

ITILv4 Service Value Maturity Assessment G-Cloud 15





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1 Service Overview

Capgemini's Service Management Transformation offering empowers organisations to modernise their service management capabilities to meet the evolving demands of agility, reliability, intelligence, and experience.

With extensive expertise in Information Technology Service Management (ITSM), operating models, and modern delivery frameworks such as Agile, DevOps, and Site Reliability Engineering (SRE), Capgemini is well-positioned to lead and support transformation initiatives that align service operations with today's digital enterprise needs.

At the core of our approach is a structured and proven methodology that assesses existing service management maturity, identifies key gaps, and co-designs an actionable transformation roadmap. This roadmap guides the evolution of your service model from traditional, siloed practices to integrated, lean, and value-driven service management.

Capgemini's offering goes beyond process optimisation. It enables automation-ready practices, integrates intelligent operations through Artificial Intelligence Operations (AI Ops) and SRE, and ensures a seamless shift to experience-centric service design. Whether operating in hybrid, on-prem, or cloud-native environments, we help you deliver resilient and proactive service operations.

By aligning ITIL4 principles with modern delivery practices, our Service Management Transformation ensures service delivery is not only efficient and reliable but also adaptable to constant change. This alignment is critical in the face of technology shifts, business restructuring, cloud adoption, or increasing expectations around user experience. With Capgemini as your transformation partner, you gain a strategic, data-driven, and people-centric approach to modern service management, driving operational excellence, innovation, and measurable business outcomes.

2 Business Need

In today's dynamic digital landscape, organisations are under increasing pressure to deliver seamless, reliable, and agile IT services that align with evolving business needs. Traditional IT service management models, often rooted in ITIL v3 or legacy practices, struggle to keep pace with product-centric delivery, cloud-native architectures, and rapid innovation cycles.

The need for agility demands that ITSM evolve to support iterative, cross-functional, and DevOps-enabled ways of working. Simultaneously, the reliability of services across hybrid cloud and on-premises environments is more critical than ever, yet existing models often remain reactive and siloed. With the rise of intelligent operations, service management must integrate AIOps and SRE practices to proactively detect, resolve, and prevent incidents, reducing manual intervention and unplanned downtime.

Moreover, organisations are shifting to experience-led service delivery, where service value is judged not only by resolution time but by user satisfaction, journey design, and business outcomes. This requires a robust and well-designed service catalogue, outcome-driven key performance indicators (KPIs), and stakeholder-centric service design.

To address these challenges, businesses require a modern service management transformation approach, one that embeds ITIL4 principles, leverages automation and AI, aligns with DevOps and Agile practices, and drives a measurable uplift in operational performance, user experience, and business value.

3 Our Approach

Capgemini's approach to Service Management Transformation is built on aligning service operations with modern business, technology, and customer expectations. We recognise that traditional ITSM practices must evolve to meet the needs of agile delivery, intelligent operations, and experience-led service design.



Our transformation approach ensures alignment with ITIL4, Agile, DevOps, and SRE by engaging stakeholders, evaluating current maturity, identifying quick wins, and co-designing a lean, scalable service model. We embed stakeholder collaboration, continuous feedback, and value realisation throughout the journey.

While tailored to each client's context, Capgemini typically applies a structured four-phase methodology to assess, benchmark, and modernise service management capabilities:

1. Initiate (0–2 weeks)

Establish transformation objectives, define scope, align stakeholders, and set up governance and delivery structure.

Example Artifacts: Transformation charter, stakeholder map, governance framework, delivery plan.

2. Assess (2–3 weeks)

Execute Capgemini's Service Value Assessment Accelerator to evaluate service management practices across agility, reliability, intelligence, and experience dimensions.

Example Artifacts: Service maturity heatmap, Service Value Stream (SVS) alignment report, gap analysis, practice-level insights.

3. Benchmark (4–6 weeks)

Benchmark current state against ITIL4, Agile, DevOps, and SRE models. Identify capability gaps, quick wins, and transformation opportunities.

Example Artifacts: Benchmarking report, improvement backlog, prioritised roadmap, capability scorecard.

4. Design (7–10 weeks)

Co-design future service management ways of working, including modular lean processes, service catalogue, KPIs, roles, and governance based on assessment findings.

Example Artifacts: Future state process flows, roles and RACI (a framework that defines who is Responsible, Accountable, Consulted, and Informed for each activity), governance model, service catalogue structure, KPI framework.

Below is a snapshot of the approach taken towards performing a Service Management Transformation.

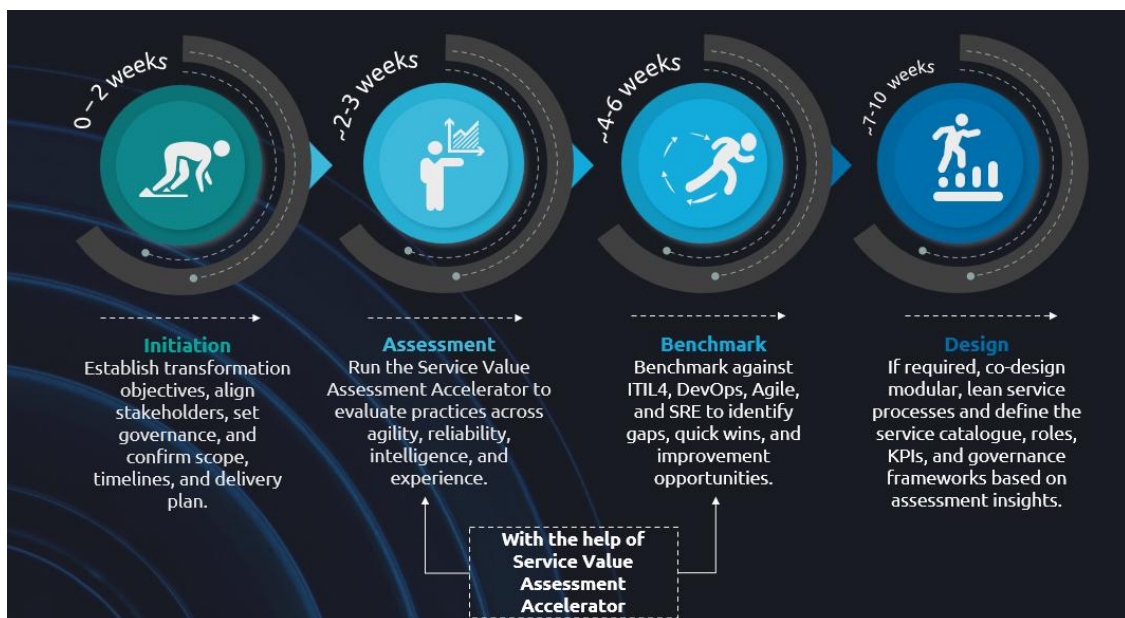


Fig 1.3 The diagram above provides a four stage Transformation approach.

3.1 Typical Guiding Principles

The **guiding design principles** for Service Management Transformation.

Capgemini's Service Management Transformation is guided by principles that ensure IT service management evolves into a lean, intelligent, and experienced-led function. These principles shape how we assess, design, and implement future-ready service operations—ensuring they are aligned with modern delivery models and measurable business outcomes. At the core of our approach is the Service Value Assessment Accelerator, which drives evidence-based insights and enables actionable transformation.

Value-Centric Service Management

We embed ITIL4 Service Value System (SVS) principles to ensure all service management processes and structures are focused on delivering tangible business and user value. This means moving away from ticket volumes and Service Level Agreement (SLA) compliance as primary metrics, and towards value streams, outcomes, and experience indicators that resonate with stakeholders across the organisation.

Assessment-Led Transformation

At the heart of our approach is the Service Value Assessment Accelerator, which provides a rapid, structured evaluation of service maturity across agility, reliability, intelligence, and experience. It identifies key gaps in capabilities, tooling, and integration, and informs a prioritised transformation roadmap. This ensures transformation efforts are grounded in real needs, not assumptions.

ITIL4-Aligned and DevOps-Ready

We use ITIL4 practice definitions tailored for DevOps and SRE environments, ensuring service management is not a standalone function but an integrated capability across the software delivery and operational lifecycle. Practices are redefined to be automation-ready, modular, and responsive—supporting high-change, cloud-native environments.

Intelligent and Proactive Operations

By embedding AIOps and SRE capabilities, we shift service management from reactive issue handling to predictive, intelligent operations. This enables anomaly detection, automated remediation, and continuous reliability engineering—resulting in fewer incidents, faster recovery, and better user experiences.

Below is a snapshot of the ITIL4 Service Value Assessment Framework.

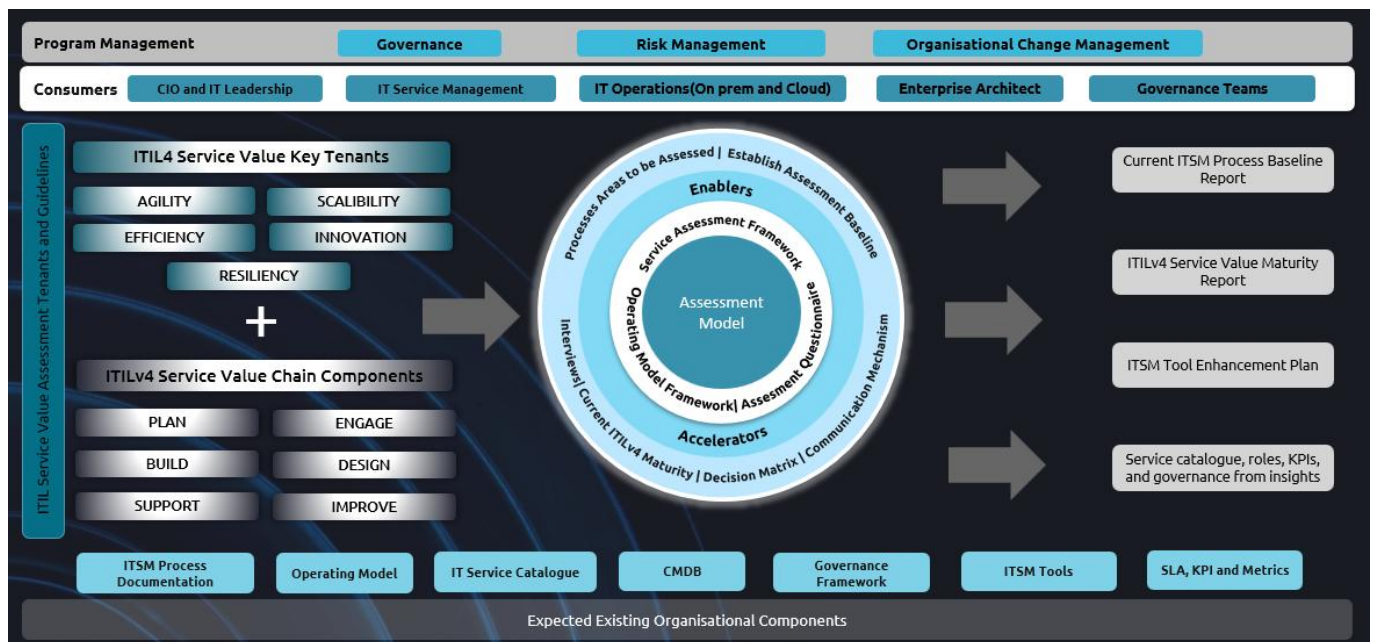


Fig 1.2 The diagram above provides an illustrative view of ITIL4 Service Value Assessment Framework.



4 Buyer Responsibilities

Please refer to the supplier terms listed with this service on the Service Management Transformation offering. These may contain additional buyer obligations/costs the buyer is subject to that are not identified anywhere else in the supplier's ecosystem.

The buyer responsibilities as part of this service are as follows:

- Provide strategic clarity around the current service management challenges, transformation objectives, key outcomes, and constraints to ensure a shared understanding and alignment from the outset.
- Ensure availability of stakeholders across service management, operations, DevOps, architecture, and product teams to support co-design workshops, maturity assessments, and service value mapping exercises.
- Facilitate access to tools, platforms, and documentation necessary for evaluating the current state of ITSM processes, service catalogues, and operational performance.
- Support the Service Value Assessment Accelerator by providing relevant data, artefacts, and engagement with key stakeholders to assess maturity across agility, reliability, intelligence, and experience dimensions.
- Nominate process and capability owners who are empowered to validate gaps, define future state requirements, and drive cross-team alignment for ITIL4, DevOps, and SRE-aligned ways of working.
- Ensure buy-in for transformation roadmap activities, including agreement on prioritised initiatives, ownership models, and resource commitment to achieve business outcomes.
- Make personnel available for capability uplift activities, including process design sessions, training, and enablement for AIOps, SRE, and automation-ready practices.
- Review and approve all key deliverables (assessment outputs, roadmap, practice blueprints, service catalogue design, process documentation, KPIs) based on pre-agreed acceptance criteria and timelines.
- Collaborate proactively with Capgemini to resolve challenges, validate assumptions, and maintain momentum across service transformation milestones.
- Support cultural change and communication activities to promote the adoption of lean, user-centric, and intelligence-enabled service management practices across the organisation.

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

This service can be delivered as a defined project or on a day-rate basis. In either case it will be a clearly defined project with agreed processes, outputs, and deliverables.

Capgemini will establish the required multi-level project governance and delivery assurance including regular reporting at the beginning of the project.

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. Additional requirements this may be subject to additional Charges in accordance with the SFIA Rate Card.



7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum 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.

8 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 Service Management Transformation delivery plan 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.

In enabling Service Management Transformation, a robust learning and capability uplift strategy is essential to embed new ways of working, align roles with emerging practices, and ensure sustainable adoption across ITSM, DevOps, and SRE domains.

- **Learning & development framework:** A targeted learning plan is created to support ITSM transformation, tailored to different stakeholder groups. This includes training on ITIL4 principles, SRE practices, automation-ready process design, AIOps, and experience management. The plan may include interactive workshops, online modules, gamified simulations, practical labs, and industry certifications to address various learning needs and preferences.
- **Collaboration - Upskilling & Dual Delivery:** Capgemini embeds a dual-delivery model, where client stakeholders are actively involved in co-designing service processes, roadmaps, and governance. This hands-on involvement fosters contextual learning while building internal capability. Knowledge-sharing sessions, service management communities of practice, and transformation forums are established to support ongoing collaboration and shared ownership.
- **Practical Tools & Playbooks:** Clients are provided with process blueprints, service catalogue templates, KPI frameworks, assessment outputs, and governance models. These artefacts serve as reusable assets and support internal teams in operationalising the transformed service model beyond the engagement.
- **Knowledge Transfer Planning:** A clear knowledge transfer plan is established during the Initiation phase, identifying required skills, stakeholders, and training timelines. As part of the design phase, process owners and transformation leads are coached on implementing and maintaining the new service practices, with opportunities to shadow Capgemini experts throughout the engagement.

Where appropriate, we tailor Capgemini's **Assess-Plan-Implement** framework to ensure a consistent, measurable, and effective knowledge transfer. This proven methodology enables us to assess skill gaps, plan appropriate delivery methods, and ensure that client teams are empowered to drive and sustain service management transformation independently post-engagement.

9 Vendor Accreditations/Awards



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.



10 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

Disaster recovery solution may be included in the target solution if it part of the customer's requirement.

12 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.

13 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.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 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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