Service Portfolio

IT Service Delivery & Transition Leadership

Positioning

Supporting organizations in managing complex transitions and establishing reliable service environments across multi-provider and multi-market landscapes.

Engagements focus on structured execution, operational readiness, and sustained service performance.

Core Service Modules

Service Transition & Operational Readiness

- Transition strategy, planning, and coordination
- Definition of handover criteria and non-functional requirements (NFRs)
- Cutover planning and controlled go-live execution
- Structured stabilization and early-life support

Service Delivery & Governance

- Establishment of governance models and reporting structures
- Definition of KPIs and performance steering mechanisms
- Multi-provider coordination and accountability frameworks
- Escalation management and service stabilization

Application Operations Leadership (Cloud, Hybrid, On-Premises)

- Operational oversight of business-critical applications
- Coordination of internal teams and external providers
- Governance of incident, problem, and change processes
- Transparency and performance management across environments

Operating Model & Process Modernization

- Clarification of roles and responsibilities
- Workflow optimization across delivery and operations
- Integration of Agile practices into ITSM environments
- Structured improvement of core service processes

Engagement Formats

- Interim leadership roles (Service Manager, Transition Lead, Delivery Manager)
- Transition and stabilization programs
- Targeted service improvement initiatives
- Advisory engagements for operating model design

Typical Engagement Roles

IT Service Manager · Service Transition Lead · IT Service Delivery Manager · Application Operations Lead

Availability: Germany & International · Hybrid / On-site during critical phases