What is the services framework?
The services framework is a collective term for the set of service elements – or ‘building blocks’ – we use to build all of the services in our portfolio. No matter whether its maintenance and support services, professional and consulting services, managed services, or IT outsourcing services – all are constructed using elements from the same set of building blocks.

The framework also incorporates all the associated descriptions, templates, delivery models, processes, cost drivers, roles and responsibilities, and system functionality of each service element and its associated deliverables.

The service elements in the framework are technology-agnostic, which enables us to create services with enough flexibility to accommodate the specific requirements of your environment. So, while the services themselves may differ, the components with which they’re constructed remain consistent.

Creating services with the services framework
Each service element in the services framework has a set of associated deliverables. We then select deliverables from various service elements and combine them to form a basic framework for the service we’ll deliver to your business.

With each service we create in this way, there’s a degree of further customisation and adjustment necessary to ensure the service adequately covers the technologies in, and unique requirements of, your environment.

The framework also incorporates all the associated descriptions, templates, delivery models, processes, cost drivers, roles and responsibilities, and system functionality of each service element and its associated deliverables.
Constructing services using the services framework

Professional Service X
- Service element A
  - Deliverable y
- Service element C
  - Deliverable m
  - Deliverable n
- Service element D
  - Deliverable g

Services Framework
- Service element A
  - Deliverable x
  - Deliverable y
  - Deliverable z
- Service element B
  - Deliverable q
  - Deliverable r
  - Deliverable s
- Service element C
  - Deliverable m
  - Deliverable n
  - Deliverable o
- Service element D
  - Deliverable e
  - Deliverable f
  - Deliverable g
  - Deliverable k

Managed Service Y
- Service element A
  - Deliverable x
  - Deliverable z
- Service element B
  - Deliverable s
- Service element C
  - Deliverable m
  - Deliverable n
- Service element D
  - Deliverable e
  - Deliverable f
  - Deliverable k

Relationship to service lines

These service elements also available as custom add-ons
Drilling down into each service element’s set of associated deliverables, it’s important to note that each deliverable itself is also a multifaceted construct consisting of a set of attributes that defines it. Attributes of this deliverable may include:

- a description
- a process
- a service code
- a delivery model
- service levels
- cost drivers
- system functionality/a tool
- templates
- roles and responsibilities
- skill levels

**ITIL alignment**

Each of the service elements is aligned to industry standards and best practices as defined by ITIL. This standardisation helps to ensure greater clarity and mutual understanding in terms of the IT service management language we use in delivering our services to you. It’s important to note, however, that the ITIL-standardised naming of our service elements doesn’t necessarily dictate the selection of deliverables we deliver to your organisation. You still have the freedom to choose and combine deliverables from various service elements to best suit your organisation’s requirements.

**What the services framework enables us to do for you**

The standardised, modular approach supported by the services framework enables us to develop, deploy and scale services more rapidly, because we use standardised building blocks to create the basic structure of each service. This speed-to-market also means we can offer you market-leading services that are directly related to the latest technology trends and developments.

The high degree of standardisation offered by the services framework creates cost savings within our organisation which we can pass on to your business, and reduces the risks associated with bespoke services.

The services framework also enables us to offer you the convenience of: packaged managed services in which certain service elements and deliverables are already combined; the freedom to select add-on deliverables that suit your needs; and – in an IT outsourcing engagement – the flexibility to create a more customised experience combining your own menu-based selection of service elements and deliverables.

The high degree of standardisation offered by the services framework creates cost savings within our organisation which we can pass on to your business, and reduces the risks associated with bespoke services.