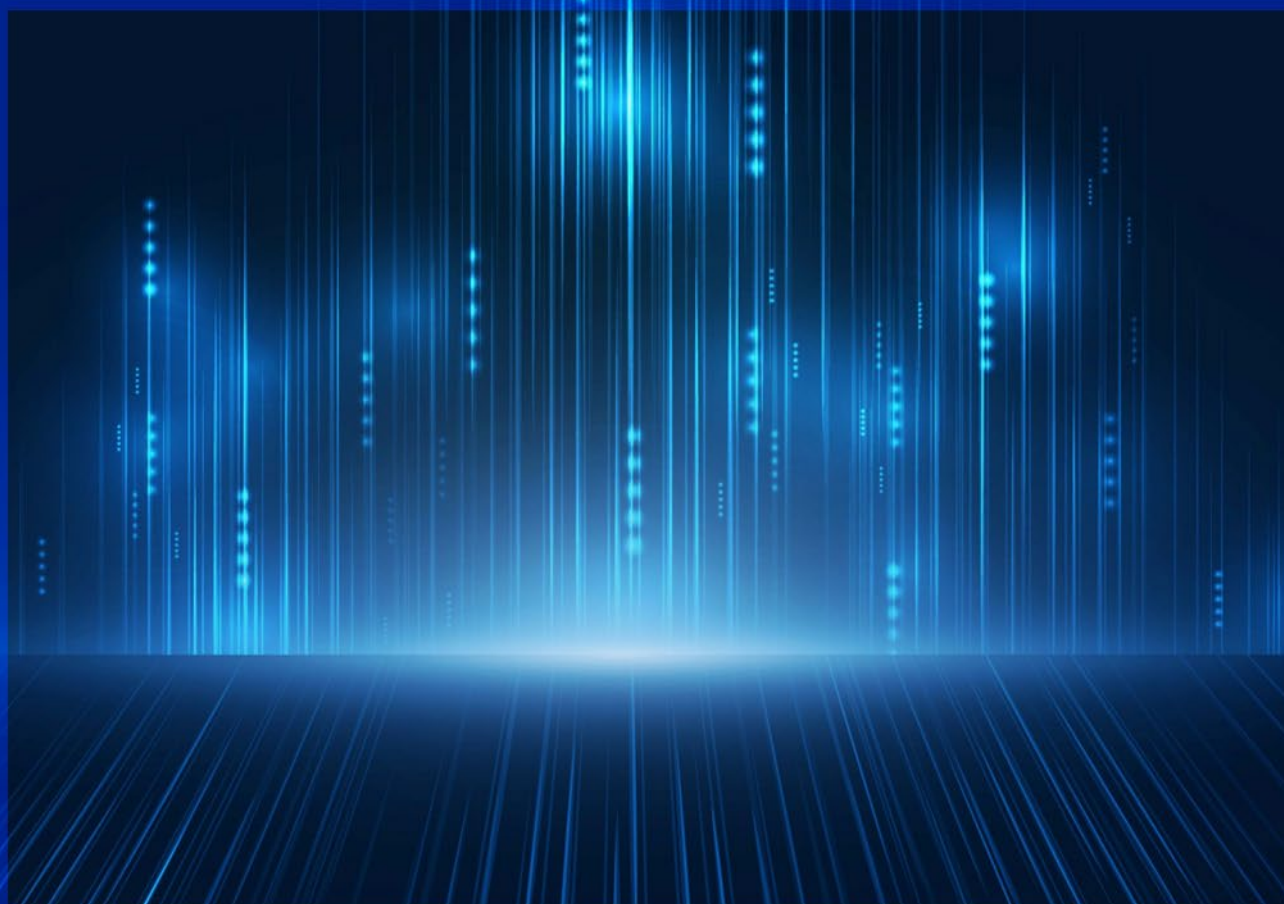


Target Operating Model

A KPMG Service for G-Cloud 15



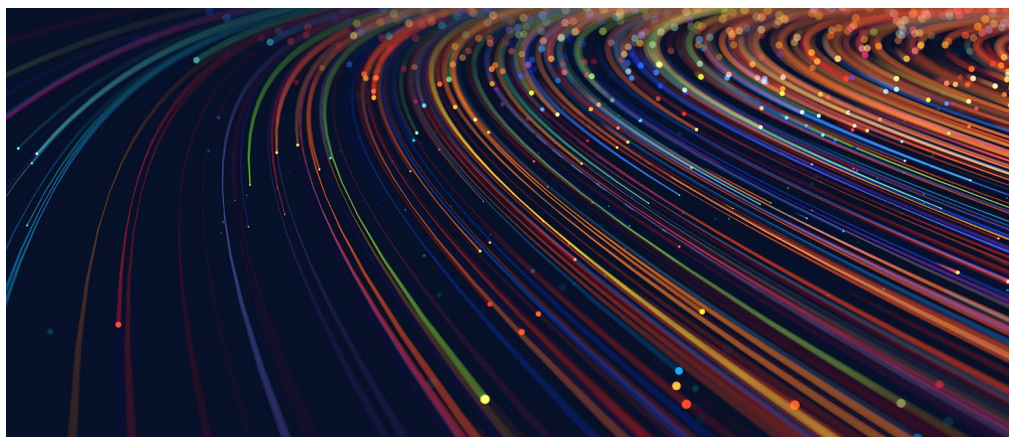
Service Definition

Introduction to KPMG's Target Operating Model



Service Description:

KPMG's Target Operating Model framework delivers repeatable robust results. It will help redefine and align IT services to business need, develop new organisational structures, create supporting roles and processes, identify meaningful performance measures and build practical transition plans. We can supplement this with workforce planning and HR expertise if required.



The benefits of this service include:

- Capabilities are linked to the value they will deliver
- Strategic objectives are linked to measurable business outcomes
- Strategic objectives are linked to measurable business outcomes
- Capabilities are linked to the value they will deliver
- Organisation modelling visualises your operating model
- Standardised modelling framework included process models, benchmarks and insights
- 6 design layers promote a complete view of the organisation
- Organisation, technology, sourcing, performance, and people configured for high-performing processes
- The IT organisation is built to meet your performance requirements
- Performance-led designs deliver sustainable benefits and drive continuous improvement



Our Service Features

- KPMG methodology includes critical success factors based on vast experience
- Flexible methodology accommodates a wide range of TOM engagement requirements
- Agree problem statement jointly, including market and business context
- Assess current functional operating model through 7 layer model
- Workshop TOM options and high-level design to select optimum model
- Develop detailed TOM design via 6 layer model
- Integrated development of TOM business case, roadmap and implementation plan
- Transfer skills leaving clients with a more experienced team
- MSP, Six Sigma/Lean Belted and ITIL Certified Experts and Practitioners

KPMG Approach

Our proven approach has already helped clients to build new IT operating models that support their businesses direction. Here we have outlined the key phases of our IT Target Operating Model Framework which provides a holistic and cohesive approach to considering all the elements needed to deliver a powerful new way of working. Our approach has 6 key elements;



1. Organisation & Governance

- Organisational structure & sizing
- Governance structure including RACI
- Escalation paths
- Roles and responsibilities



2. Services, functions & processes

- IT capabilities and structure
- Process framework and specifications
- Interaction between functions



3. People & Skills

- People management & supporting processes
- Skills & capability planning & development
- Organisation development



4. Performance Management

- Measurement framework
- KPIs & dashboard
- Measurement processes



5. Sourcing

- Sourcing model
- Location strategy
- Preferred suppliers



6. Technology

- Technology infrastructure
- Application landscape
- Supporting tools
- Architectural framework





Contact Us

KPMG G-Cloud Services Team

PSopportunities@kpmg.co.uk

www.kpmg.co.uk



kpmg.com/uk

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