Technology Capability Maturity Assessment

A KPMG Service for G-Cloud 15

KPMG Overview

KPMG is a global leader in the professional services industry, ranking among the "Big Four" accounting firms. With over 236,000 employees spread across 144 countries, KPMG has significant scale that allows us to provide diverse technology services, robustly and at scale.

From individuals and small businesses to multinational corporations, KPMG helps government organisations private sector business at all levels tackle their most complex business challenges.

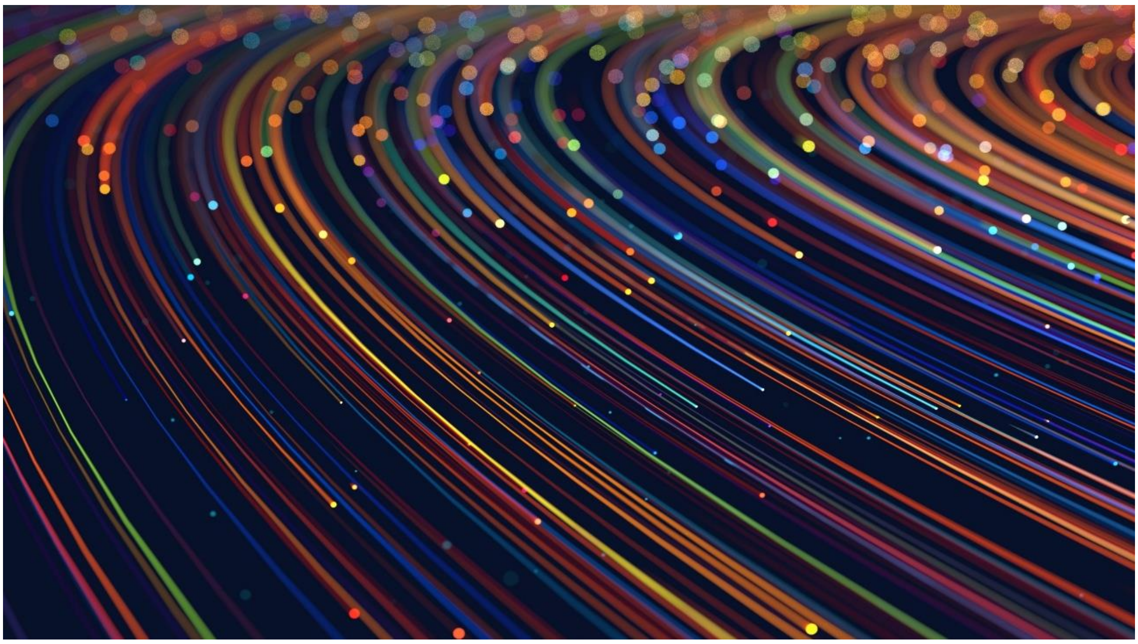
KPMG's global network provides clients with access to both leading UK and global expertise and insights, ensuring that you receive tailored solutions, advice and support that are relevant to your specific needs.

KPMG is a frontrunner implementing cutting-edge technologies. We leverage artificial intelligence, data analytics, and blockchain to enhance services and to deliver innovative solutions. This commitment to technology ensures that KPMG remains at the forefront of the professional services industry, constantly evolving and adapting to meet the ever-changing needs of their clients.

KPMG's combination of technology transformation experience coupled with the support of a broad UK and global network makes us the trusted partner of choice for some of the UK's most challenging technology transformations.

Additional points:

- **Services:** KPMG offers a wide range of services including transformation advisory, technology, audit and tax services.
- **Industries:** KPMG serves clients across a variety of industries including government, healthcare, transport and financial services.
- **Culture:** KPMG is committed to fostering a diverse and inclusive workplace culture. We have been recognised for our efforts in promoting social mobility, gender equality and LGBTQ+ inclusion.
- **Sustainability:** KPMG is dedicated to environmental sustainability and has set ambitious goals for reducing our carbon footprint.



Technology Capability Maturity Assessment

Service Description:

KPMG can assess the maturity of technology capabilities and functions in support of all cloud-based technologies.

Whether technology services are retained or are being delivered by third party service providers, KPMG's leading practice assessment methods will provide you with views across all capabilities, with practical recommendations on development opportunities and next steps to address any gaps.

Key service benefits

- Robust planning to enhance current technology service capabilities
- A clear and compelling case for change that will enable investment
- Identification of short term improvements / quick wins to gain momentum and support fast
- Clarify on how to best prepare operations for major change initiatives
- A clear understanding on where to focus efforts to improve service experience
- Improved retained workforce capabilities/ experience by identifying training and development opportunities
- Clarity around root causes of common service inconsistencies
- Identification of ITIL process and tooling capability gaps
- A clear roadmap to your desired target maturity level

Our service features

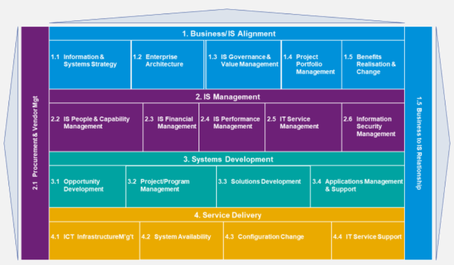
- Alignment with ITIL and enhanced with KPMG's real world experience
- Interviews with key stakeholders and operational representatives
- Flexibility to assess some or all existing technology functions
- Assessment of all areas of process management, execution and integration
- Clear visual outputs illustrating where capability pain points exist with examples
- Identification of technology service function gaps, highlighting new capability needs
- Identification of gaps highlighting training needs or new roles required
- Clear and practical actions for improvement with suggested prioritisation
- Access to ITIL certified Experts and Practitioners.

Our Approach

Our Technology Capability Maturity Assessment methodology has been developed over many years and delivers robust, consistent results for all types of organisations. **It works extremely effectively for Public Sector bodies.** Our work is based on objective evidence collected through stakeholder interviews and document reviews.

The methodology covers all key capabilities and processes needed to deliver technology services. It maps strongly to industry standards – ITIL and COBIT in particular – which means you can be confident that the results are derived using leading practice.

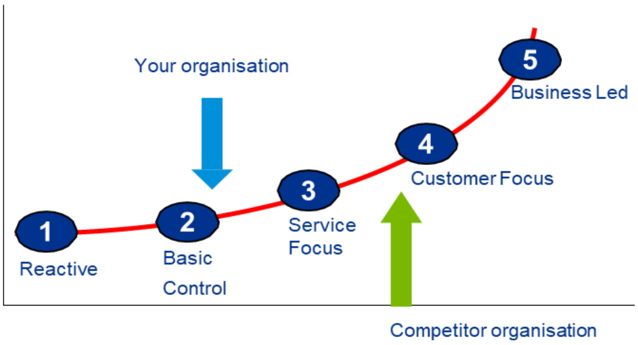
Each area of capability is underpinned by predefined maturity statements. The evidence we collect can be compared against this to determine the most appropriate maturity level – now and in the future. This approach creates a strong evidence audit-trail that will give you gives confidence in the objectivity of the results.



Example Capability Map Review

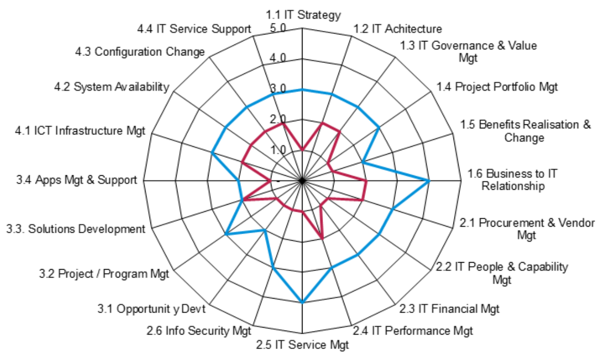
Our assessment can be used in several ways.

Firstly, it can be used to compare your organisation's technology maturity level with others –across a function or at specific capability level. This kind of benchmarking is often useful when seeking internal support for investment cases.



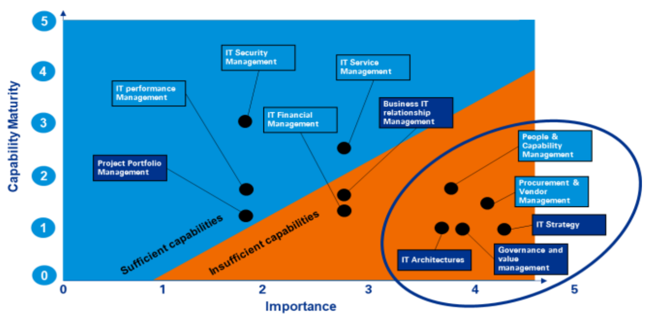
Example – Technology maturity level comparison

Secondly, another powerful use of our assessments can be to hone in on areas that require specific development. The diagram below shows the current maturity levels in red and estimate of the levels needed to meet the future organisational needs in blue. This kind of summary can help promote internal discussions on the role of technology and the best way it be used to support business needs.



Example –Technology Capability Maturity Assessment

The final use of our assessment approach can be to help prioritise areas for further exploration/development. Working with stakeholders we use prioritisation/matrices like the one below to build capability improvement plans –based on practical activities that have been proven to increase capability objectively.



Example –Technology Capability Prioritisation Matrix

Why KPMG – Client Example

We believe the combination of our robust and prove IT Capability Maturity Assessment methodology coupled with our experienced IT specialists create a powerful force that can quickly help organisations determine what, where and how to improve their IT capabilities.

An example case study is below, summarising how we helped a client to determine their IT improvement plan and crucially to gain financial backing at a senior leadership level for future investment. The case study related to a UK Russell Group University.

Our client's challenge

Key members of the Executive Board (EB) were concerned that the in-house technology team were not providing a good service. Before they would consider the case for future financial investment they wanted an independent review to determine the current level of capability ,explore the future levels needed and to identify how any "gaps" could be addressed.

They were keen to use an evidence based assessment to determine if the proposed investment case would deliver the promised results.

How we helped

Using our IT Capability Maturity Assessment methodology we interviewed over 80 key stakeholders, users of the service, members of the in-house team and a selection of external suppliers. This was supplemented by reviewing over 300 documents and reports. We adopted a three phase approach;

- Understanding the current or "As-Is" level of capability. This identified strengths and development areas at a detailed practical level. Key to this part of the assessment is building a strong evidence trail; we reviewed and validated findings with the client's teams in an open and transparent manner. In our experience this is a crucial element to gaining acceptance that change is required.
- Determining the future or "To-Be" IT capabilities that will be needed by the enterprise to deliver it's vision for students, academics, researchers and professional service staff. We surveyed all 40 members of UEB and interviewed a selection of senior business leaders. Armed with this knowledge we determined the levels of IT capability that would be needed for the future.
- Identifying the capability gap to be bridged. We drew on the underpinning capability maturity statements to identify the size and nature of capability gap; we were able to develop practical recommendations based on specific action and produced over 30 practical recommendations for improvement.

Client benefits

Our report was delivered on time and to budget. The report was accepted in full by the IT Leadership Team and EB members. Our recommendations for capability uplift formed a core part of the IT teams future plans.

Contact Us

PSopportunities@kpmg.co.uk

kpmg.com/uk

Document Classification: KPMG Confidential

CREATE. | CRT164925A January 2026