



G-Cloud 14 service description:

**Digital team cloud capacity building, coaching
and guidance**

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy. We provide capacity building, coaching and guidance that helps digital teams develop the skills, knowledge and experience to effectively manage cloud-based digital products and services. Our collaborative, knowledge-based approach integrates teams into each stage of product and service design, implementation and operations.

Planning

We use our expertise, past experience and knowledge transfer methodologies to empower teams to consistently, effectively and efficiently set up and operate products and services that achieve intended outcomes.

Our specialists work collaboratively with clients to define and scope support required, collectively agreeing capacity building, coaching and guidance programmes aligned to organisational strategy and delivery plans. We use regular assessments to measure skills transfer and capability improvements, and ensure knowledge is transferred effectively to support continuous improvement.

We bring a significant breadth of experience in coaching and upskilling leaders and civil servants in government and other large public-sector institutions to better integrate cloud-hosted products and services and digital ways of working.

Digital team cloud capacity building is provided across product and service design, development and management, including:

- Technical: building understanding of technology architecture, design, and interoperability of cloud-based system prototypes
- Strategic: clarifying how products and services can be designed/operated to deliver business needs and objectives, long and short term
- Operational: instilling structured, methodical approaches to governing project delivery (e.g. iterative/agile); reporting and managing complex challenges and risks; assuring business continuity; and delivering security compliance
- Cultural: following robust governance criteria; applying modern, agile ways of working; maintaining understanding of project domain.

Service features:

- Assess opportunities to develop digital team skills, knowledge and experience
- Agree coaching and advisory outcomes and objectives
- Co-designed development programme for all team members

- Schedule of activities aligned to key solution development/delivery milestones
- Scalable programmes reflecting need, e.g. mentoring, group coaching, masterclasses
- Practical support for teams on cloud service design/delivery/operation
- Delivery reflecting organisational needs, including in-person, remote or hybrid
- Bespoke syllabus covering leadership, team design, and open/agile methodologies
- Qualitative and quantitative progress assessment against defined criteria
- Clear templates and approaches for disseminating knowledge and lessons learned.

Service benefits

- Coaching and guidance tailored to organisation/individual needs and objectives
- Continuous development of digital team understanding and capability
- Knowledge informed by corresponding product/service development and implementation
- Increased confidence in operational management of cloud-based products/services
- Appropriate learning styles and individual development, ensuring sustainable capability
- Demonstrable progress, delivery adapted to assessment results where appropriate
- Accessible to everyone, regardless of location, schedule, disability etc
- Constant reference point for future internal training and development
- Effective, continuous knowledge transfer to relevant colleagues
- Supports identification/recruitment of future digital team members.

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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