



 **Hand&Millar**  
Management Consulting LLP

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## Service Definition Document



# GCloud 14 Service Definition

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## Our purpose

Our purpose is to create the best possible future for the individuals, teams and organisations we work with through the broad range of services that we offer public sector organisations.

In our delivery of this purpose, it is our aspiration to be recognised by our people, our peers, and our clients as being an exemplar management consultancy.

Our approach is based on 'doing things differently, by seeing things differently'. Specifically, this means we will:

- ♦ listen deeply to you to ensure we understand what your needs are;
- ♦ focus on support and outcomes that are relevant to your specific and unique context, and
- ♦ deliver on our promises to you.

## Who we are

We care passionately about delivering value into the public sector. This is both because we are consumers of many public sector services ourselves but also because that is where we have come from. Our Partners have both worked within the Civil Service, as have many of our employees and associates. We are a small, boutique consultancy and that is where we aim to stay. We want to maximise the value we add to our clients by minimising our own overheads to ensure that every pound you spend with us really does count. We take on only those assignments where we know we can deliver exceptional value to our client.

## What we deliver

In summary, we deliver excellence. This we do through **collaboration, curiosity and caring**. We always work with our clients, co-creating through **collaboration**. We know that client organisations are full of brilliant people with brilliant ideas and it is our role to understand how we can help deliver. Sometimes, it may be that we simply need to provide some additional 'horsepower' to deliver outcomes, sometimes it may be through the provision of some expertise, and sometimes it may be through the provision of coaching-type services. We believe that we have some answers, but certainly not all the answers. But, we know how to get answers. We operate with **curiosity** at the heart of our approach. We want to find things out for ourselves and our clients. This means approaching opportunities and challenges with open and inquisitive minds, testing our and our client's assumptions. And, we **care**. Passionately. As you now know, many of our team have been public servants, in the civil service and the military, and we believe in the public sector mission. We know first hand the importance of the work of our clients and caring about the outcomes that we deliver in support of those is what motivates us on a day-to-day basis.



## How we deliver our services

To ensure that we consistently deliver value to our clients, we have created a simple but effective complete 'systems' approach. This is applied to all of our client engagements – it makes sure we set ourselves up for success each time, even though no two engagements are the same. It ensures all our people know how they can deliver the standards we expect of ourselves within a system approach. The IDEAS approach is a repeatable process but within it many tools are available to provide the flexibility each on our engagements may require.

### *Identify*

In the 'identify' phase, we will typically hold a 'start-up' meeting, or series of meetings depending on the complexity of the assignment, with the principal client. We will use this to identify key desirable outcomes key assumptions, high-level timescales and key stakeholders who must be consulted early to maximise the probability of success.

### *Diagnose*

In the 'diagnose' phase, we will typically work to define in detail the opportunity to be exploited or the challenge that needs to be addressed. We will develop some high level options that might support the delivery of the desired outcomes, to test with the client and the client's key stakeholders. We develop a plan to ensure all the activities in future phases are identified and sequenced. We work with the client further to refine key assumptions, check outcomes remain valid and work increasingly with key stakeholders.

### *Evaluate*

In the 'evaluate' phase, we will review and evaluate the high-level options previously identified and select an optimum way ahead. We will carefully and precisely understand the risks and opportunities associated with each of the options as part of that down-selection, taking into account the perspectives of critical stakeholders. This is a key phase, and one where our people pay particular attention to your context and your needs, and ensure that future activity is fully aligned to your context.

### *Action*

In the 'action' phase, we will put into place the plans we have developed. We will understand who needs to do what, why, how and when. We will have established the actions most appropriate for your context and know that what we need to do can be done. In this phase, we will aim to handover the plan and undertake any skills and knowledge transfer that may be necessary to sustain the outcomes beyond our engagement.

### *Sustain*

In the 'sustain' phase, we ensure that the full and effective transfer of outcomes and knowledge is complete. We aim to ensure that the outcomes we have created are long-lasting and deliver the benefits anticipated at the outset of the engagement. Where it is possible and appropriate, we can provide 'top-up' sessions to ensure new ways of working have landed as intended.

## Our GCloud 14 services

Hand and Millar Management Consulting offers the following services on GCloud 14:

- ◆ User Centred Capability
- ◆ Requirements and Acceptance Management
- ◆ Service Management
- ◆ Business Case Management
- ◆ Executive Coaching and Mentoring
- ◆ Cost Management and Engineering
- ◆ Project, Programme and Portfolio Management
- ◆ Portfolio Programme Project Offices
- ◆ Programme Assurance
- ◆ Strategy development
- ◆ Risk Management
- ◆ Agile IT Transformation
- ◆ Team Agility Coaching
- ◆ Portfolio, Programme and Project Governance
- ◆ Benefits Management
- ◆ Data Management
- ◆ Digital Transformation
- ◆ Project Evaluation and Learning From Experience
- ◆ Project Planning and Scheduling
- ◆ Business change mgt and communications service
- ◆ Cloud transformation service
- ◆ Exit & transition mgt service
- ◆ Cloud transformation - programme recovery and acceleration service



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