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### **Service Definition - Digital Transformation and Change Services**

A bespoke Outcome Service created to allow Government Departments to have the ultimate flexibility in delivering Digital Transformation and Change Services.

We have over 20 years' experience in successfully supporting Central Government Departments UK-Wide in a broad number of areas to deliver compliant Digital Transformation and Change Services that adheres to GDS principles.

A service for any buyer who would like to drive any initiative that helps build world-class digital infrastructure, giving everyone access to the digital services they need and making the UK the best place to grow digital services. We support you to transform your organisations services and systems, using digital to make them easier, simpler, and cheaper. Including delivering Cloud and Web Digital services to that are User focused. Moving legacy solutions, applications, and infrastructure to the Cloud adopting Agile practices.

We can supply current DV security cleared & SC security cleared capability to deliver Outcomes, Statements of Work (SoW) packages or Time and Material packages. We have a fixed price catalogue of standard outputs and artefacts to support common outcomes and activity types to improve predictability of costs and artefacts.

Helping organisations on their IT Transformation Journey whilst building long term capability for the department, at a value for money price.



### **Service Features**

- Expert Transformation & Change capability delivering a broad range of transformational outcomes
- Collaboratively develop and create a strategy for your transformation digital roadmap transformation
- Business and Technology analysis and alignment with hands-on mentoring and coaching sessions
- Service transformation, integration, and modernisation
- Development of Shared Services for customers, Transformation through technology Hands-on mentoring and coaching sessions
- Build resilience in your organisation to respond well to change
- Flexible delivery approach including Prince2, Agile, ITIL
- Discovery, Alpha, Beta, Live
- Review and analysis of people, process, culture, and technology
- Rapid access to current DV security cleared & SC security cleared resources

### **Service Benefits**

- Ensures digital strategy aligns to the wider organisation's operating model
- Shape your organisational culture around strategic vision and objectives
- Empowers your customer through innovative digital solutions e.g. as self-service
- Provides roadmap to unlocking maximum value from Digital & Change initiatives
- ROI opportunities identified to allow prioritisation of Digital & Change investments
- Builds ownership of digital and change initiatives, aligning them across stakeholders
- Knowledge transfer and upskilling of the existing in-house staff
- Appropriate culture and practices tailored to the organisation
- Flexible service to wrap around appropriate skills and capacity for the project
- Service accomplished in delivering to Digital by Default standards
- Ensures that employees are digitally enabled to meet customer needs



### **Our Method**

Our specialist Executive Digital Transformation and Change experts and our Managing Director will meet with Buyers to understand scope of work and the goals of your organisation. We will provide high level expert guidance approach(es) to defining, developing and realising a comprehensive Digital Transformation and Change initiatives, Programme and Projects, for the organisation.

We appreciate that our expertise in this field might be a buyer's starting point on this journey, like with many other companies that we have supported. We ensure that our executive level Digital Transformation and Change experts are available for a scoping meeting whereby a full report and recommendations will be provided on how the service will be delivered with expected timelines for delivery. A full report and recommendations on how the service will be delivered and expected timelines for delivery. This report will be offered regardless of if we are engaged or not.

This can be followed with presentations and guidance on engaging others key internal stakeholders and internal audiences on the benefits and outcomes of the Service to be provided. We support you at every step of the journey in delivering this service.

### **Pricing**

We will follow the discounted fees for Government set in our SFIA Rate Card attached. Ensuring we are always delivering on Governments goal of value for money, we offer discounting which can also be seen in our SFIA Rate Card. Projects can be on a fixed price outcome, Statement of Work (SoW) or Time and Materials basis.

Please feel free to contact us for more information on this.