



Operating Model Design and Assessment

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About this service

BMT's Operating Model Design and Assessment service supports organisations in shaping, assessing and evolving their operating models to meet strategic objectives, enhance service performance and enable effective cloud, digital and business transformation. We help you define a clear and actionable **Target Operating Model (TOM)** that aligns people, processes, technology, information, governance and culture to the outcomes you need.

Our approach provides an end-to-end assessment of your **Current Operating Model (COM)** and the changes required to transition confidently to a modern, optimised TOM. We work collaboratively with your teams to ensure change is strategically aligned, technically feasible and sustainably adopted.

We provide a structured suite of deliverables that clearly articulate your future operating model and the pathway to achieving it:

- Target Operating Model (TOM) definition across people, process, information, technology, governance and culture.
- Current Operating Model (COM) assessment to establish the baseline and identify strengths, weaknesses and constraints.
- COM → TOM gap analysis to define change impacts, dependencies and required interventions.
- Blueprints, visions and architecture artefacts using MSP Blueprinting and TOGAF-aligned techniques.
- Stakeholder communication and engagement planning to support adoption of targeted changes.
- High-level process maps, diagrams and rich pictures to describe the TOM clearly and accessibly.
- Alignment recommendations ensuring TOM supports cloud adoption, digital transformation and service modernisation.

How we deliver this service

BMT provides a scalable service with flexible, skilled resources delivered via a Managed Service mechanism. Our outcome-based delivery to cost, time and quality is managed by a Lead Consultant. Your relationship with us is maintained through a dedicated manager who is assigned to you.

Our team works collaboratively with you and your key stakeholders to ensure your requirements are met at both a strategic and tactical level. Our approach ensures:

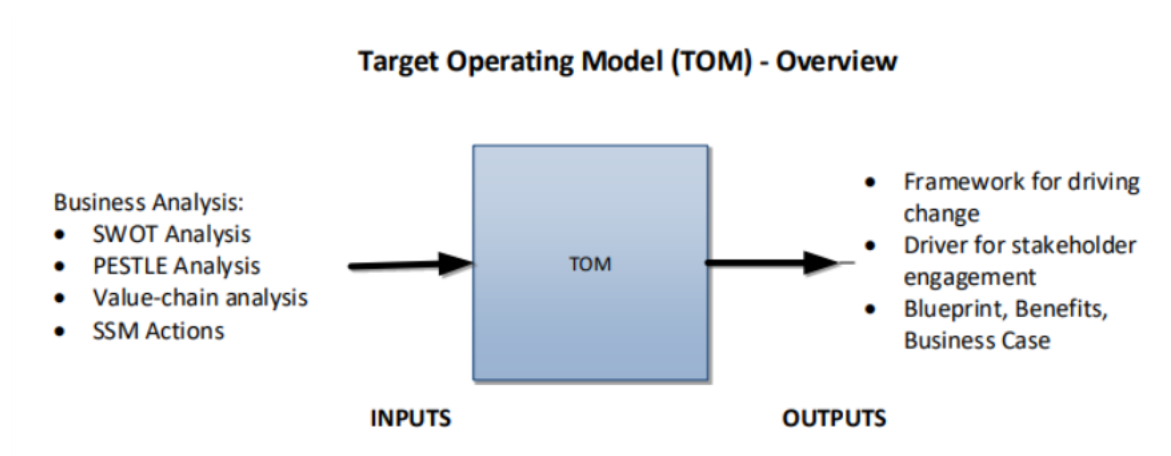
- A strong understanding of your organisational context.
- Regular and transparent communication.
- Structured quality assurance using KPIs, governance and continuous improvement.

- Rapid issue escalation and resolution where required.
- Intentional knowledge transfer to uplift in-house capability

Our aim is always to deliver a sustainable solution and we work with you to ensure we transfer knowledge and skills to your staff, enhancing your inhouse capability and maximising the benefit you gain from your engagement with us.

Through using either an existing strategy or through helping you develop a new strategy (through our Business Analysis), we support you in defining your Target Operating Model (TOM). To deliver this service, we:

- Analyse the proposed changes to ensure high-level aspects of people, process, assets, information and technology are described
- Assess those changes against your Current Operating Model (COM)
- Describe elements within the TOM using graphics, rich-pictures and diagrams
- Express the TOM using industry best-practice, such as Managing Successful Programs (MSP) Blueprints and The Open Group Architectural Framework (TOGAF) Visions
- Ensure that the TOM is linked to the underlying change programmes
- Develop communication plans tailored to the TOM, ensuring messages are targeted to relevant stakeholder groups
- Ensure TOM provides targeted communications to specific stakeholders



Experience

We have successfully delivered Operating Model Design and Assessment services for clients including Defence Infrastructure Organisation (DIO) and the Ministry of Justice (MoJ).



Contact details

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