

# KEVIN HUGHES

Senior Service Delivery Manager · Service Transition · Project Management

*SC Cleared · Available inside and outside IR35*

kevin@khitservices.co.uk · 07989 775 092 · Braintree, Essex

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## PERSONAL STATEMENT

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A service delivery professional with 30 years of senior IT experience and a track record of building service delivery capability through structured coaching, process design and Community of Practice leadership. Led Serco's Service Delivery Centre of Excellence (2017–2018), establishing baselining, maturity assessment and best-practice methodology across the practice. Led the Service Delivery Community of Practice at National Highways (2022–2024), harmonising delivery across IT and OT teams. Most recently delivered ITIL process writing, maturity assessment and training to M Group Telecom's NOC Transformation. Available for coaching, mentoring, capability-building and Community of Practice leadership engagements alongside contract delivery roles.

## CORE CAPABILITIES

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- Service Delivery coaching & mentorship
- Community of Practice leadership
- ITIL process design & writing
- Maturity assessment & CSIP
- Cross-team capability building
- Centre of Excellence leadership
- Workshop & training delivery
- Service operating model design

## CAPABILITY-BUILDING EXPERIENCE

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**Jun 2025 – Nov 2025**

**ITIL Process Writer — FTC**

*M Group Telecom · NOC Transformation Programme*

- Maturity assessment of the existing Service Delivery team, providing and implementing recommendations for service roles and structure.
- Embedded Incident, Problem, Change and Continuous Service Improvement disciplines across Engineering, NOC and Service Delivery teams.
- Implemented Risk Management within NOC and Service Delivery functions.
- Process review and drafting to industry standard. Delivered communications, training and guidance sessions to all teams.
- Acted as PMO to the NOC transformation plan — actions chased, management reporting produced.

**Sep 2022 – Jan 2024**

**Senior Service Delivery Manager & CoP Lead — Contract**

*National Highways · Service Delivery Community of Practice*

- Established and led the Service Delivery Community of Practice, set up to harmonise delivery practices across IT and OT Service Delivery teams.
- Created and presented the CoP framework documentation and repository, Service Improvement initiatives backlog, SharePoint site and weekly reporting processes.
- Chaired bi-weekly and monthly CoP all-hands meetings. Organised and chaired knowledge sessions across NH for the community.
- In parallel: service focal point for knowledge transfer between NetCompany and CapGemini during the Wintel service retender — provided collateral repository, oversaw joint knowledge sessions, signed off final handover.

**Jan 2017 – Aug 2018**

**Service Delivery Manager & SD Centre of Excellence Lead**

*Serco Group · MyTechnology · UK Central & Local Government secure-services*

- Lead of the Service Delivery Centre of Excellence — initiative ownership across SDM account baselining, maturity assessment, CSIP, Service Reporting development and implementation of best-practice Service Delivery methodologies.
- Service lead input for a bespoke reporting portal to standardise reporting output across sectors providing management reporting.
- In parallel: provision of Service Delivery management to Serco secure services within UK Central & Local Government contracts; led transition of the UK secure service into core support in 2018.

**Aug 2018 – Oct 2021**

### **European Service Delivery Manager — capability transfer**

*Serco Europe · Multinational business managing contracts across Space, Defence, European Parliament and Science sectors · 9 countries*

- Coordinated integration of the Europe Support team and Service Desk with Core Serco — organised knowledge transfer sessions, training and coaching across the combined team.
- Coached managers through the European delivery model rollout, preparing the business for significant operational change during the Covid pandemic.
- Designed and delivered the user-training and change-comms wrap around the migration of all user data from country-specific storage into corporate SharePoint/OneDrive — completed within 3 months.

## **CAPABILITY-BUILDING THEMES ACROSS THE CAREER**

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- Process design and improvement: from designing Major Incident and post-incident review processes at Kelway (2012), through Out-of-Hours/VIP/MACD/PIR design at Advanced365 (2014), to current process maturity work at M Group.
- Multi-supplier governance: SIAM-model implementation across Serco Micromobility (six technology suppliers), National Highways (cross-supplier ecosystem), and IBM/BP Account (IBM/Fujitsu/HP integration).
- Major Incident coaching: trained IBM Major Incident teams in MIM management and stakeholder communications. Service out-of-hours duty manager for several high-profile Major Incidents.

## **ADDITIONAL EXPERIENCE**

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Senior delivery roles across UK Central Government (Defra/DECC, IBM 1996–2011), Financial Services (SunGard EMEA, FTSE 500), Transport (TfL London Cycle Hire), multinational European IT service management (Serco Europe — multinational business managing contracts across Space, Defence, European Parliament and Science sectors in 9 countries) and AV (Travers Smith / Kinly, current). Comprehensive 30-year career detail available in the full CV on request.

## **QUALIFICATIONS & CERTIFICATIONS**

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| • ITIL Foundation v4  | • SIAM Foundation                                   |
| • ITIL Practitioner   | • Six Sigma Yellow Belt                             |
| • ITIL Service Design | • DELL Certified Engineer                           |
| • PRINCE2 Foundation  | • NVQ4 — Meat Tech & Management, Smithfield College |

## **AWARDS**

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- **Group CEO Recognition & Serco Pulse Pride Award** — Serco Europe (Cyber Incident response, 2021)
- **IBM Service Excellence Award** — BP Account, IBM Global Services

## **REFERENCES**

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Available on request.