

# Operating Model Design and Implementation

## Service Definition G-Cloud 14 2024

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# Service Overview

## User Engagement and Service Adoption

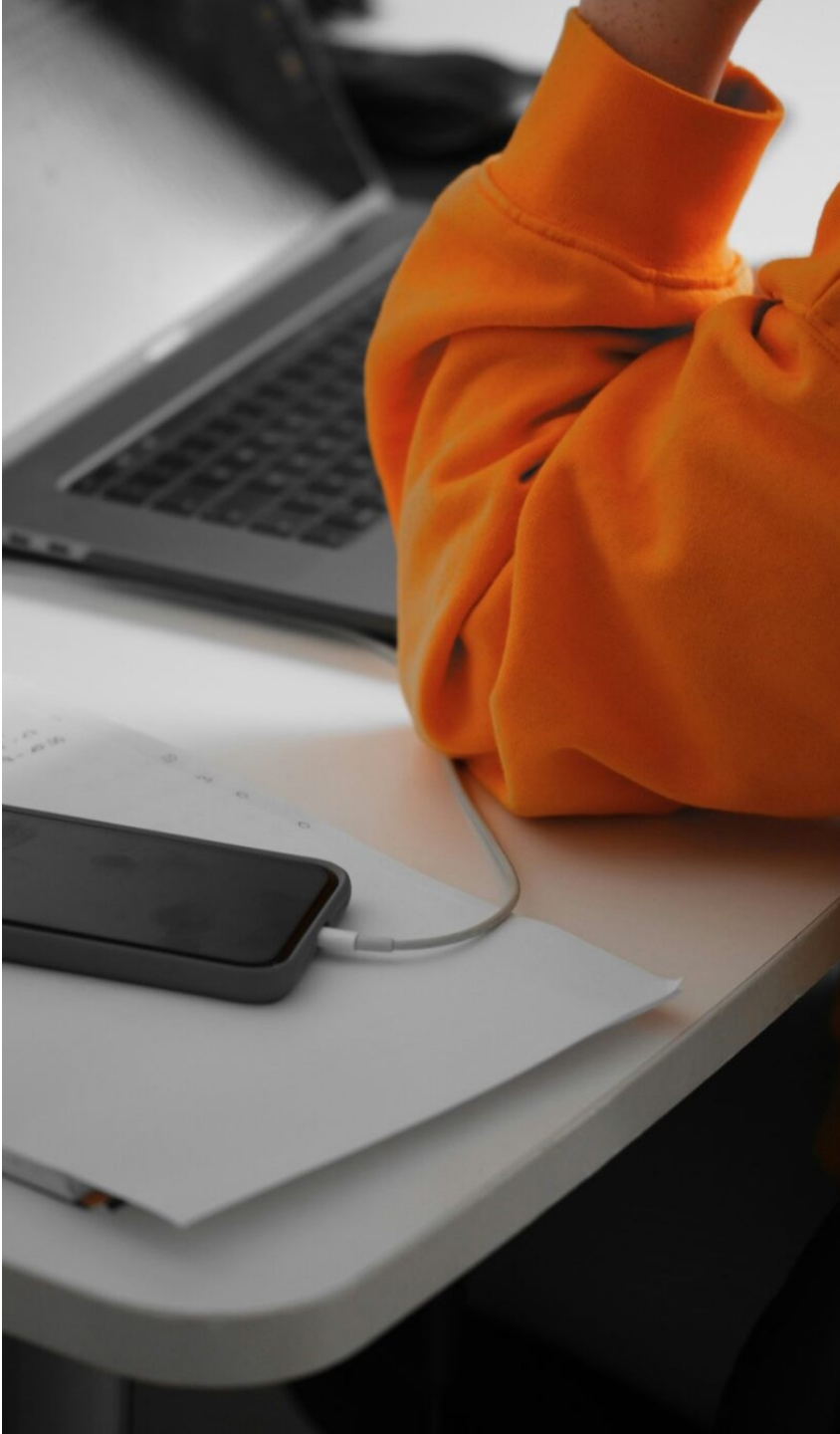
Change and Adoption for public sector organisations, improving service take-up, user satisfaction and benefits realisation Provides a rapid, sustainable approach to User Engagement and Service Adoption in your organisation. This service will ensure that any change is planned for success, delivering benefits to meet strategic policy objectives.



# Features

- Proven approaches to change management, user engagement and service adoption
- Targeted, effective engagement across user groups, internal and external stakeholders
- Open and transparent working, engaging all users and stakeholders
- Scenario modelling, risk analysis and failure mode effect analysis
- Enhanced client capability through knowledge transfer, coaching and mentoring
- Proven user recruitment methods that prioritise diverse user sets





# Benefits

- Sustainable engagement with users and stakeholders
- Improved benefits realisation
- Specialist multi-disciplinary teams to engage across a complex user space
- Internal, external and third-party engagement
- Faster realisation of policy objectives
- Enhanced client capability through training, mentoring and coaching

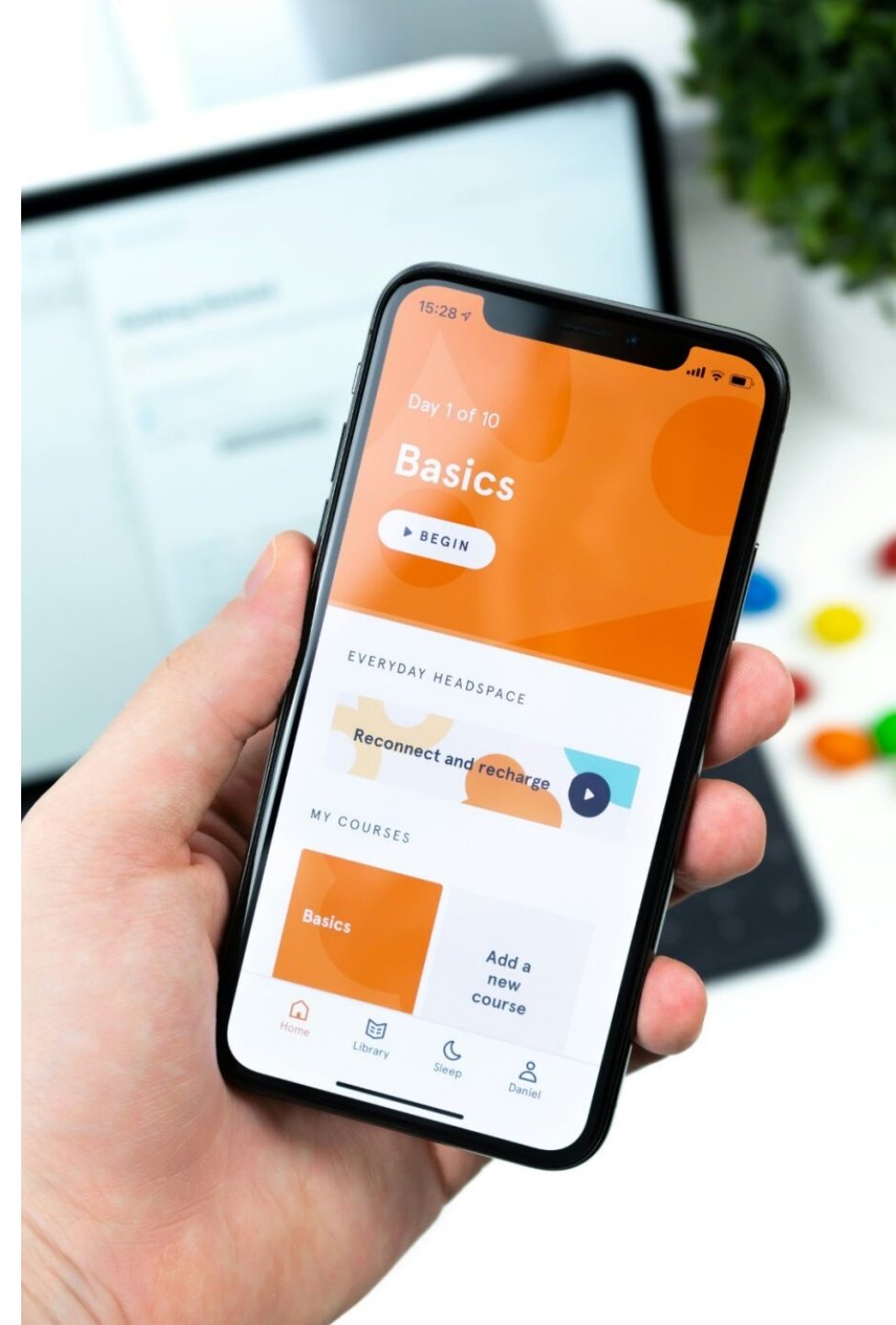
# About Us

## Who we are?

BetterGov started out as system implementation experts in Local Government and now support some of the largest Central Government Departments in delivering cloud and transformation programmes. We are user-focused, results-driven and Agile. We have experienced teams which can embed seamlessly with your existing people, deliver as a stand-alone teams or work to enhance your existing capabilities through training, coaching and mentoring.

## What do we do?

We work in the open, collaborating with client teams and 3rd parties to deliver cloud and transformational change. We often act as a Technical Delivery Partner, supporting clients to build new products and transform their services. We also deliver on fixed scope pieces of work adhering to the GDS service standards taking services from discovery through to alpha, beta, and live. We can engage flexibly through fixed-price, capped T&M, and results-based models.







# Why choose BetterGov?

## Our Experience

- Complex digital and cloud projects and programmes across Government and other large public sector organisations
- Rapid, Agile projects to make immediate impact

## Our People

- Highly experienced and qualified
- Skilled at embedding with your teams, sharing knowledge and leaving them stronger because of our engagement

## Our Commitment to Excellence

- We build lasting relationships with clients, based on demonstrable success and exceptional outcomes
- Agile, collaborative account and engagement management means we're responsive to changing needs
- Never-ending improvement, innovation and staying ahead of the curve

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