

IBM Consulting



G-Cloud 15 IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

Service Definition Document

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Contents

Our Offering Framework	2
Addressing Business Needs	5
Service Definition.....	6
IBM Approach	7
About IBM - Supporting Government.....	9
This is IBM in the UK	10

IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

Our Offering Framework

IBM will design, build and implement IT Service Management and Integration architectures that manage IT services and suppliers holistically across IT. The outcomes are streamlined Service Management organisations with processes and governance consistent across multiple services and suppliers.

This offering is related to the following offerings.

- Cloud Service Management Architecture
- Multi-Cloud Service Management and Support

These offerings form a suite of offerings that cover all stages of the IT Service Management journey (Advise, Move, Build, Manage). From setting up a Service Management and Integration capability to Running such a capability and the enhanced capabilities required for cloud service operation, these offerings can meet the full scope of customer needs.

Service Features

- Access to IBM assets and methods for analysis and development
- Incorporation of industry-standard processes across organisation
- Working with client technical teams ensuring new IT services transitioned
- Onboard and Integrate supplier base into new IT organisation.
- Detailed design of SIAM organisation, ITIL processes and supporting tooling
- Support for established client IT management operations during transition.
- Collaboration with client teams to recommend sustainable target state.
- Detailed designs of ITSM (IT Service Management) and SIAM (Service Integration and Management) capabilities to be implemented.
- Use of Gen AI assets to improve efficiency and effectiveness
- Transition services according to defined processes and standards.

Service Benefits

- Ensure robust IT Service Management philosophy across IT Organisation
- Increase supplier base accountability and manage consistently.
- IT activities established as services managed and supported consistently.

- Managed SIAM capability accountable to IT organisation
- Provide service-oriented focus for future hybrid cloud transformation.
- Reduction in current service-based issues and supplier-conflicts
- IT Operational cost savings due to standardised processes and governance
- Improved support and service delivery capabilities across IT
- Ability to measure and report on performance of IT organisation.
- Provide basis for continual IT service improvement programmes.

Key Differentiators

- Experience with multiple major clients.
- Platform approach as basis for cloud transformation
- Ability to perform systems integration at same time as service transition

IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver IT Service Management solutions for a range of business needs.

Improved Service Delivery

IT Organisations are constantly being called upon to improve the service they provide to the business. Service levels are not always being adhered to and in some cases service levels are not even defined. IBM can design systems to help overcome these deficiencies.



Better visibility of IT Performance

Ensuring a fit-for-purpose IT Service Delivery organisation requires having visibility of the operation at all levels – organisation, process, roles/responsibilities. IBM can define and deliver these new structures together associated data and metrics so that visibility is a contributor to performance and not a constraint.

Integrated Supplier and services

The best service delivery organisations manage multiple-services from multiple-suppliers in a consistent way, using standard processes and shared objectives. Not all IT organisations are set up in this way. IBM can deliver a service- oriented focus so that IT is delivered as a service to the business. Additionally, IBM can provide structures for suppliers to be integrated into the organisation so that they become more accountable to IT.



IBM - Cloud Service Process and Integration Transition and Transformation for Cloud Service Definition

This service provides value by designing and building IT Service Management and Service Integration which can be transitioned-to and transformed-for an IT Organisation. The service will be delivered through the guiding practices of our 'Garage Method for Cloud' Methodology.

IT Service Management and Service Integration capabilities

IBM will deliver an enhanced IT service delivery organisation by defining IT Service Management processes and Service Integration capabilities, with processes and capabilities adopted from industry standards. We will work with your IT teams to adapt these processes and capabilities to your needs and develop plans to transition to new target states.

A service-oriented IT organisation

IBM will work with you to derive IT target states that take advantage of trends in organisation and outsourcing structures. We will collaboratively work with your leadership and operations teams on how best to organise for service-delivery excellence and gain full visibility of operations.

An integrated supplier network

IBM has a wealth of experience in integrating suppliers into client IT organisations to deliver service excellence. We will define and deliver processes and Key Performance Indicators (KPIs) to ensure your existing and future suppliers can be managed and held accountable for their performance.

IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

IBM Approach

We bring the benefit to you of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities. We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards such as PRINCE2 and PMI.



We bring specific skills and attitudes including:

- **Proven delivery track record working in complex environments**
- **Access to specialists who understand the lessons and risks for transformation.**
- **Being able to advise, support and transfer knowledge with your teams.**
- **Implementing strong governance, defined collaboratively within the context of robust methods and processes.**
- **Bringing an integrated and controlled planning approach**
- **Proactive identification and management of risks and issues based on experience.**
- **Working across complex existing and new platforms**
- **Experience with the latest technologies, tools and delivery methods.**

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.



IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

IBM Approach

We can bring our full IBM Garage Method for Cloud, or specific elements, to help accelerate your transformation:

The IBM Garage Methodology combines an open, seamless set of proven agile practices with a human-centric, outcome-first approach to quickly guide solutions from idea to implementation to scale.

In Complex Delivery, the ability to work effectively with client teams, suppliers and other stakeholders makes a difference to the ability to achieve success. This is where the garage principles drive results. Client and IBM experts work side-by-side with your stakeholders to create solutions, execute change and deliver value.

Together we:

- Co-create the future – Bringing together the right people to define the business goals, solution and plan – this “co-create” approach establishes buy-in and achieves greater certainty of outcomes.
- Co-execute – Following a deliver approach that is based on focusing on what matters most, delivering benefits early, iterating change and incorporating feedback.
- Co-operate – Establishing full-scale delivery programmes that meet your change objectives and support the operation of business-critical enterprise services.

The principles of how we think and act in our delivery to clients include:

- Building long-term client relationships based on innovation, trust and service excellence.
- Using Design Thinking and agile approaches to help frame and execute our client’s change programs.
- Infusing cognition and emerging technologies into our clients’ enterprises and core processes
- Exploiting hybrid multi-cloud-based solutions to underpin evolving client processes.
- Developing and deploying world-class talent
- Using consistent, modern methods and tools – constantly reviewing and refining to accelerate the value we deliver.
- The ability to thrive and succeed in engagements driven by globally dispersed, multi-disciplined teams using our suite of collaboration tools is at our core.

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About IBM - Supporting Government

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight, and technology capability to deliver and operate secure, scalable, optimised, and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

We partner with clients to co-pilot their most complex digital transformations, bringing our breadth of industry expertise, depth of delivery experience and world-leading ecosystem to deliver their business outcomes.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education



Works and Pensions

IBM - Cloud Service Process and Integration Transition and Transformation for Cloud

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



Diversity

IBM **won the Global Diversity Award 2019** and the ENEI's **Gold Standard**



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Environment

IBM's focus on sustainability began in 1971 with our first environmental policy



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces to provide **fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.

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