

Service Management Assessment (ITSM Health Check) G-Cloud 15





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1 Service Overview

Capgemini Service Management Assessment, also referred to as our ITSM health check, is a discovery, assessment and advisory work package that will check the effectiveness of a clients Service Management function using industry standard frameworks and Capgemini's renowned collaborative approach. We bring together with our ITSM process and tools expertise and use this to drive more operational efficiency through well-implemented Service Management processes/practices in your environment. On completion of Service Management Assessment, we can accurately identify and report on Service Management and Governance areas which are sub-optimal, under-performing, and highlight gaps, as well as critical success factors.

Used as a diagnostic tool, we will investigate both IT processes & practices and business processes so the Health check will provide a multi-dimensional view of your combined business and IT environment and will result in improved overall process performance. From a commercial perspective, We also show where a decrease of non-discretionary spend can be either diverted to discretionary, value add projects that directly impact margin or as a return to the business.

For any company looking to understand current "As Is" Service and how to improve / progress to a "To Be" Model, this is an important step on the way from existing service management practices to a Service Integration model. Capgemini can perform an Service Management Assessment / ITSM Health check across in scope ITIL processes in conjunction with an assessment of Operational Governance and Cultural Maturity. Based upon three globally accepted best practice frameworks: ITIL v3, ITIL v4 and COBIT 4.1.

2 Business Need

If you do not know what you are doing and how you are doing it, how do you keep a track on effective IT & business performance and also know where you need to improve? Businesses can have best of breed toolsets and processes, but can still find that their service management performance does not meet expected targets.

IT, including Cloud based services, should always add value to the business operation. However they are often overly expensive or ill structured. You need to run the IT infrastructure, organisation and supply chain as cost effectively as possible whilst also meeting the requirements of your customers, the business, legislative and regulatory organisations. To do this you need clearly defined ITSM processes, practices, roles and responsibilities, well configured ITSM tools and effective overarching governance and management.

Capgemini's Service Management Assessment (ITSM Health Check) is a rapid diagnosis and assessment of processes, practices and IT Service Management tools. This yields a value-focused and practical plan to optimising IT Governance, i.e. the framework within which Service Management operates and the tools it uses.

Our assessment will address these business needs and provide these benefits:

- Provide an enterprise view of your current state and process environment maturity
- Identify operational risks and process improvement initiatives that when implemented will:
 - Improve operational efficiency and customer satisfaction
 - Decrease operational risk with appropriately defined SLAs and underpinning OLAs
 - Improve alignment with business aligned service level reporting
 - Establish improved accountability on the part of service providers

3 Our Approach

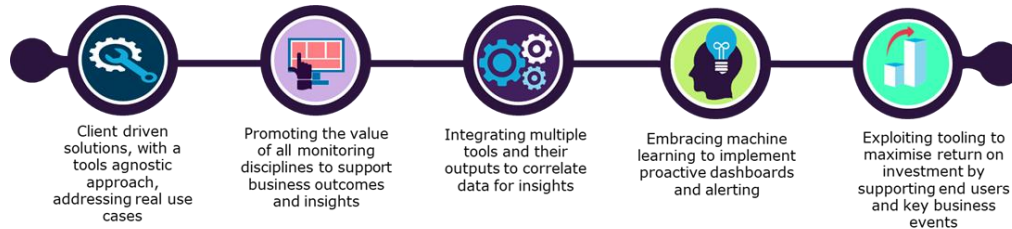
Our approach is based on the foundation principles of thought leadership, collaboration and iteration.

- **Thought leadership:** As experts in our field, we provide recommendations based on real world experience of what works best across all industries.



- **Collaboration:** We acknowledge our clients are the experts in their field, and therefore ensure we collaborate to fully comprehend their requirements and provide solutions that drive maximum business value.
- **Iteration:** To ensure alignment along the solution journey, communication through iteration is key to success. With our clients, we will agree an iteration plan that ensures early understanding and alignment of the developing solution.

With a clear focus on;



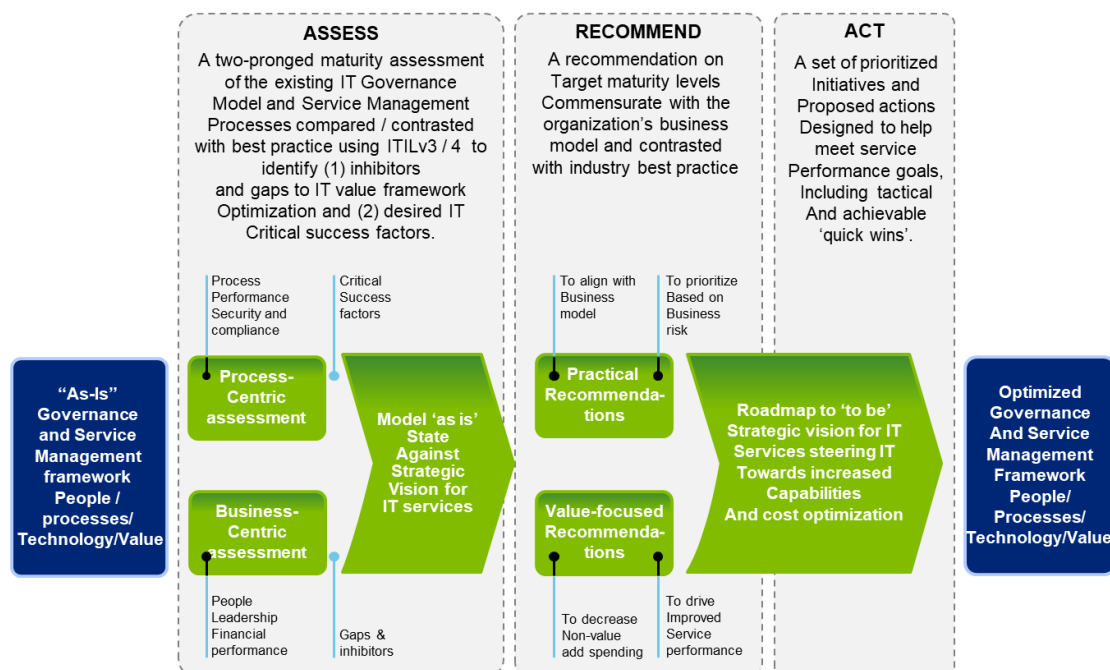
4 Service Description

Capgemini's Service Management Assessment (ITSM Health check) provides a rapid diagnosis and assessment of tools, processes, tool and practices that yields a value-focused and practical plan to optimise IT Governance and Service Management functions. The assessment service main objectives are:

- Gain a holistic view of the IT Enterprise (Strengths, Weaknesses, Areas of Risk)
- Identify improvement initiatives directly tied to client business Critical Success Factors
- Determine whether SLAs and OLAs are in place and commensurate with the needs of the business
- Identify initiatives to improve client process maturity and IT stability

A key output of the assessment is the baselining activity to get a picture of the Organisation's current strengths and weaknesses. Information gathered from the baselines is then used to develop a Gap Analysis Report, along with a strategic roadmap that provides guidance and direction to a service management Improvement program.

The Health check assesses, measures and reports on the customer's implemented service management and governance processes across four BSC domains: Customer, Financial, Internal Operations and Innovation & Learning. The assessment includes their support organisation, roles, responsibilities and suppliers, to determine the manner in which they all engage and align with the Service Operating Model.





Over a 4-6 week period, we will:

ASSESS Phase 1

- Meet with client to agree scope and objectives
- identify stakeholders
- Issue an initial questionnaire
- Review responses

ASSESS Phase 2

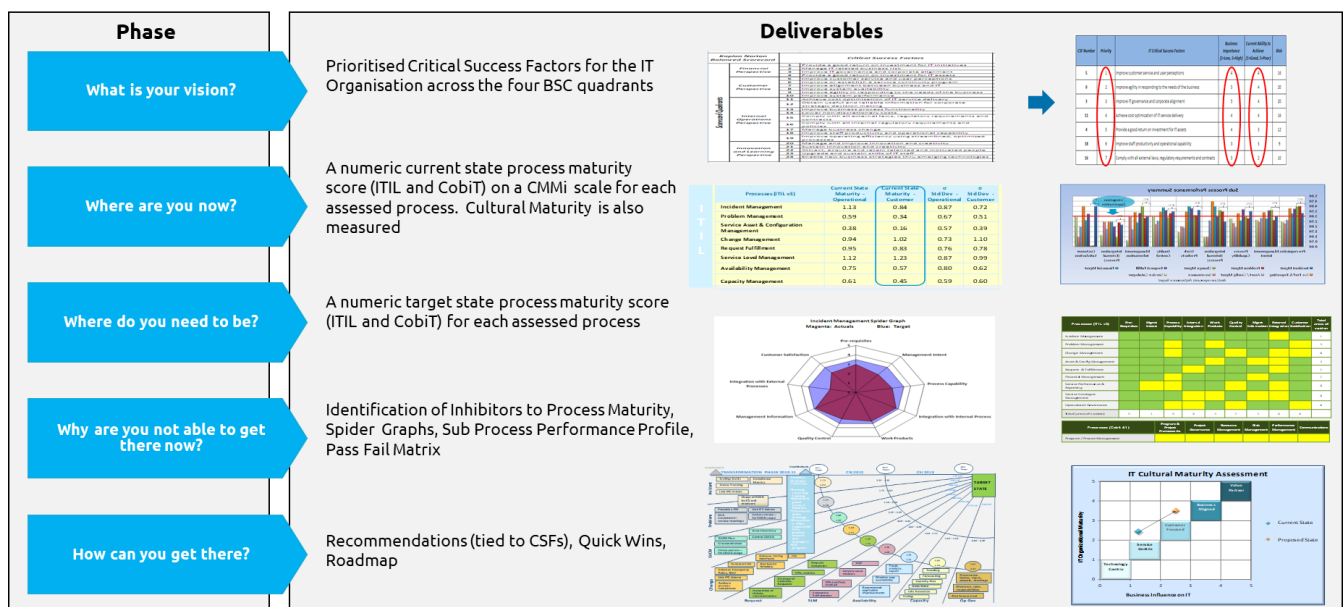
- Interview identified stakeholders
- Consolidate and review interview outputs

RECOMMEND & ACT Phase 3

- Present recommendations to the customer
- Discuss findings
- Agree next steps

The output of the assessment will be a series of recommendations to help the client reduce costs and improve efficiencies. The recommendations will be around the organisational structure, skills and roles, the supplier engagement model and their ways of working. Here's an example of the type of output artefacts we use measure your service management effectiveness:

- Prioritised Critical Success Factors for the IT Organisation across the four BSC quadrants – measures – *'What is your vision?'*
- A numeric current state process maturity score (ITIL and CobiT) on a CMMi scale for each assessed process. Cultural Maturity is also measured – measures - *'Where are we now?'*
- A numeric target state process maturity score (ITIL and CobiT) for each assessed process – measures – *'Where do you need to be?'*
- Identification of Inhibitors to Process Maturity, Spider Graphs, Sub Process Performance Profile, Pass Fail Matrix – measures – *'Why are you not able to get there right now?'*
- Recommendations (tied to CSFs), Quick Wins, Roadmap – measures – *'How can you get there?'*



Capgemini Service Management Assessment Outputs (examples)



5 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The key Buyer responsibilities as part of this service include the following:

- Access to Buyer stakeholders and SMEs
- Availability to review and approve iterations
- Points of contact to provide access to people, rooms, office facilities (such as printing)
- Sponsor/champion/escalation point

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

6 Service Management

Capgemini recognises that even the best solutions for our customers require underpinning with a good Service Management function that help facilitate the tools are used in a consistent and measurable way.

7 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.

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 provide 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 provide consistency and effectiveness. The approach, 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



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.



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 Additional Associated Services

Additional associated services are available. They are:

- Enterprise Service Management/Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- ServiceNow: Readiness Assessment, Planning, Platform Implementation, Upgrade Extension, Expansion and Maintenance
- Service Asset and Configuration Management (SACM).

13 Business Continuity and Disaster Recovery

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



14 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.

15 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.

16 Termination Terms

Please refer to the Supplier Terms for this service.

17 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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