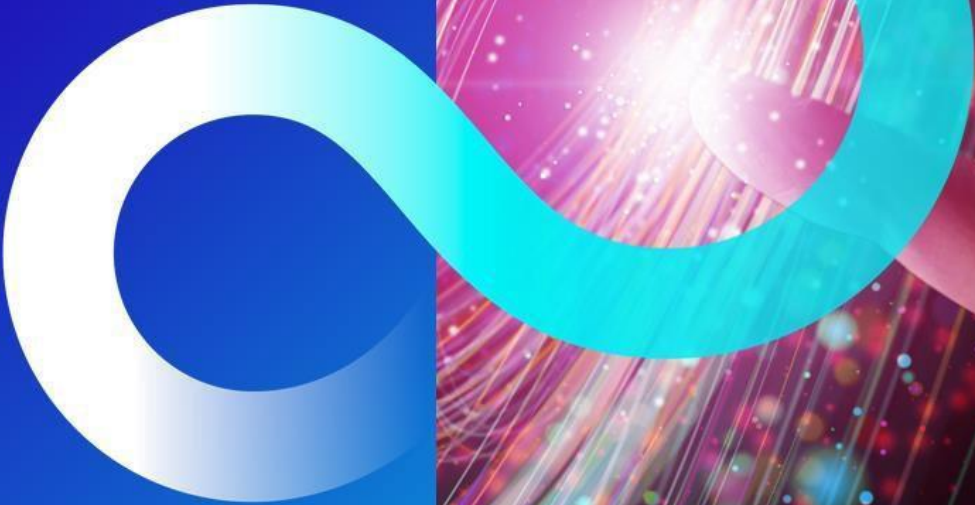


Service Definition

Service Transformation



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Service Transformation Overview

The pace of business change has forced IT to change more often, and change needs to happen faster

The advent of cloud and online service means organisations no longer have the fine-grained control over technology they enjoyed in the past – in terms of the technology itself and the timing of updates. Service orchestration has become an art form.

- IT organisations need to evolve to embrace service brokerage and service provision capabilities
- Cost transparency is essential to be able to make informed IT decisions and show visible business value
- To successfully transform service an essential first step is to determine their desired future state.
- Gaps in the service model, or a service model that is unsuited to modern technologies will lead to a failure to support the business at a time where the rate of change is increasing, and the role of technology is more critical than ever

Common challenges in service provision with new technologies include:

- Service Strategy and Service Management
- Service Transformation
- Governance and Compliance
- Risk and Security
- Service Creation Framework; Service Updates
- Service Brokerage and Orchestration
- Operational Service Management
- Service Charging Framework

Fujitsu's unique Service Transformation programme is underpinned by Fujitsu's Service Transformation and ResultsChainTM methodologies. Fujitsu brings its experience in running enterprise change programs and adds the benefits of a uniform vocabulary, standardized structure, and defined components of the Service Transformation Methodology. It covers

- An analysis of the service transformation strategy based on a reference service architecture that includes a vendor agnostic, holistic view of IT infrastructure and services
- All topics in a Service Transformation Project grouped in a hierarchy, complemented by the actors responsible for them.

Performing a service transformation delivers the following benefits for an organisation:

- Creates a common Transformation framework across the organisation
- Creates a holistic strategy evaluation
- Enables your Organisation to deliver a precision transformation – mitigating waste in all areas and ultimately reducing cost
- Ensures a defined scope and clearly identified transformation streams
- Ensures gaps in the planned transformation landscape are identified early

Fujitsu have extensive experience in helping organisations undertaking service transformations.

Examples include:

- Strategy Design for Cloud Brokerage for a central IT Department of a major Electronics Manufacturer across their global operations
- Helped prepare a major Supermarket Retailer for the hybrid world by defining strategy, identifying requirements and producing a roadmap for the future
- Produced Governance Maturity Assessment for a Major European Airport and planned a roadmap to close their maturity gaps
- Identified current scope & objectives for an on-premise community cloud for a Major European

Government Department. Compared possible Cloud Solutions (VMware, Azure Stack, OpenStack) and identified how MS Office could be part of the solution.

Service Delivery Approach

The Project Activities in which the Fujitsu resources will be involved are as follows:

Fujitsu initial research and confirm initial view of challenge

Fujitsu will establish an initial view of the way forward based on similar projects coupled with research based on the initial request for involvement and organisational context.

Kick-Off Meeting

The purpose of the Kick Off meeting is to validate understanding and establish the approach. The session will involve the complete project team coming together to review the scope, timelines, resources and dependencies. This will include Client dependencies and ensures the project commences in a controlled way.

Vision and objectives

This stage will consist of a set of working sessions with key stakeholders to establish and agree a full understanding of the vision of the service transformation, and the objectives that it is trying to achieve. The outcomes from these sessions will form the basis of the next stage.

Key deliverables include:

- A clear vision statement
- A set of objectives and target outcomes

Scoping and benefits model

In this stage, Fujitsu will jointly determine and agree the high-level scope (including the service environment and functional components) with key stakeholders. This will include an assessment of industry standard Service Management models (ITIL®¹, IT4IT™², VeriSMT™³) as the baseline for the new service model. Fujitsu will also develop a benefits model for the service transformation, which links capabilities to service outcomes.

Key deliverables include:

- Selection criteria and decision for baseline model
- Strategic assessment showing service functions including non-functional requirements and known constraints that must form the scope of the Service transformation
- Initial Benefit model development aligned to the vision and objectives using the ResultsChain approach

Service Architecture and Target Operating Model

This stage will utilise the baseline and map that to the customer's organisation and service needs. The team will also create a Target Operating Model addressing Technology, Strategy, Governance & Leadership, Services and Service Design, Process, Organisation, People, Demand and Capacity Management, Performance Management, and Improvement. During this stage, the Benefits model will be amended where appropriate. If work is required to create a service architecture and service catalogue, this can also be included at this stage or based on the as-is model if more appropriate.

Key deliverables will include:

- Target Operating Model and Service Design
- Updated Benefit model using the ResultsChain approach

As-Is Review and Gap Analysis

The Fujitsu team will work with the customer team to understand the existing service model and service model. The team will evaluate which elements can be retained, which can be reworked, and which can be rejected for inclusion in the new model. The team will also look at current skills and capacity as applicable to

the new service model. A gap analysis will be performed to inform the work that needs to take place to transform to the new model

Key deliverables will include:

- As-Is Analysis
- Gap Analysis

Transformation Planning

The final stage of the engagement will build jointly a transformation plan, and to build consensus for what comes next via a series of meetings and co-creation workshops.

Key deliverables will include:

- Transformation plan
- Workforce enablement plan
- Next steps and quick wins
- Final Benefit model using the ResultsChain approach

Fujitsu shall provide the following resources to Client based on the pre agreed rate card:

- Engagement lead – Leads the overall engagement, working closely with the client sponsor to manage the overall project, engages with Senior Stakeholders to ensure their buy-in and commitment
- Service Architect(s) – Working directly with the Engagement Manager to build the new service model and define the transition
- Business Consultant– Undertakes research, runs workshops, stakeholder management, facilitation of meetings, determines benefits, etc.

Service Transformation is a variable length engagement started averaging around twelve (12) weeks for which the average price for customers is approx. £120,000. This will be confirmed during discussions prior to the assessment taking place.

Service Deliverables

On the conclusion of the programme, the following Transformation Artefacts will have been created:

- A clear vision statement
- A set of objectives and target outcomes
- Selection criteria and decision for baseline model
- Strategic assessment showing service functions including non-functional requirements and known constraints that must form the scope of the Service transformation
- Initial Benefit model development aligned to the vision and objectives
- Target Operating Model and Service Design
- As-Is Analysis
- Gap Analysis
- Transformation plan
- Workforce enablement plan
- Next steps and quick wins
- Final Benefit model

Commercial

Ordering and invoicing Process

- We will commence delivery of the Service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date")
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day-to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Service
- Any information available and required for the Service will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Managed Innovation Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer's failure to fulfil these dependencies. Should a delay to the Service result from the Customer's failure in relation to the above dependencies, for example, if there is no full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule, and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A

Service Exclusions

N/A

Definitions

Description	Description
ITIL®	ITIL® is a (registered) Trade Mark of AXELOS Limited. All rights reserved
IT4IT™	The Open Group IT4IT™ Reference Architecture is a standard reference architecture for managing the business of IT. IT4IT™ is a trademark of The Open Group□
VeriSM□	VeriSM□ is a service management approach for the digital age and is a registered trademark of IFDC

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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