



Service Management Set-up and Migration

A Mozaic DSM Service

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A Digital Service Management (DSM) enabler, this service builds strong service management across your estate. Our approach encompasses organisation, process, governance and tooling. We use our Agile methodology to work with you to iteratively build the capabilities that you require to manage both traditional and cloud services.

Features

- ▶ Assessment of your current Service Management capabilities
- ▶ Design and build of enhancements to drive additional value
- ▶ Integration with your current Service Management processes, governance and organisation
- ▶ Introduction of a DevOps culture within your organisation
- ▶ Definition of IT Service Management Tooling Strategy
- ▶ Automation of Service Management processes within your selected tooling
- ▶ Build or integration with Continuous Delivery tooling and approaches
- ▶ Use of Agile Scrum to drive pace and ownership

Benefits

- ▶ Understanding of current maturity against best practice
- ▶ Clear road map of change, supported by a value case
- ▶ Accelerated delivery of improved Service Management capabilities
- ▶ Delivery of cloud management processes and tooling
- ▶ Automation of process to drive efficiencies
- ▶ Closer alignment of project and operational teams
- ▶ Reduction in overall IT spend
- ▶ Increased Agility of the IT organisation, whilst maintaining capacity
- ▶ Ownership of design by your organisation, supported by knowledge transfer





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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