



G-Cloud 14 service description:

**Independent external major digital programme
review**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We provide independent expert reviews of the design and delivery of large-scale government projects or programmes that involve cloud-hosted products/services. Suitable for new and existing programmes involving cloud-based solutions, we will support your teams to identify opportunities to improve delivery and performance.

Planning

Using a multidisciplinary approach, this support service examines cloud-based solutions within the wider project context, focusing on infrastructure, governance, and resources that are critical to success.

Our specialists will perform an independent, expert review of your cloud-hosted project, programme or service to ensure that it is set up for success. They will work in partnership with your teams, leaders and external stakeholders, building a full understanding of your organisation and intended outcomes to advise on how cloud-hosted products can be set-up/supported to meet your needs. This will be underpinned by Public Digital's proven methodology, which applies decades of experience in delivering government programmes to the specific challenges of working with cloud-hosted products.

The review takes a multi-faceted approach to improving the efficacy of cloud-based services/projects, spanning:

- Technical: evaluating technology architecture, design, and interoperability of cloud-based systems, including commercial product selection and suitability
- Strategic: ensuring that your cloud-hosted solution aligns with your business needs and objectives, both in the long and short term
- Operational: optimising delivery methodology (e.g. iterative/agile), risk management, business continuity planning, and security
- Cultural: ensuring robust governance, embedding open, agile ways of working, building team and organisational capacity, and instilling a widespread understanding of project domain among stakeholders/SMEs.

Service features:

- Programme review and performance evaluation of cloud-based products/services
- Strategy review, ensuring products/service alignment with business objectives
- Governance review of business case, programme-design, strategy, outputs, documentation
- Team capability review, including training needs and skills gaps
- Programme of interviews, workshops, and observations
- Exploration of culture, ways of working and organisational context
- Applying user-centric approaches to configure and design processes
- Procurement support and guidance, including insourcing and outsourcing decisions
- Providing reports, feedback, and clear recommendations for senior leaders
- Providing a clear roadmap for future delivery.

Service benefits

- Ensuring organisations select the most suitable, effective cloud-based products
- Understanding how programmes have performed against objectives, and why
- Enabling leaders and stakeholders to make strategic decisions/actions
- Offering a pragmatic, actionable, and achievable roadmap for transformation
- Ensuring that programme/service design and delivery are user-centric
- Ensuring that cloud-based products/services provide value for money
- Equipping teams to effectively support/work with cloud-hosted solutions
- Collaborative, providing ongoing communication, personalised support, and project visibility
- Ability to perform review at pace, aligning with client operations
- De-risking complex, cloud-based technology programmes and services.

Training

Public Digital works closely with senior leaders and digital/operational teams, both on a one-to-one and group basis, offering coaching, training and advice. This includes guidance on how to effectively use cloud-hosted systems, manage change, and create an integrated, digital environment.

Our flexible training offer helps public sector organisations to introduce digital ways of working, through co-developed, bespoke training plans. Training delivery formats include training module programmes, immersive digital 'masterclasses', and one-to-one coaching/mentoring for digital leaders.

We build engagement through a range of educational activities that apply the extensive, real-world experience of our consultants, prioritising activities that support digital sustainability, e.g. delivering train-the-trainer sessions; providing training toolkits and resources; and building communities of practice to encourage in-house knowledge exchange.

As part of our approach, we support organisations to break down silos and encourage multidisciplinary working, adopting a more unified and integrated approach to digital delivery. This encourages teams to share resources, ideas, and best practices, allowing for more efficient and collaborative solutions, while facilitating agile, user-led and open working practices.

Thank you
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