



**CONFI**  
**CONSULTANCY LTD**  
INTEGRITY DRIVEN SOLUTIONS

# SERVICE MANAGEMENT SERVICE OVERVIEW

Strengthening service governance, operational performance and accountability across complex IT and operational environments.



# CORE DELIVERY CAPABILITIES

- SC and DV-cleared service leadership across complex public sector environments.
- ITIL-aligned service governance, transition and operational leadership.
- Coordination of services across multiple suppliers and delivery partners.
- Stabilisation and performance improvement of underperforming service functions.
- Establishment of service control functions, including Service Desk governance.
- Leadership of Incident, Problem, Change and Release disciplines to maintain operational stability.
- Embedding knowledge management practices that strengthen resilience and operational maturity.
- Design and enforcement of service governance frameworks and control mechanisms.
- SLA, KPI and operational reporting with clear executive visibility and accountability.

# WHAT CLIENTS ACHIEVE WITH SERVICE MANAGEMENT

- Stable, reliable service delivery with improved user and operational experience.
- Sustainable service management capability embedded within internal teams.
- Service functions aligned to cloud adoption and modern operating models.
- Reduced operational risk, fewer critical incidents and improved recovery responsiveness.
- Consistent service controls that improve operational performance and reduce delivery friction.
- Greater stakeholder confidence through transparent service reporting and measurable performance.
- Alignment to HMG Technology Code of Practice, Secure by Design principles and NCSC guidance.
- Long-term operational capability uplift through structured transition and knowledge transfer.

# SERVICE MANAGEMENT DELIVERY APPROACH

We combine service transformation expertise with operational leadership to stabilise services, strengthen control and improve service performance across complex environments.

## **Our approach includes:**

- Assessing service capability, operational maturity and delivery risk exposure.
- Designing or refining service models aligned to organisational needs and pragmatic ITIL principles.
- Integrating suppliers, service towers and delivery functions under clear governance and accountability.
- Implementing service performance frameworks, including SLAs, KPIs and OLAs.
- Establishing continuous service improvement informed by operational performance and service insight.

# MOBILISATION & GOVERNANCE SETUP

Service management engagements are mobilised with clear objectives, defined accountability and structured governance control.

## Our mobilisation includes:

- Confirming service scope, ownership and escalation pathways across operational and leadership levels.
- Engaging operational stakeholders and supplier leads to establish accountability and service governance.
- Establishing governance forums, review cadence and operational decision checkpoints.
- Defining reporting dashboards, service metrics and early-warning control mechanisms.
- Agreeing transition or improvement roadmaps for controlled operational implementation.

# DELIVERY ASSURANCE & CONTROL

We apply disciplined service assurance and operational oversight to protect service performance, continuity and operational integrity.

## **Our assurance approach includes:**

- Monitoring SLA, KPI and incident performance trends to identify emerging operational risks.
- Scrutinising supplier performance against contractual obligations and service commitments.
- Reviewing operational risks, recurring incidents and major service failures.
- Escalating operational issues through governance forums with clear recommendations and decision options.
- Ensuring alignment to compliance, security and service continuity standards.

# CAPABILITY UPLIFT & LEADERSHIP CONTINUITY

We embed service management discipline and operational leadership capability to sustain control, resilience and service performance beyond the engagement.

## **We build capability through:**

- Coaching service managers and operational leaders to strengthen accountability and service ownership.
- Transferring practical knowledge of service controls, governance and performance management.
- Embedding service knowledge, operational processes and demand management practices.
- Developing internal leadership capability to sustain operational discipline and continuous improvement.
- Implementing service playbooks, standards and operational decision guidance.

# GOVERNANCE & DECISION OWNERSHIP

We operate at governance level to strengthen service accountability, operational control and decision discipline.

## We lead through:

- Active participation in service governance and operational review forums.
- Challenging providers where service performance falls below contractual or operational expectations.
- Aligning service decisions to business objectives and organisational risk appetite.
- Providing transparent reporting and operational insight to leadership and executive sponsors.
- Enforcing accountability across internal and external service functions.

# WHY CONFI?

- SC and DV-cleared service leadership across government and defence environments.
- Experienced in service transformation, operational stabilisation and service recovery.
- Independent from suppliers, focused solely on client outcomes and service integrity.
- Experienced in ITIL, SIAM and UK public-sector service models aligned to HMG, DDaT and NCSC guidance.
- Focused on operational resilience, service performance and sustainable 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](mailto:businessops@conficonsultancy.co.uk)

Further information is available at [www.conficonsultancy.co.uk](http://www.conficonsultancy.co.uk)

