned design, transition, operation and continual improvement of services
- Integration across multi-supplier and multi-vendor service environments
- Establishment, improvement and recovery of Service Desk and support functions
- Performance improvement for underperforming service and operational teams
- Incident, Problem, Change and Release Management best practice
- Expertise across leading ITSM platforms including ServiceNow, Remedy, Jira and Hornbill
- Knowledge management, coaching and capability development for in-house teams
- Development of service management processes, controls and governance frameworks
- SLA, KPI and service performance reporting through clear management information and dashboards

BENEFITS

- Specialists in government and complex service delivery environments
- Rapidly embeds proven service management capability within organisations
- Improves service performance across operational and technology environments
- Improves reliability, consistency and end-user satisfaction
- Builds lasting in-house capability through partnership and knowledge transfer
- Reduces errors, cost and duplication through process standardisation
- Strengthens governance and visibility through meaningful performance reporting
- Enhances operational resilience, accountability and service stability
- Supports continual service improvement through structured service management practices
- Creates a stronger foundation for sustainable, high-performing service operations

PLANNING

Confi works with organisations to assess, design and improve service management capabilities, helping establish reliable, efficient and sustainable service operations.

We begin by reviewing the current service environment, operating model, processes, tools, supplier landscape and organisational capability. This helps identify service risks, performance gaps and improvement opportunities before significant change or investment takes place.

Using these insights, we design practical service management frameworks, operating models and improvement roadmaps aligned to organisational objectives. This may include service governance, supplier management, process improvement, tooling optimisation and performance reporting.

Our planning approach focuses on creating service environments that are resilient, measurable and capable of supporting continual improvement over the long term.

MOBILISATION & ENGAGEMENT SETUP

Confi mobilises quickly into service environments to understand current service performance, operating arrangements, governance structures and organisational priorities.

Early engagement focuses on assessing service maturity, identifying operational challenges and establishing clear objectives for service improvement. This enables activities to be prioritised where they will deliver the greatest value and impact.

Roles, responsibilities, reporting requirements and stakeholder engagement arrangements are agreed during mobilisation, ensuring effective governance and accountability throughout the engagement.

The mobilisation approach is designed to minimise disruption, maintain service continuity and establish a clear foundation for successful service management improvement.

QUALITY ASSURANCE

Confi applies structured quality assurance to service management processes, controls and operational performance, ensuring services are delivered consistently and effectively.

Quality assurance activities focus on service performance, process compliance, reporting quality, governance effectiveness and continual improvement opportunities. This helps organisations maintain reliable, measurable and customer-focused services.

Regular reviews identify service risks, performance gaps and improvement actions, supporting stronger operational control and better service outcomes.

Our objective is to ensure service management practices remain effective, proportionate and aligned to organisational needs and service objectives.

TRAINING AND KNOWLEDGE TRANSFER

Confi works alongside client teams throughout engagements, helping organisations strengthen service management capability through practical knowledge transfer and hands-on support.

Knowledge transfer focuses on service management processes, governance, performance reporting, supplier management and continual improvement practices, enabling teams to operate and improve services with confidence.

Where appropriate, Confi provides coaching, mentoring and guidance to service managers, operational teams and service leadership functions, helping embed consistent ways of working and improve organisational capability.

Our objective is to leave behind stronger service management capability, improved operational performance and greater confidence in the organisation's ability to manage and continually improve services.

SUPPORT

Confi provides remote or on-site support to help organisations maintain service continuity, operational performance and service management effectiveness.

Support activities may include Service Desk leadership, supplier management, service reporting, incident and problem management oversight, and guidance on service improvement initiatives. Confi can also support organisations during periods of service transition, organisational change or increased operational demand.

A client-specific reporting approach provides visibility of service performance, risks, issues and improvement activities, while knowledge transfer to internal service management and operational teams is embedded throughout the engagement.

Support arrangements can be tailored to organisational requirements, providing additional capability, leadership or specialist expertise where needed.

SUPPORT SERVICE LEVELS



Telephone

M-F, 09:00 to 17:00

Excluding UK public holidays



Email

M-F, 09:00 to 17:00

Excluding UK public holidays

Response time: Within 4 hours

SECURITY AND VETTING

- Confi embeds a strong security culture across all engagements, supported by compliance with information security, data protection and client security requirements.
- Suitably cleared personnel can be provided where required, including consultants holding BPSS, SC and higher levels of clearance where available and appropriate to the engagement.
- Access to client information is restricted to authorised personnel with a legitimate business need, with appropriate controls applied to protect confidentiality, sensitive information and intellectual property throughout the engagement lifecycle.

ONBOARDING

Once an engagement is confirmed, Confi works with the nominated client contact to arrange a mobilisation meeting with the sponsor and key stakeholders.

During mobilisation, we confirm:

- The scope and objectives of the engagement
- Key activities, deliverables and expected outcomes
- Governance, stakeholder engagement and reporting arrangements
- Timescales, dependencies and client inputs required for success

Following mobilisation, Confi establishes the appropriate delivery structure and begins engagement activities, ensuring rapid integration with client teams while minimising disruption to ongoing operations.

OFFBOARDING

Offboarding is tailored to the scope, objectives and outcomes of each engagement.

Specific activities, deliverables and transition requirements are agreed as part of the engagement and documented where appropriate.

During offboarding, Confi will ensure:

- All agreed deliverables have been completed and formally handed over
- Knowledge, lessons learned and agreed recovery practices have been transferred to relevant client teams where required
- Any client information obtained during the engagement is securely retained, returned or destroyed in accordance with applicable contractual, security and data protection requirements

This approach provides a controlled transition, protects information security and supports the continued success of the delivery environment following completion of the engagement.

OUTCOMES & DELIVERABLES

The specific deliverables of this service are tailored to each engagement, reflecting the organisation's context, scale, priorities and desired outcomes.

The exact scope, activities and outputs are agreed and documented within the Statement of Work before delivery begins.

Typical outcomes include:

- Service operating models aligned to organisational objectives and recognised service management good practice
- Integrated service management processes across suppliers, support teams and operational functions
- Improved incident, problem, change and release management performance and control
- Enhanced Service Desk capability, service governance and operational effectiveness
- Knowledge management frameworks that improve user experience and accelerate issue resolution
- Service performance frameworks with meaningful SLA, KPI and management reporting

THE CONFI APPROACH

- Confi adopts a flexible engagement model to meet each client's needs, from long-term, multi-disciplinary delivery teams to short-term, rapid-response assignments.
- We work in partnership with our clients as a trusted delivery advisor, focused on meaningful change, improved performance and ensuring investments deliver clear value for money. Our delivery style is calm, structured and outcome-driven, with strong governance and clear communication at every stage.
- Our work is guided by Confi's core values: Clarity, Integrity, Control and Excellence, ensuring every engagement is transparent, disciplined and focused on results.

CLIENT RESPONSIBILITIES

For each engagement, Confi will identify any client dependencies and confirm them during mobilisation to support effective delivery and decision-making.

Typical client responsibilities include:

- Providing timely access to relevant stakeholders, sponsors and decision-makers
- Supplying accurate information on delivery performance, governance, risks, plans and context
- Supporting agreed governance, reporting and stakeholder engagement activities throughout the engagement
- Providing timely review, feedback and approval of key outputs and recommendations

Defining responsibilities early helps establish clear ownership, reduce delivery risk and support effective service delivery.

ABOUT CONFI

Confi Consultancy is a specialist delivery consultancy supporting organisations through complex programmes, transformation initiatives and operational change.

We provide experienced delivery leadership, governance, assurance and recovery capability across public sector, defence and commercial environments, helping organisations strengthen control, improve delivery confidence and achieve successful outcomes.

Our approach combines practical experience, structured governance and clear accountability, ensuring engagements remain focused on delivery performance, risk reduction and measurable results.

CONTACT US

If you'd like to discuss a potential engagement or explore whether Confi is the right fit, please get in touch:

businessops@conficonsultancy.co.uk

Further information is available at www.conficonsultancy.co.uk

