

KEVIN HUGHES

Senior Service Delivery Manager · Service Transition · Project Management

SC Cleared · Available inside and outside IR35

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PERSONAL STATEMENT

An SC-cleared service delivery professional with 30 years of senior IT experience focused predominantly on UK central government and public sector arms-length bodies. From frontline civil-service IT support at MAFF/Defra in the 1990s, through leading IBM's service delivery into Defra and the newly-formed Department of Energy and Climate Change, to most recently running the applications service transition for National Highways' £35m Applications Development & Management contract — experienced at making government IT services run reliably, transition cleanly between providers, and deliver value at scale within Agile and SIAM frameworks.

CORE CAPABILITIES

- Service Delivery Management
- Service Transition (multi-supplier)
- SIAM ecosystem management
- Continuous Service Improvement
- Application services governance
- Stakeholder management at SoS / executive level
- Major Incident Management
- Process design and improvement

PUBLIC SECTOR EXPERIENCE

Feb 2025 – Mar 2025

Applications Service Transition Manager — Contract

National Highways

- Designed, implemented and managed the front-door process for new application requests and migration of applications into the £35m Applications Development & Management (ADM) contract.
- Designed 2nd and 3rd line support offerings for Application Services — In-house, Hybrid and Service Partner support lines — and engaged business application stakeholders to introduce costed support options under NH's Agile framework.
- Designed the Power Application Service development and support offering, allowing in-house development and support of low-code applications at no cost.
- Designed the discovery approach for a 5-year applications modernisation programme with a potential cost saving of £234m.

Jan 2024 – Jan 2025

Senior Service Delivery Manager — Contract

National Highways · Applications Support (Version One)

- Led service transition activities to a new 5-year £35m Applications Development & Management contract with Version One in July 2024.
- Designed and implemented new processes for onboarding 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 Service Improvement Plan, drove down ticket backlogs, improved end-user perception and satisfaction.

Sep 2022 – Jan 2024

Senior Service Delivery Manager & CoP Lead — Contract

National Highways · Wintel Service (NetCompany → CapGemini transition)

- Service focal point for knowledge transfer between NetCompany and CapGemini during retender and transition. Provided a repository for service collateral, oversaw joint knowledge sessions, signed off final handover.

- Led the Service Delivery Community of Practice (CoP), established to harmonise delivery practices across IT and OT Service Delivery teams. Created CoP framework documentation and repository, Service Improvement initiatives backlog, SharePoint site and weekly reporting.
- Chaired bi-weekly and monthly CoP all-hands meetings, organised and chaired knowledge sessions across NH for the community.

Jan 2022 – Jul 2022 Senior Service Delivery Manager, Wintel & Print Services — Contract

National Highways

- Service Owner for Microsoft 365 product suite — focal point for adoption and exploitation of M365 capabilities, champion for the Cloud Adoption & Exploitation programme team.
- Managed service partners within the NH SIAM model across the supplier ecosystem to ensure delivery consistency. Implemented and chaired bi-weekly Service Partner delivery meetings to build collaboration and promote service improvement.
- Service owner for the Power Applications Service, providing NH end users with the ability to build low-code applications.

Mar 2015 – Jan 2017 Lead Service Delivery Manager, London Cycle Hire

Serco Group · MyTechnology · TfL contract sponsored by Santander

- Lead Service Manager for the IT infrastructure, desktop and ITIL services supporting the London Cycle Hire scheme operated by TfL. Supervised transition of service to new providers as part of disaggregation in 2016.
- Implemented and managed Change and Problem Management. Developed Cycle Hire operational and performance reporting, presented at TfL and Serco stakeholder reviews.
- Identified £150k end-of-year saving against infrastructure support and maintenance budgets.

Jan 2017 – Aug 2018 Service Delivery Manager & SD Centre of Excellence Lead

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

- Provision of Service Delivery management to Serco secure services within UK Central & Local Government contracts.
- 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 sectors.
- Owner of initiatives responsible for SDM account baselining, maturity assessment, CSIP, service reporting development and best-practice methodology implementation.

Sep 2007 – Nov 2011 Line of Business Service Delivery Manager

Defra Account · IBM Global Services

- Service Delivery Manager responsible for delivery of Desktop, Application and Network services to 3,000 Core Defra and arms-length-body users.
- Principal IT liaison on behalf of IBM to the Defra Secretary of State's office.
- Lead Service Manager for IBM at the newly-formed Department of Energy and Climate Change (DECC) from inception in 2008 until transition of service to Fujitsu in 2011. Planned and managed deployment of Desktop service rollout to DECC.
- Coaching and management of IBM Major Incident teams in MIM management and stakeholder communications. Service out-of-hours duty manager for several high-profile Major Incidents including the Litvinenko poisoning.

Apr 2005 – Sep 2007 EBIS Project Manager

Defra Account · IBM Global Services

- Management of estate-wide delivery projects for office moves and changes within the Defra Account. Delivered project support to Defra estate refresh programme, ensuring moves of equipment completed successfully across all London sites.
- Collated charging for the moves programme, generating >£15m revenue for EBIS.
- Managed deployment and charging for devices supporting national emergencies including Swine Flu and Bird Flu responses.

Jan 2004 – Apr 2005 Field Service Team Leader

Defra Account · IBM Global Services

- 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 Government

- Incident and request management as part of the in-house IT team supporting Defra's Legal Department, Audit and Investigation office.
- Local field service support to MAFF/Defra civil servants and military personnel during national emergencies including Foot & Mouth.
- Planned, built and deployed desktop and print devices to Defra Legal Department.

ADDITIONAL EXPERIENCE

Senior service delivery roles spanning multinational European IT service management (Serco Europe — multinational business managing contracts across Space, Defence, European Parliament and Science sectors in 9 countries, 2018–2021), Financial Services (SunGard EMEA), AV (Travers Smith / Kinly, PRS for Music) and Telecoms NOC transformation (M Group, 2025) — full details available in the comprehensive 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

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

REFERENCES

Available on request.