



CONFI
CONSULTANCY LTD
INTEGRITY DRIVEN SOLUTIONS

SERVICE MANAGEMENT SERVICE OVERVIEW

Transforming, governing and optimising service performance across complex IT and operational environments, with clear accountability and control.



CORE DELIVERY CAPABILITIES

- SC and DV-cleared service management leadership across complex public-sector environments.
- Pragmatic, ITIL-aligned service strategy, design and transition leadership.
- Integration of services across multiple suppliers and delivery partners.
- Turnaround and performance uplift of underperforming service functions.
- Establishment or reset of service control functions, including Service Desk leadership.
- Leadership of Incident, Problem, Change and Release disciplines to restore control and stability.
- Knowledge management approaches that embed service learning, resilience and operational maturity.
- Design and enforcement of service management governance and control mechanisms.
- SLA and KPI reporting with clear dashboards and accountability.

WHAT CLIENTS ACHIEVE WITH SERVICE MANAGEMENT

- Stable, reliable service delivery with improved user and customer experience.
- Service management capability embedded into internal teams, not dependent on external support.
- Service functions optimised to support cloud adoption and modern operating models.
- Reduced operational risk, fewer high-impact incidents and faster recovery when issues occur.
- Clear, consistent service controls that reduce errors and improve operational efficiency.
- Improved stakeholder and leadership confidence through transparent, measurable performance.
- Alignment with HMG Technology Code of Practice, Secure by Design principles and NCSC guidance.
- Long-term capability uplift through structured handover and knowledge transfer.

SERVICE MANAGEMENT DELIVERY APPROACH

We combine service transformation expertise with operational turnaround capability to stabilise services, restore control and deliver scalable, high-performing service environments.

Our approach includes:

- Rapid assessment of service capability, maturity and operational risk exposure.
- Designing or resetting service models aligned to organisational needs and pragmatic ITIL principles.
- Integrating suppliers, service towers and internal delivery functions under clear ownership and control.
- Implementing service performance frameworks (SLAs, KPIs and OLAs) to drive accountability and transparency.
- Establishing continual service improvement cycles informed by performance data and customer insight.

MOBILISATION & GOVERNANCE SETUP

Service management engagements are mobilised with clear service objectives, defined decision pathways and immediate governance control.

Our mobilisation includes:

- Confirming service scope, ownership and escalation protocols from executive to operational level.
- Engaging key operational stakeholders and supplier leads to establish delivery accountability.
- Establishing service governance boards, review cadence and decision checkpoints.
- Defining reporting dashboards, service metrics and review points to provide early warning and control.
- Preparing and agreeing a transition or improvement roadmap for controlled implementation.

DELIVERY ASSURANCE & CONTROL

We apply disciplined assurance and intervention to protect service performance and operational integrity.

Our assurance approach includes:

- Monitoring SLA, KPI and incident performance trends to identify emerging risk and degradation.
- Scrutinising supplier delivery against contractual obligations and service commitments.
- Reviewing operational risks, recurring incidents and major problems to prevent repeat failure.
- Escalating systemic issues to governance forums with clear recommendations and decision options.
- Ensuring alignment to compliance, security and service continuity standards to protect live operations.

CAPABILITY UPLIFT & LEADERSHIP CONTINUITY

We embed service management discipline and leadership capability to ensure control and performance are sustained beyond our engagement.

We build capability through:

- Coaching service managers and operational leads to take full ownership of service performance.
- Transferring practical knowledge of service controls, performance management and governance.
- Embedding service knowledge, request handling and demand control practices.
- Developing internal leaders to sustain service discipline and continuous performance improvement.
- Implementing service playbooks, standards and decision guidance for future operations.

GOVERNANCE & DECISION OWNERSHIP

We operate at governance level to enforce service accountability and operational discipline.

We lead through:

- Active participation in service governance and operational review forums.
- Challenging providers where service performance falls short of contractual or operational expectations.
- Aligning service decisions to business outcomes and defined risk appetite.
- Providing transparent, independent reporting to leadership and executive sponsors.
- Enforcing accountability across internal and external service functions.

WHY CONFI?

- SC and DV-cleared service leadership proven across government and defence.
- Experienced in both service transformation and operational turnaround.
- Fully independent of suppliers, acting solely in the client's interest.
- Deep expertise in ITIL, SIAM and UK public-sector service models aligned to HMG, DDaT and NCSC guidance.
- Focused on operational excellence, resilience and sustained capability uplift.

CONTACT US

If you'd like to discuss a potential engagement or explore whether Confi is the right fit, please get in touch: businessops@conficonsultancy.co.uk

Further information is available at <http://www.conficonsultancy.co.uk>

