

Service Configuration Management (SACM-Conf)

G-Cloud 15





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1 Service Overview

Capgemini provides a wide range of standalone services relating to Service Asset and Configuration Management (SACM) and this one focusses on Service Configuration Management, ranging from strategy inception to execution and support. One of the main services, the SACM Service Configuration Management (SACM-Conf) Design Service, comprises three distinct components (Capability Assessment, Target state Design and Transformation Roadmap) which can be ordered as a “bundle” or as standalone activities.

For further clarity, this Capgemini SACM-Conf offering focusses on the best practices of tracking and saving Configuration data for CIs within a Configuration Management Database (CMDB) for hybrid cloud environments.

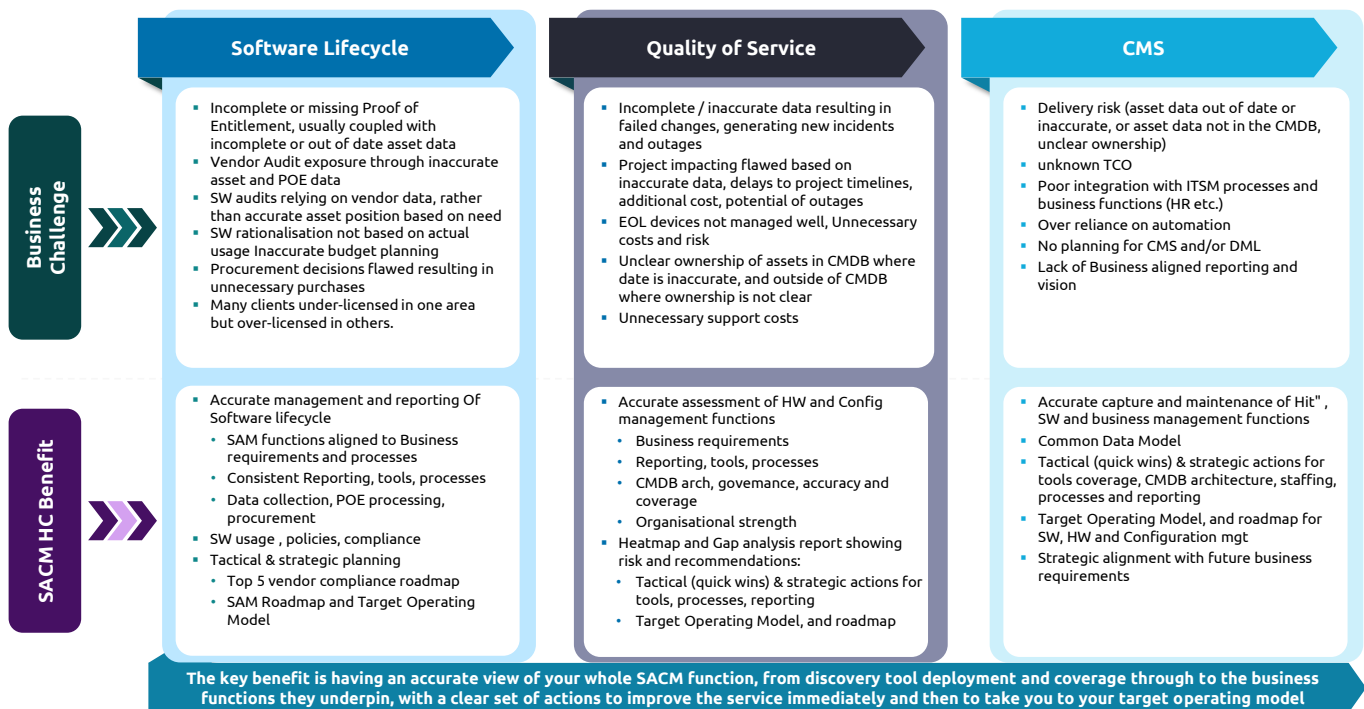
We have another, complimentary offering, called 778-Software License Inventory Management (SLIM) that covers practices & methodologies for these types of non-physical assets. Another related offering in the same Service Asset & Configuration (SACM) family is our 498-IT Asset Management (ITAM) service which is focussed on managing physical hardware assets, Configurations Items (CIs) rather than software CIs.

Capgemini’s SACM-Conf service offering is based on relevant elements of ISO20000 and ITIL industry standards and can help enable asset-centric organisations to make substantial cost reductions in both OPEX and CAPEX.

Our SACM-Conf services support Cloud based projects and services.

2 Business Need

Clients are increasing calling for configuration management data for business decision making, whilst the level of trust in CMDB data remains low or continues to fall. In most cases the CMDB has been deployed as an afterthought with limited investment and sponsorship from senior level stakeholders. Service-intensive organisations have found that they can derive significant benefits from the deployment a strategic Service Configuration Management capability. The diagram below summarises the current challenges and the benefits to be expected from our Service Configuration Management capability:



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

In order to meet the challenges described in the figure above, organisations are increasingly embarking on programmes of change to improve their Service Configuration Management capabilities and deliver fully optimised performance across the infrastructure at the lowest whole life cost. By introducing good practice

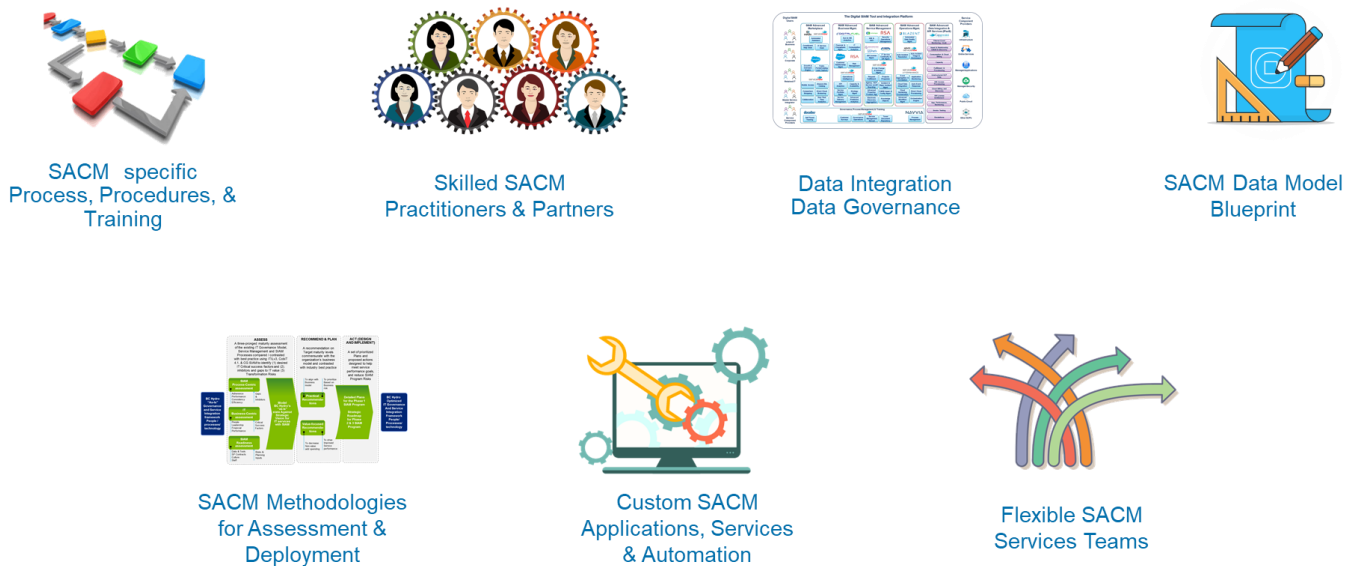


approaches and high-performance ITSM/ESM tooling, they aspire to improve their asset management while minimising cost, developing service impact maps, and still delivering a product or service valued by customers.

However, the absence of a clear asset and configuration management business vision and a holistic, fully integrated approach needed to deliver it, means that progress to improve Service Configuration Management may be too slow to yield the expected benefits. As organisations focus on the day-to-day activity, they can struggle to gain the momentum required to make the transformational changes needed. As a result, they ultimately fall short of fulfilling their ambitions.

Capgemini has a breadth of knowledge and delivery capabilities that can help clients run complex asset management transformation projects from business case and business design through to software package selection, implementation, integration, and support.

The diagram below summarises some of the areas of our SACM methodology that Capgemini will leverage in the delivery of the Service Configuration Management services.



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

3 Our Approach

Capgemini offers a wide range of services around Service Configuration Management. They are:

- **Service Configuration Management Design:** Provides a current state assessment with (optional) business case, a target state design, and a Service Configuration Management transformation roadmap. This service is detailed in the next section of this document.
- **Client Advisory:** Service Configuration Management client advisory to provide insights, plans and implementation approach to address operational issues, solution designs or implementation challenges
- **Transition Services:** Provides Service Configuration Management implementation expertise in the design, build, deployment, test, training, and implementation of the Service Configuration Management lifecycle
- **Transformation Services:** As above but for transformation programmes, either once transition and stabilisation have been completed, or where a transformation programme overlaps a transition programme
- **Augmentation Services:** Service Configuration Management operational delivery where there is a requirement for back-fill
- **Remediation Services:** Where there is a need to fix an unknown operational process problem, implement a service improvement, or address an undelivered contractual requirement for an aspect of the Service Configuration Management framework



- **Advisory Support Services:** Where there is a requirement to support an ITS fee earning project and the UK SI Team supplies the Service Configuration Management resources where the current ITS headcount is insufficient to resource the project
- **Solution:** Provides Service Configuration Management Solution Support for new & existing pursuits
- **Other Services:** Such as but not limited to benchmarking, audits, software vendor audit defence readiness assessments, health-checks, point of view, sustainability, strategy generation, Bids, RFP's, RFIs and opportunities

The above services can be purchased individually or in “*bundles*” depending on the Buyer specific requirements which will need to be discussed with the Capgemini specialist teams.

As described earlier, the Service Configuration Management Design Service consists of three activities which can be purchased as a bundle or as separate services. They are:

1. Service Configuration Management Capability Assessment with (optional) Business Case
2. Service Configuration Management future State Design
3. Service Configuration Management Transformation Roadmap Definition

3.1 Service Configuration Management Capability Assessment

3.1.1 Objective

To assess the current Service Configuration Management capability and understand the business and IT drivers for SACM. This, along with identifying the next steps for Service Configuration Management design and implementation in line with the business and IT drivers.

3.1.2 Approach

Capgemini has a collaborative and flexible approach with high-stakeholder involvement. We will conduct pre-arranged, structured interviews and workshops using tried and tested investigation techniques, helping to establish the current state, areas for improvement, and recommendations. The output of the interviews and workshops will be:

- Collect documentary evidence/supporting materials
- Capture outcomes of interviews & score results in the assessment tool

Findings will be shared in a final presentation to senior sponsors and key stakeholders identified by the Buyer.

3.1.3 Typical Deliverables

- Calibrated assessment of current asset management capability
- Capability assessment is also presented as a RADAR Plot Graph & Bar Chart
- Summary Report / Presentation of Findings and recommendations

3.2 Service Configuration Management Future State Design

3.2.1 Objective

To provide a clear definition of the recommended future way of working for Service Configuration Management, subject to agreement by Buyer stakeholders, to describe at a high-level what the constituent components required for the future approach and to highlight how these components work together to deliver an integrated



approach to SACM. As a part of this service, the Buyer may also request assistance with the creation of a Service Configuration Management business case to gain commitment for the delivery of the recommendations.

3.2.2 Approach

Working with the Buyer, Capgemini will conduct workshops with key stakeholders, taking the findings of the Capability Assessment as inputs. The results of these workshops will be used to populate a pre-defined Service Configuration Management future state templates.

The result will be a future state model, driven by business requirements & best practice, allowing the Buyer to assess likely future capability improvement opportunities, potential benefits, and prioritisation of improvement areas

The findings from the discovery, and the future state design are shared with the Buyer in a final presentation.

3.2.3 Typical Deliverables

- Agreed Service Configuration Management target state
- Indication of likely future capability maturity level score & benefits
- Outline or detailed business case (depending on your requirement)
- Tooling requirements, and accelerators.

3.3 Service Configuration Management Transformation Roadmap Definition

3.3.1 Objective

To provide Service Configuration Management stakeholders with a well-defined, optimised portfolio of improvements an outlined roadmap for how Service Configuration Management improvement projects will improve future business capability. The objective of the assessment is built in such a way which is strategically aligned to your organisation, time bound, prioritised and with potential benefits clearly articulated.

Our assessment seeks to address these typical challenges and provide actionable recommendations:

- Low trust in the CMDB contents
- Lack of engagement from Business organisation
- Lack of value adds from IT
- Poor Service Impact reporting
- Service Configuration Management not perceived as a value generator

3.3.2 Approach

Capgemini will conduct and document a structured gap analysis between the current capability and the desired/recommended capability described in the Buyer's target state. An inventory of the current and future planned improvement projects is compiled and assessment of the contribution towards the enablement of the Buyer's target state.

Any gaps in the project portfolio are identified and specification for the supplementary projects needed to bridge any gaps is created. A transformation roadmap, outlining what the revised portfolio of projects will deliver, when they will be delivered, and the associated milestones, is produced and the findings are shared in a final presentation.



3.3.3 Typical Deliverables

Our Service Configuration Management Assessment is performed by our CM subject matter experts to assess opportunities, restrictions and inform you how best to move forward to implement improvements. The assessment outcomes and deliverables include:

- Register / Inventory of required improvement projects / initiatives
- Improvement Project Transformation Roadmap
- Demonstrative Service Impact Modelling
- Risk reduction plans for non-compliance, security breaches
- Change Impact assessment
- Cost of Service Delivery analysis
- Identification of potential Single Points of Failure

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Digital Marketplace.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Not applicable.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 Additional Associated Services

Several additional associated services can be offered as shown below. Additional Associated G-Cloud Services shall be priced based on the price defined in the offer.

- Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, New Platform Implementation, and, Platform Maintenance and Upgrades
- Intelligent Service Monitoring (ISM): Proof of Value, Maturity Assessment, Design, Implementation, Run and Optimisation
- Business Change Management Service

8 On-boarding and Off-boarding



Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

9 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

10 Vendor Accreditations/Awards

Capgemini has received several awards and accreditations that directly relate to engagements involving Cloud services. The following are some of Capgemini's most recent achievements:



Learning &
Performance Institute

Accredited Learning Provider



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



In May 2018, Capgemini received the Program of the Year award at Skillsoft's Perspectives Innovation Awards. Capgemini was recognised for its Outstanding Women in Leadership program, demonstrating the strength of the Capgemini University's innovative learning programs and commitment to further developing the capabilities of its female leaders.

10.1 Other Awards

- Capgemini is a Managed Gold Certified Partner with Microsoft. Achieving gold competencies in Microsoft Cloud Center of Excellence in Gold Cloud Platform, Gold Cloud Productivity, Gold Customer Relationship Management and Gold Data center.
- Capgemini is a Premier Consulting Partner in the AWS Partner Network (APN) and an AWS Managed Service Partner.
- Capgemini is a Global Alliance partner of IBM, spanning 20 countries, since 2001, covering areas such as Cloud, Big Data & Analytics, Internet of Things, Security.
- 2018 SAP Pinnacle Award, Customer Choice Partner of the Year – Large Enterprises
- Oracle Cloud Premier Platinum Partner, Oracle Cloud Premier Certificate, Oracle Cloud Managed Service Provider Certificate, Oracle Cloud Excellence Implementer (CEI) accreditation



- HFS Research ranked Capgemini at #2 for RPA Services in the Top 10 RPA Service Providers 2018 report. Capgemini positioned as “a global service provider focused on process optimisation and RPA industrialisation”
- 2018 Capgemini awarded Regional (North EMEA, including UK) Partner of the Year by SAS
- 2018 Capgemini awarded Global Partner of the Year by MuleSoft
- Capgemini positioned as a Leader in Gartner’s 2019 Magic Quadrant for Data and Analytics Service Providers, Worldwide
- Capgemini positioned as a Leader in Gartner Magic Quadrant for Managed Workplace Services, Europe report.

11 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following sub-contractors to deliver this service:

- Capgemini Technology Services India Limited
- Capgemini Polska SP z O.O.

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

All prices are in GBP and exclude VAT.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.



Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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