

# ISO/IEC 20000 G-Cloud 15





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# 1 Service Overview

This document describes Capgemini's ISO/IEC 20000 capability.

Capgemini has developed the experience, knowledge and expertise required to successfully deliver ISO/IEC 20000 projects with UK public sector clients.

As qualified Lead ISO/IEC20000 Lead Auditors and a member of the UK ISO/IEC20000 UK Committee, Capgemini have been actively involved in shaping the Standards over the years so not only do we practice UK ISO/IEC20000, we have also developed and shaped the Standards too.

We have assisted clients with implementation of ISO/IEC20000, assessed the maturity of their ISO/IEC 20000 standards and conducted mini audits in readiness for full certification. For many of our clients, we continue to support and continuously improve, innovate, and optimise their ISO/IEC 20000 service delivery models and processes.

ISO/IEC 20000 was the world's first international ITSM (IT service management) standard. It consists of documented best practice guidance for an integrated process approach to Service management which has been produced through participation in National and International Standards Organisation activities. It enables IT departments to ensure that their ITSM processes are aligned with the business's needs and international best practices.

The ISO/IEC 20000 standard is fully auditable and assists organisations to benchmark how they deliver managed services, measure service levels, and assess their performance. It is broadly aligned with and draws strongly on ITIL®.

ISO/IEC 20000 is a certificated standard with companies being audited and awarded certification providing they meet the stringent standards which demonstrates the value they place on their IT services and gives a competitive advantage against others in their field.

ISO/IEC20000 is used as the framework for developing and optimising IT services. It consists of several parts with part 1 and 2 being the most important:

- Part 1:2018 – SMS (Service Management System) requirements
- Part 2: 2019 – Guidance on the application of SMS (Service Management System)

Successfully implemented ISO/IEC20000 achieves many favourable benefits such as -

- Worldwide recognition.
- Control of services.
- Reduced risk for service delivery and the business.
- Competitive advantage.
- Business – IT alignment.
- Improved IT services.
- Reducing cost, effort and disruption to services.
- Accepted method of assessment and audit.
- Managed risks and costs.
- Improved productivity and governance

At the heart of a successful ISO/IEC20000 capability is the SMS (Service Management System) which delivers, across the entire IT organisation:



- A new and strong collaboration culture
- “One way” of working with clearly defined *Standards*.
- Clear lines of demarcation
- Consistent processes and performance measurement across the ecosystem (Cloud or traditional).
- Better visibility and control over IT costs

Depending on an organisation’s starting point and the organisation’s culture, achieving a successful ISO/IEC20000 capability can be a complex undertaking requiring a structured, multi-layered and phased approach, which Capgemini describes in this document.

This offer supports cloud-based projects and services.

## 2 Business Need



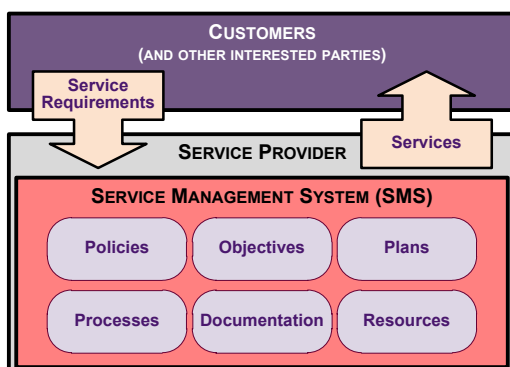
### Public Sector and Enterprise Customers

Customers are demanding greater rigour from their suppliers in the way they deliver services. ISO/IEC 000 certification enables you to demonstrate this and opens up opportunities for significant new business. You can utilise this rigour to enable yourselves to be more effective and to better manage your IT Services.

This is an important step in your drive to develop your people, leadership, your business and achieve greater success.

The SMS "Service Management System" isn't a software tool, it's an operating model containing:

- Service Management Objectives and Plans which support Operations and wider ISO Business Objectives
- Policies which provide some direction, guidance or rules
- A framework of processes based on industry best practice and international standards
- The resources we need to operate - our people, technology, tools, documents and the components of our services
- Your Service Management Portal will be the central source of information on the Service Management System





### 3 Our Approach

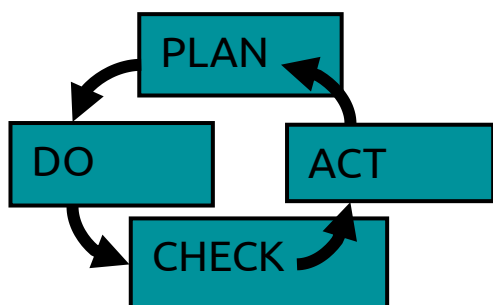
Capgemini's ISO/IEC20000 offer covers all requirements for ISO/IEC20000 standardisation ensuring maximum control of services.

As a member of the UK ISO/IEC20000 UK Committee, Capgemini along with over a decade of experience helping organisations with their ISO/IEC 20000 journeys, Capgemini can deliver solutions and outcomes that align with the clients' overall strategy, business imperatives, and evolving requirements.

#### Our Offering includes:

- **Full ISO20000 Implementation**- Discovery/ Study As- Is process and identify critical gaps/ Define new processes / update existing processes /Prepare training material /Conduct process training and awareness for new / Provide support & guidance during implementation/ improvements.
- **Readiness for Certification**-Discovery- Study As- Is process and identify critical gaps-Prepare gap assessment report along with recommendations.
- **Audit**- Conduct Readiness Review. Identify Non Conformities /Participate in ISO 20000 Certification Audit (If Required).
- **ISO20000 Maturity**- Study As- Is process and identify ISO20000 maturity status-Prepare gap assessment report along with recommendations/ Assist in closing gaps and acting on recommendations.

The Process consists of 4 Phases using the Plan, Do, Check, Act Methodology:

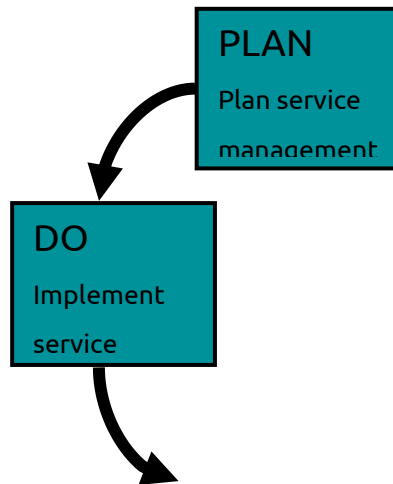


| Phases      | Capgemini                                                                                                                                                                                                     | Client                                                                                                                                                                                                               |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discovery   | <ul style="list-style-type: none"><li>• Conduct interviews with Client</li><li>• Study As- Is process and identify critical gaps</li><li>• Prepare gap assessment report along with recommendations</li></ul> | <ul style="list-style-type: none"><li>• Support Capgemini in project initiation activities</li><li>• Support Capgemini in gap assessment activities</li></ul>                                                        |
| Definition  | <ul style="list-style-type: none"><li>• Define new processes / update existing processes</li><li>• Prepare training material Conduct process training and awareness for new / updated processes</li></ul>     | <ul style="list-style-type: none"><li>• Define new processes / update existing processes</li><li>• Review process documents and workflows</li><li>• Prepare and Conduct training</li></ul>                           |
| Realisation | <ul style="list-style-type: none"><li>• Provide support &amp; guidance during implementation</li><li>• Assist Client in closing gaps and acting on improvements</li></ul>                                     | <ul style="list-style-type: none"><li>• Implement newly defined processes / updated processes</li><li>• Metrics data collection &amp; analysis</li><li>• Work on the improvements recommended by Capgemini</li></ul> |
| Audit       | <ul style="list-style-type: none"><li>• Conduct Readiness Review. Identify Non Conformities</li><li>• Participate in ISO 20000 Certification Audit</li></ul>                                                  | <ul style="list-style-type: none"><li>• Participate in Readiness Review. Act on Non Conformities</li><li>• Participate in ISO 20000 Certification Audit</li></ul>                                                    |

#### Capgemini's ISO/IEC20000 Implementation Approach



### 3.1 Phase 1 and Phase 2 Planning and Implementing- DISCOVERY AND DEFINE



Plan service management (**Plan**)

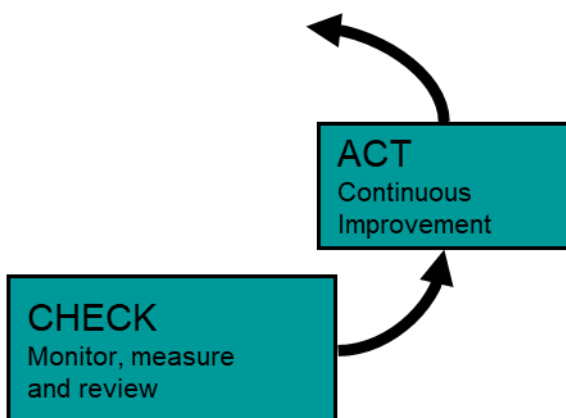
#### Objective

- To plan the implementation and delivery of service management- **Study As- Is process and identify critical gaps**
  - Clear management direction and documented responsibilities for reviewing, authorising, communicating, implementing and maintaining the plans
  - Implement service management and provide the services (**Do**) **Define new processes / update existing processes/ Prepare training material /Conduct process training and awareness for new and updated processes.**

#### Objective

- To implement the service management objectives and plan

### 3.2 Phase 3 and Phase 4 Planning and Implementing- REALISATION AND AUDIT





Monitoring, measuring and reviewing (Check)- Provide support & guidance during implementation

### Objective

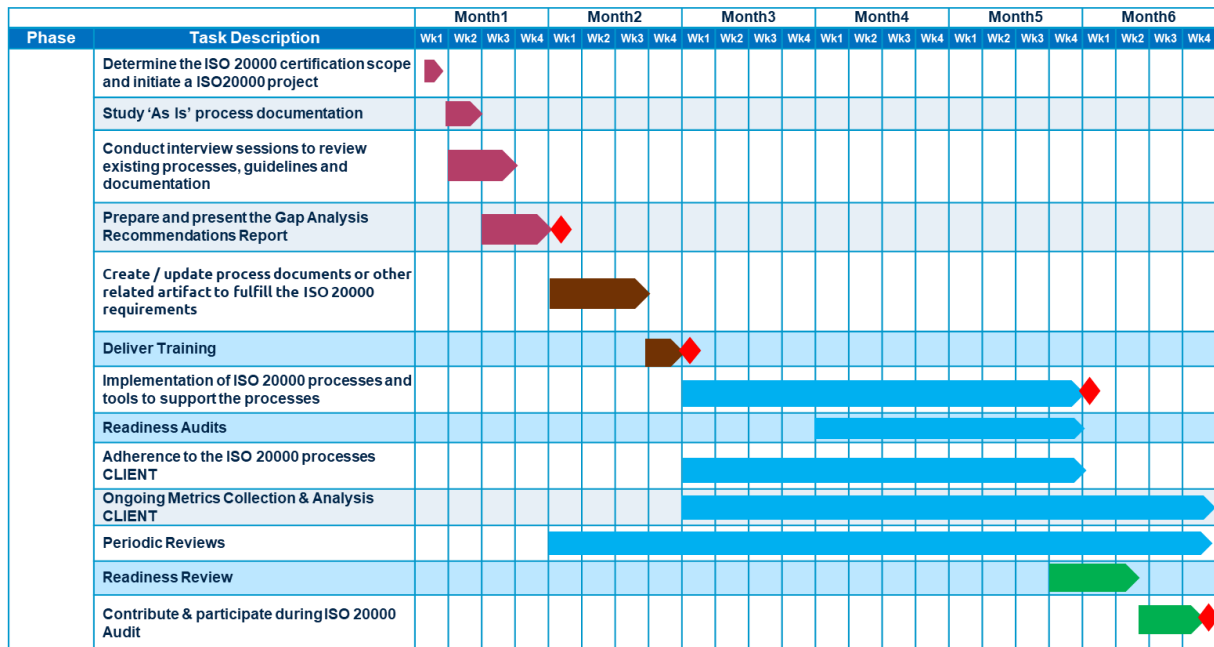
- To monitor, measure and review that the service management objectives and plan are being achieved
  - Apply suitable methods for monitoring and measurement of processes
  - Planned management reviews and audit programme
  - **Continual improvement (Act)**

### Objective

- To improve the effectiveness and efficiency of service delivery and management
  - Documented service improvement policy with defined roles and responsibilities
  - Documented service improvement process in place to identify, measure, report and manage continual improvement:
  - All non-compliances remedied
  - All improvements recorded, assessed, prioritised and authorised within the service improvement programme

## 3.3 ISO/IEC20000 Design and Implementation Lifecycle

The following sections demonstrates an average ISO/IEC20000 Implementation Lifecycle:



Note: Timeline may vary based on scope of assignment

Milestone

### 3.3.1 Readiness for Certification

As an additional offering, Capgemini can review the Client's current ISO20000 implementation in readiness for certification. This will involve a study of the current SMS (Service Management System), identifying gaps and making recommendation for improvement.

As qualified ISO/IEC20000 Auditors, Capgemini can conduct a mini audit as described in the Audit section below.



### 3.3.2 Audit

As qualified ISO/IEC20000 Auditors, Capgemini can conduct a mini audit replicating what would occur during a certification audit. Non-conformities can be identified and recommendations provided as to how to address these.

During the audit, our qualified auditors will guide you through the process and ensure you are on track to achieve certification.

### 3.3.3 ISO/IEC 20000 Maturity Assessment

As an additional offering Capgemini can perform an ISO/IEC20000 **Maturity Assessment**, that will determine the readiness of the client's organisation to take on the ISO/IEC20000 Standards . Our Maturity Assessment is a diagnostics and advisory service based on a proven methodology, lessons learned from previous ISO/IEC 20000 implementations. It helps organisations to assess their current state maturity and to identify gaps against a target ISO/IEC20000 reference model.

The ISO/IEC20000 provides Red/Amber/Green detailed heatmaps of the maturity levels of key ISO/IEC20000 capability areas. This ISO/IEC20000 is based on detailed questionnaires, interviews, and content reviews (e.g. documentation). At the end of this rigorous discovery process, we produce a set of detailed recommendations (including Quick Wins) driven by the current states which is summarised, at the top level, in a Maturity Heatmap .

The material we produce includes:

- A Current-State Report with a clear view of the maturity of the current service, identified gaps and focus areas, as well as good practice and capability to retain.
- A comprehensive Recommendations document covering both the high-level transformation programme objectives and lower level recommendations and specification for process/capability areas, essential to help ensure each new construct delivers the required capability.
- An actionable transformation roadmap.

These outputs will be reviewed, agreed, and baselined in a focused workshop with programme governance and key stakeholders against your specific business requirements and will form the main inputs into the Design phase.

As mentioned in this document's overview section, the Maturity Assessment can be purchased at a more granular level as a standalone service. The scope of assessment/analysis can vary greatly with the context and will need to be agreed with you so that a tailored Statement of Work accurately reflects the expected outcomes.

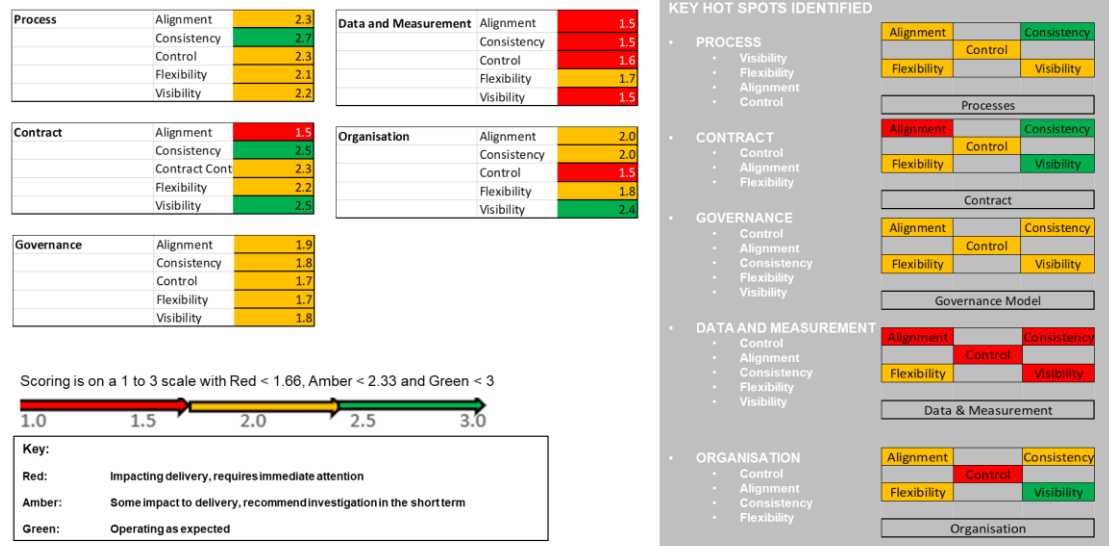
The assessment will define the identified gaps and reusable elements in existing operations. The assessment will be conducted against key assessment areas mentioned below. Areas that Capgemini know to require rigour and an elevated level of maturity:

| Assessment Areas        |
|-------------------------|
| Governance              |
| Data and Measurement    |
| Organisation            |
| Processes               |
| Contracts               |
| Technology              |
| Projects and Programmes |
| Security                |

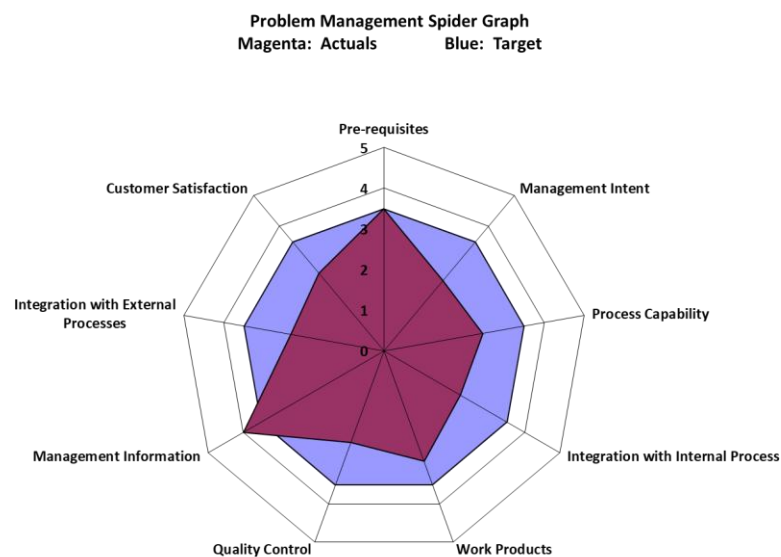
| Assessment Lenses |
|-------------------|
| Alignment         |
| Consistency       |
| Control           |
| Flexibility       |
| Visibility        |



## Organisation Analysis -Solution Areas and Hotspots



## Examples of Maturity Assessment Output



These diagrams are for illustration only and do not represent any obligation or responsibility of Capgemini.

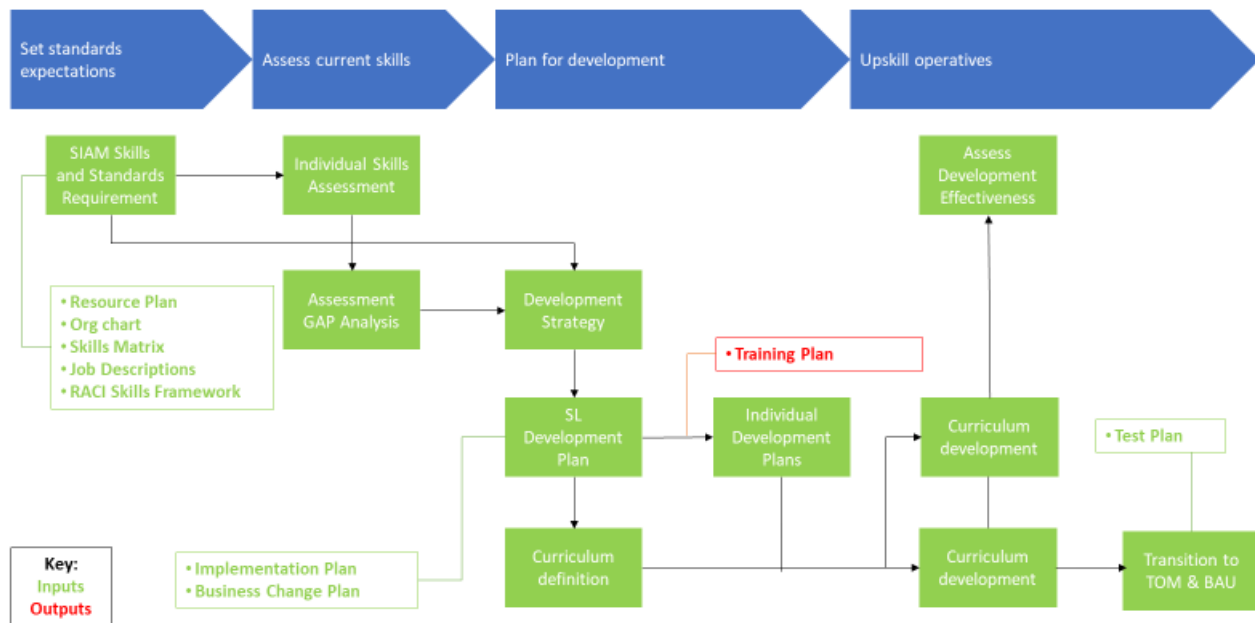
### 3.3.4 Training Needs Analysis and Training Deployment

In this sub-phase, a Training Needs Analysis (TNA) is performed to assess the gaps and training actions/initiatives needed to upskill teams in line with their agreed and documented accountabilities and responsibilities. The analysis results will be used to produce a detailed training plan which includes activities for assessing the effectiveness of the training.

Our overall approach is summarised in the example below.



## Upskilling Resources



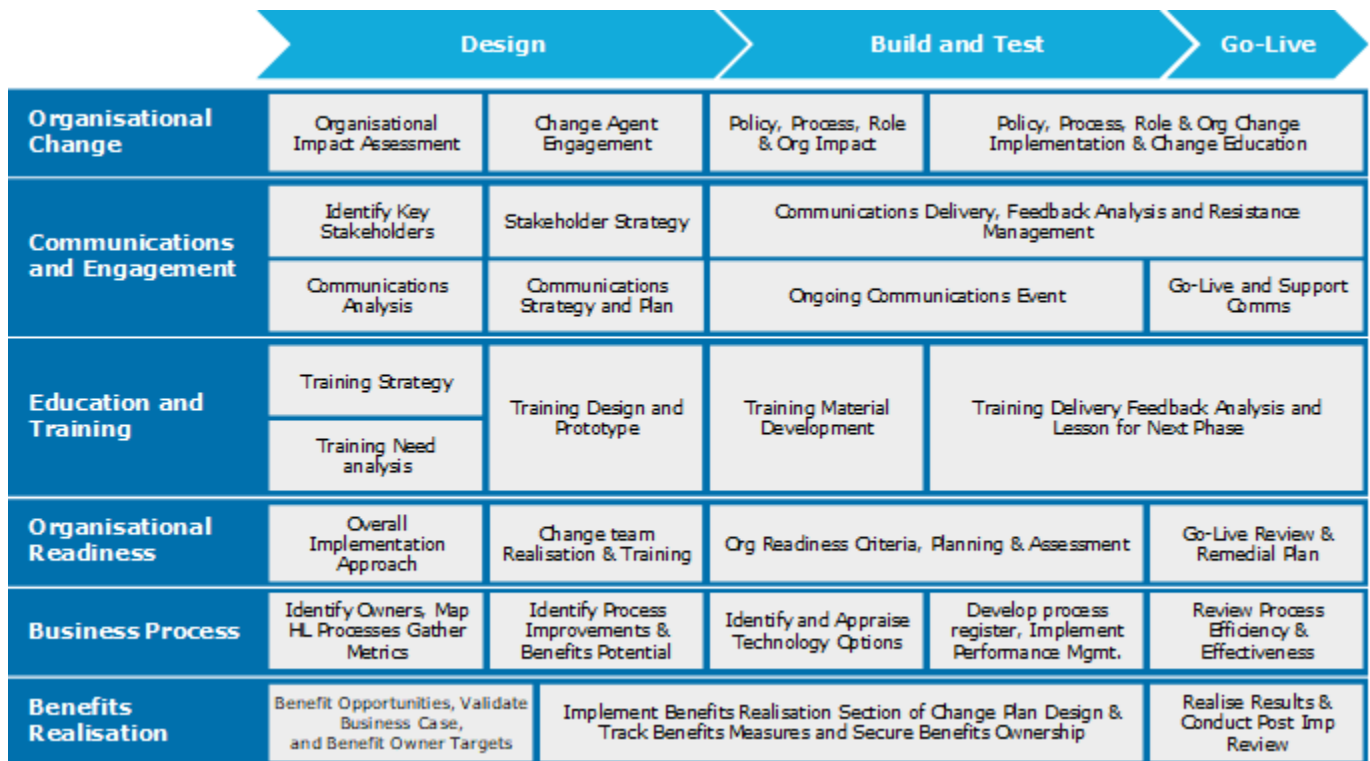
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

Training of your teams will need to start during the detailed design phase. In line with changes in tooling and frameworks, evolution of the operating model and regulatory changes, it must continue during the operations/run support phase. A comprehensive training plan for new joiners must also be implemented. Capgemini have used different methods and approaches (including gamification) for training and upskilling ISO/IEC20000 and Service Management staff. These include, but are not limited to shadowing and reverse shadowing, Lunch and Learn sessions, instructor-led training (virtual or physical classroom), computer-based training (CBT), train the trainer sessions, mentoring, scenario workshops/role play workshops, and trade-show events.

## 3.4 Organisational Change Management (OCM)

Organisational Change Management (OCM) is paramount to the success of any ISO/IEC20000 implementation. This must be factored in from the beginning and must be an integral part of the planning and implementation. Capgemini can provide the specialist skills required to design and implement the OCM plans, including the Training Needs Analysis described in the previous section. Discovery of the OCM requirements begins during the Discovery phase where we review the organisation structure, skills and knowledge, while also identifying overall cultural traits and behaviours that need to be retained or re-aligned.

Capgemini's approach focuses on driving value and benefits for organisations through their transformation journeys, remembering that people are the greatest assets in any organisation. It is underpinned by recognised concepts of OCM, and also focuses on tools and applications that can enable change to be driven through and considered at role level where the real impacts of change can be experienced and are most impactful. The figure below illustrates the typical OCM processes and streams we deploy.



### Typical OCM Processes and Streams

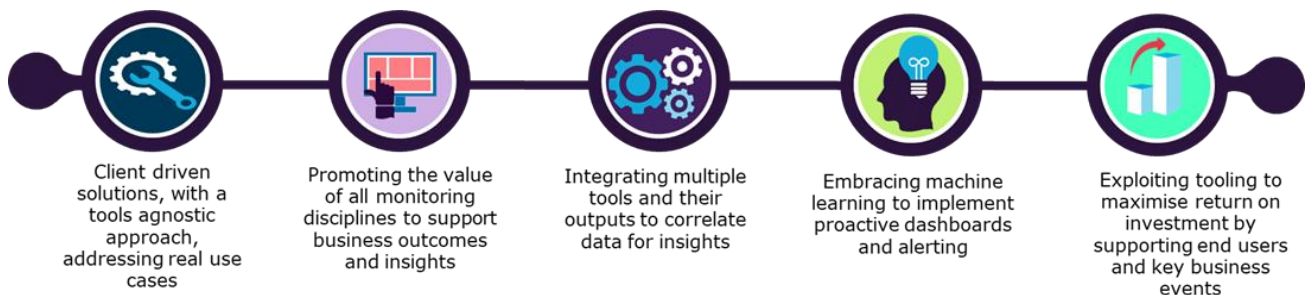
This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

## 4 Foundation Principles

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;





## 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 technical solutions require underpinning with good process that help facilitate the tools are used and in a consistent and measurable way.

We can include related process reviews within the scope of ISO20000, for example:

- Major Incident Management: Ensuring that the relevant functionality is incorporated into the MIM process so that root cause is discovered more quickly.
- Using the ISO 20000 in non-production environments: to monitor in non-production environments allowing developers access to relevant application and infrastructure performance information before and after a release is deployed.
- Service Introduction: Adding specific quality gate questions into the service introduction checklists, to help ensure that projects are adhering to the required standards.

## 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, 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



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](mailto: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.

Make it real. | [www.capgemini.com](https://www.capgemini.com)



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