



Service Awareness Opportunity Assessment

A Mozaic Service

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Service Awareness means seeing service health, risk and value in real time. This assessment reveals how well your operating model, tooling and data align service delivery to critical business outcomes. The assessment delivers a clear current-state view, a compelling investment case and a prioritised roadmap to reduce incidents and accelerate change

Features

- ▶ Structured assessment method covering operating model, tools and data.
- ▶ Detailed service maturity scoring across defined Service Awareness dimensions.
- ▶ Tooling, process and data capability gap analysis.
- ▶ Method for prioritising business-critical services by impact.
- ▶ Stakeholder interviews mapped to service value chains.
- ▶ Observability and service mapping capability review.
- ▶ Incident, change and demand trend diagnostics.
- ▶ Clearly costed business case with quantified benefits.
- ▶ Evidence-based improvement backlog linked to service outcomes.
- ▶ Roadmap aligned to next generation Service Management.

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Benefits

- ▶ Reduces incident volumes by attacking failure at source.
- ▶ Accelerates change without increasing operational risk.
- ▶ Reconnects IT effort to real business value.
- ▶ Eliminates blind spots across critical customer journeys.
- ▶ Focuses investment where it delivers measurable returns.
- ▶ Improves service reliability without adding governance overhead.
- ▶ Cuts waste created by reactive, ticket-driven behaviours.
- ▶ Creates shared understanding across business and technology teams.
- ▶ Builds confidence in funding decisions through hard evidence.
- ▶ Establishes foundations for autonomous, self-healing services.





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.



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Confidential

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