

Kevin Hughes

Senior Service Manager, Project Manager, Service Transition and Design

Email Address: kevin@khitservices.co.uk

Contact Phone Number: 07989775092

Braintree, Essex

Personal Statement

I am an SC cleared service delivery professional with 30 years of diverse and award-winning IT experience.

I have nearly 20 years of experience in Service Management roles and have held senior delivery roles in UK and European organisations covering Space, Defence, Transport, Government and Financial Services.

I have experience in Project Management, Service Design, and Transition and have delivered projects, designed, and transitioned services across both public and private sectors.

Qualifications

- ITIL Foundation v4
- ITIL Practitioner
- ITIL Service Design
- PRINCE2 Foundation
- English GCSE
- Institute of Meat Associateship in Meat Tech and Management (NVQ4), Smithfield College, London
- SIAM Foundation
- Sigma Six Yellow Belt
- DELL Certified Engineer

Education

Core Skills

- Service Delivery Management
- Continuous Service Improvement
- Stakeholder Management
- Process design and improvement
- SLA & KPI Management & Reporting
- Service Design & Transition
- Budget and contract management
- Incident, Problem & Change management
- Service Integration and Management (SIAM)
- Project Management
- Vendor Management

Awards

- Serco Global Pulse Pride Award, Serco Europe
- IBM Service Excellence award, BP Account IBM Global Services

References

Available on request

Experience

Nov 2025- **Service Delivery Consultant- Contract – AVMI Kinly**

Delivering exceptional AV integration services to one of the UK's most prestigious law firms.

- Managing an in-house AV Support and Production team at Travers Smith LLP, providing meeting room, event management and AV Production services to the firm and its clients
- Designing and implementing a service catalogue and reporting capabilities for AV services.
- Developing the process and service model for Client and Firm events delivered in a purpose-built auditorium and recording studio.
- Providing transition support to onboard 40+ meeting rooms, multipurpose AV spaces, Auditoria and Recording Studio at new firm premises
- Managing the decom, asset & lease management and maintenance of AV across firm sites during and after the move to new premises

Jun 2025- **ITIL Process Writer- FTC, M Group Telecom**

Nov 2025 Delivery of M Group NOC Transformation Project deliverables. Development of the M Group Service Delivery practice. Review and drafting of all process documents to industry standard.

- Maturity assessment of the current Service Delivery team, providing and implementing recommendations for service roles.
- Embedding Incident, Problem, Change and CSI disciplines across Engineering, NOC and Service Delivery teams
- Implementing Risk Management within NOC and Service Delivery
- Process review and drafting to industry standard, Comms management, training and guidance sessions delivered to all teams
- PMO to the NOC transformation plan, ensuring updates are provided, actions chased, and management reporting is produced.

Feb 2025- **Applications Service Transition Manager- Contract, National Highways**

Mar 2025 Leading the design and implementation of processes and service offerings for the internal applications support service within National Highways to build onto the Applications Development and Management contract.

- Designed implemented and managed the applications front-door process to provide a central point for new application requests or migration of applications and/or existing support into the ADM contract.
- Designed the 2nd and 3rd line support offerings for Application Services, offering In-house, Hybrid or Service Partner support lines.
- Engaged with business application stakeholders and the Service Partner to introduce support offerings and provide costed options for support, delivered under NH's Agile framework.
- Designed the Power Application Service development and support offering, allowing for in-house development and support of power applications at no cost.
- Designed the approach for application discovery phases for a 5-year modernisation programme aimed at restructuring the applications estate with a potential cost saving of £234m

- Jan 2024-
Jan 2025
- Senior Service Delivery Manager - Contract, National Highways**
Service Delivery Management for the applications support contract provided by Version One.
- Led service transition activities from that contract to a new 5 year £35m Applications Development and Management (ADM) contract in July 2024 with Version One.
 - Designed and implemented new processes for onboarding of Power Applications and line of business services into ADM, working within NH's Agile framework.
 - Oversaw Service improvement of the NH D365 CRM Service provided by Node4. Implemented a formal SIP and drove down ticket backlogs, improving end user perception and satisfaction.
- Sep 2022-
Jan 2024
- Senior Service Delivery Manager & CoP Lead - Contract, National Highways**
Managing the National Highways Wintel service provided by NetCompany through a period of re-tender and then transition of the Service to CapGemini.
- Service focal point for knowledge transfer between NetCompany and CapGemini.
 - Provided a repository for all Service collateral, oversaw joint knowledge sessions, their review and signed off final handover of these services.
 - Leading the Service Delivery Community of Practice (CoP) which was established to harmonise delivery practices across IT and OT Service Delivery teams
 - Creation and presentation of Community of Practice framework documentation and repository, Service Improvement initiatives backlog, SharePoint site and weekly reporting processes
 - Chairing bi-weekly and monthly CoP all hands meetings. Organising and chairing knowledge sessions across NH for the community.
- Jul 2022-
Sep 2022
- Service Delivery Consultant - Contract, HIACM**
Service Delivery Management Consultant for a major B2B and B2C travel rewards client based in London on a short-term contract.
- Providing consultation and supervising the integration of internal technical and service delivery teams under standard tooling and processes.
 - Standing up forward schedule of change and working with Developer teams to pull data from Jira into Service-Now to centralise Change activity.
- Jan 2022-
July 2022
- Senior Service Delivery Manager, Wintel and Print Services - Contract, National Highways**
Managing National Highways Wintel services provided by NetCompany and managed Print Services provided by Xerox.
- Service Owner for M365 product suite.
 - Service focal point for adoption and exploitation of M365 capabilities, acting as champion for the Cloud A&E programme team delivering end user capabilities
 - Managing service partners within the NH SIAM model across supplier ecosystem to ensure delivery consistency across NH Services.
 - Implemented and chaired bi-weekly Service Partner delivery meetings to build collaboration and promote service improvement across delivery teams.

- Service owner for the Power Applications Service, providing NH end users with the ability to build low code applications

Oct 2021- **Micromobility Service Delivery Manager - MyTechnology, Serco Group**

Dec 2021 Leading Service Delivery across the Micromobility contracts within the Citizen Services Business at London and West Midlands Cycle Hire. Working within the Serco SIAM framework across six technology suppliers to delivery roadside and back-office services to cycle hire schemes.

- Oversaw and managed integration of mobility schemes and Serco MyTechnology Services, including Incident, Request, Problem and Change
- Overseeing the implementation of the Serco SIAM model across six technology partners to deliver roadside and back-office services to the existing contract.
- Designed and introduced the support model for future bids in this sector.

Aug 2018- **European Service Delivery Manager - MyTechnology, Serco Group**

Oct 2021 Lead Service Delivery Manager to Serco Europe across nine countries and 1000+ users in the Science, Space, Defence and European Parliament.

- Collaborated with key Stakeholders in Europe and the UK to introduce the new European delivery model and prepare the business for change
- Coordinated integration of the Europe Support team and ServiceDesk with Core Serco, organised knowledge transfer sessions, training and coaching
- Oversaw the migration from Europe Jira into Serco core instance of Service-Now
- Managed the deployment of a variant to the Serco Managed Desktop service to all Serco Europe users within 6 months that corresponded with the Covid epidemic,
- Planned and oversaw the introduction of corporate storage solutions, end user training and migration of all user data from country specific shared drives and localised storage into corporate solutions (SharePoint, OneDrive) within 3 months
- Service focal point for a major Cyber Incident in summer 2021, for which I received Group CEO recognition and a Serco award.

Jan 2017- **Service Delivery Manager & Service Delivery CoE Lead - MyTechnology, Serco Group**

Aug 2018 Provision of Service Delivery management to Serco secure services within Central & Local Government and Defence Sector contracts. Lead SDM, Service Delivery Centre of Excellence

- Led the transition of the UK secure service into core support in 2018
- Service lead input for a bespoke reporting portal to standardise reporting output across the sectors providing management reporting
- Owner of initiatives responsible for Service Delivery Management account baselining, maturity assessment and CSIP, Service Reporting development and implementation of best practice Service Delivery methodologies

- Mar 2015-
Jan 2017 **Lead Service Delivery Manager, London Cycle Hire - MyTechnology, Serco Group**
Lead Service Manager for the delivery of IT infrastructure, desktop and ITIL services supporting the London Cycle Hire Scheme operated by TfL and Sponsored by Santander. I supervised transition of service to new service providers as part of disaggregation of services in 2016.
- Implemented and managed Change and Problem management
 - Developed Cycle Hire Operational and Performance reporting which I presented at Transport for London (TfL) and Serco Stakeholder reviews
 - Identified cost savings against Infra support and maintenance budgets delivering a £150k end of year saving
 - Worked with TfL preferred partners to transition the infrastructure services as part of service disaggregation in 2016.
- Aug 2014-
Mar 2015 **EMEA Service Delivery Manager - SunGard Financial Systems**
Service Delivery manager for SunGard Products and Services delivered to FTSE 500 Clients across multiple sectors utilising specialist software and systems to maximize corporate profitability.
- Developed and presented the first iteration of Service Metric Reporting for Global Service Delivery
 - Reduced open and aged Ticket volumes across client teams, leading to fewer escalations and an improvement in Ticketing SLA attainment
- Nov 2013-
Jun 2014 **Service Delivery Manager - Contract, PRS for Music Account, Advanced365**
Led onsite Service Delivery to Advanced 365's client PRS for Music Ltd. Spearheaded transition, process design and project management activities required to onboard the PRS contract into Advanced365 support
- Managed the transition of out of hours monitoring services from Bulgaria into a newly created team within one week
 - Oversaw the migration of the local PRs Support Desk to A365 central ServiceDesk, coordinating cutover, analyst training and business change comms
 - Designed and implemented processes for Out of Hours support, VIP support, MACD changes & PIR.
 - Designed and implemented the first iteration of Service Reporting for the contract.
- Nov 2012-
Oct 2013 **Service Delivery Manager - Kelway Ltd**
Service Delivery Manager to several clients across the Health, Environment, Travel and Housing sectors and in-house Services at Kelway.
- Designed and implemented Major Incident and post Incident review processes
 - Advised on creation of formal IT comms into Kelway internal business
 - Designed and implemented processes for the management of security incidents related to End user accounts

- Nov 2011- **EMEA Service Delivery Manager - BP Account, IBM Global Services**
 Oct 2012 Service Delivery Manager responsible for delivering Service Desk and Field Service Services across IBM towers and several 3rd party service providers including HP and Fujitsu to 28 European countries & >10,000 users.
- Managing the Supplier relationship and service integration between IBM, Fujitsu & HP to deliver services into BP Europe
 - Coordinated training and onboarding for all Field Services during migration from Service-Now to Remedy
 - Implementing a cross Europe Field Services improvement plan to reduce aged tickets, improve ticket quality and reporting
 - Recipient of a service excellence award for improvement of the service, through reduction of aged Tickets, Escalations and management of a SIP implemented with one of the 3rd party suppliers
- Sep 2007- **Line of Business Service Delivery Manager - Defra Account, IBM Global Services**
 Nov 2011 Service Delivery Manager responsible for the delivery of Desktop, Application and Network services to 3000 Core DEFRA and arms-length bodies.
- Principle IT liaison on behalf of IBM to the Defra Secretary of State's office.
 - Lead Service Manager for IBM at newly formed Dept of Environment and Climate Change (DECC) from inception in 2008 until transition of Service to Fujitsu in 2011.
 - Planned and managed the deployment of Desktop service roll out to DECC
 - Coaching and management of IBM Major Incident teams in MIM management and Stakeholder Comms
 - Service out of hours duty manager for several high-profile Major Incidents including the Litvinenko poisoning
- Apr 2005- **EBIS Project Manager - Defra Account, IBM Global Services**
 Sep 2007 Management of estate-wide delivery projects related to office moves and changes within the Defra Account.
- Delivered project support to Defra estate refresh programme ensuring moves of equipment were completed successfully across all London sites.
 - Collated charging for the moves programme, generating >£15m in revenue for EBIS
 - Managed the deployment and charging for devices to support national emergencies such as Swine and Bird Flu
- Jan 2004- **Field Service Team Leader - Defra Account, IBM Global Services**
 Apr 2005 Management of an in-house team of five IT administrators delivering desktop services to Defra End Users across multiple Government sites.
- Designed and implemented new operational processes to ensure consistency of approach across London Field Services teams

Sep 1996-
Jan 2004

Systems Administrator
MAFF/DEFRA, UK Govt.

Incident and request management as part of the In-House IT team supporting Defra's Legal Department, Audit and Investigation office.

- Provided local field service support to MAFF/Defra Civil Servants & Military national emergencies such as Foot & Mouth.
- Planned, built and deployed desktop & print devices to Defra Legal Department