



Lifecycle Operating Model Master Class

How services firms scale without breaking

A premium executive program for IT services leaders who need to protect margin, preserve client intent, and turn delivery experience into repeatable institutional capability.

Diagnose. Govern. Industrialize. Learn.



THE FOUR PROGRAM PILLARS

01



AUTHORITY MODEL

- Define sales, bid and proposal, practice, and delivery decision rights.
- Separate pattern authority from execution authority.
- Reduce governance that compensates for ambiguity.

OUTCOME

Leaders know who owns which decisions, when, and why.

02



MARGIN CONTROL

- Find where margin leaks before delivery starts.
- Use delivery acceptance gates and pricing discipline.
- Connect service patterns to commercial commitments.

OUTCOME

Better deal quality, fewer recovery costs, and stronger margin predictability.

03



PATTERN SYSTEM

- Convert delivery experience into reusable service patterns.
- Build reference architectures, work packages, and SOW models.
- Create practice-led portfolio discipline.

OUTCOME

Faster proposal cycles and less reinvention across engagements.

04



LIFECYCLE LEARNING

- Capture feedback from consulting, PS, MS, and operations.
- Turn outcomes into institutional knowledge.
- Prepare the data structure required for AI-enabled services.

OUTCOME

Every engagement improves the next decision, proposal, and delivery model.

BUSINESS IMPACT



REVENUE QUALITY

Better qualified opportunities and cleaner deal entry.



MARGIN PROTECTION

Less scope leakage, fewer recovery costs, and stronger delivery economics.



OPERATIONAL EFFICIENCY

Reduced rework through patterns, work packages, and clearer authority.



AI READINESS

Structured context, decisions, and feedback loops agents can use.

PROGRAM OPTIONS

CORE MASTER CLASS

\$1,495 / STUDENT

Self-paced executive program with diagnostic, core lessons, and field-guide work products.

LIVE EXECUTIVE COHORT

\$4,500 / STUDENT

Live instruction, authority scoring, group discussion, and application guidance.

PRIVATE COMPANY PROGRAM

\$35K+ / COHORT

Private leadership cohort with operating-model diagnostic and roadmap workshop option.

DESIGNED FOR SERVICES LEADERS



CEO / COO

Govern the services system.



SVP SERVICES

Scale delivery without heroics.



PRACTICE LEADERS

Own patterns and portfolio.



PMO / DELIVERY

Preserve intent in execution.



PE OPERATORS

Improve EBITDA predictability.



READY TO TURN SERVICES INTO A SYSTEM?

Use the master class as the entry point to diagnostics, workshops, and transformation advisory.

LET'S START THE CONVERSATION

Schedule a briefing to explore enterprise cohort options.