



MOZΔIC

Service Awareness One-Day Assessment

A Mozaic Workshop Service

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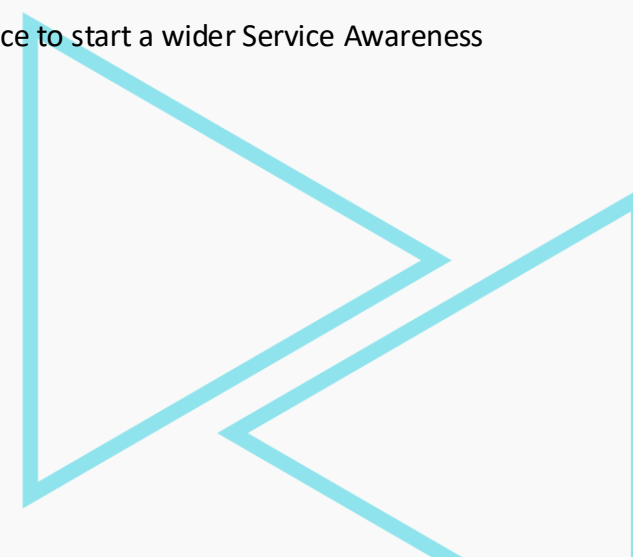
This Service Awareness Workshop makes service health, risk, and value visible fast. In one day we review your operating model, tooling, and data against Service Awareness dimensions. You leave with maturity scores, a ranked view of risks and opportunities, and a focused improvement backlog that links actions to service outcomes.

Features

- ▶ One-day facilitated workshop across Service Awareness dimensions.
- ▶ Rapid maturity scoring for operating model, tools, and data.
- ▶ Critical service shortlist based on impact and risk.
- ▶ Observability, service mapping, and telemetry capability review.
- ▶ Risk and opportunity heatmap with agreed severity ratings.
- ▶ Prioritised improvement backlog with owners and time horizons.
- ▶ Quick-win recommendations you can start within days.
- ▶ Executive summary slide pack for leadership alignment.

Benefits

- ▶ Creates a shared picture of service health in hours.
- ▶ Highlights blind spots before they become outages.
- ▶ Focuses attention on the services that truly matter.
- ▶ Surfaces risks hidden in fragmented tools and data.
- ▶ Builds momentum with practical quick wins, not theory.
- ▶ Improves prioritisation by linking work to service outcomes.
- ▶ Reduces reactive firefighting through clearer early-warning signals.
- ▶ Aligns business and technology leaders on investment decisions.
- ▶ Improves customer experience by removing journey friction points.
- ▶ Provides evidence to start a wider Service Awareness programme.





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



MOZΔIC

Confidential

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