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Cloud & digital capability audit with international benchmarking

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Service type: Cloud support

Introduction

Public Digital is a digital transformation consultancy providing cloud and digital capability audits for public sector organisations. We use holistic reviews and international benchmarking to identify how culture, processes, operating models and technologies can be improved, supporting organisations to achieve their strategic objectives through optimisation of cloud-hosted products and services.

Planning

Cloud and digital capability audits reflect our experience leading high-impact digital and cloud-based change in complex organisations. We audit capability of existing infrastructure to integrate cloud-hosted digital products and services.

Our phased audit methodology includes:

- Phase 1 Inception: Joint project teams plan activities, gather insight and shape discovery strategy, clarifying organisational objectives
- Phase 2 Discovery: Deep-dives into relevant business units/functions, exploring how technology, culture, processes, skillsets and strategies align with strategic objectives. Bespoke maturity matrices, using an industry-benchmarked model developed with Harvard Kennedy School, enable comprehensive, practical assessments
- Phase 3 Recommendations: Immediate, positive actions recommended to leadership, including required outcomes, measurement criteria and risks/challenges
- Phase 4 Implementation: Digital strategies and models for new/existing services and products designed, and detailed roadmaps delivered with clear actions and timelines to achieve sustainable change.

Cloud and digital capability audits cover each element of services/products, including:

- Technical: evaluating technology architecture, design, and interoperability of cloud-based systems
- Cultural: understanding core values, use of open, agile and iterative ways of working, existing team and organisational capacity
- Structural: Enabling teams to optimise cloud-hosted products and services, supporting digitally-integrated working
- Operational: evaluating and benchmarking delivery models, risk management processes, business continuity planning, and security.

Service features

- Accurate maturity audit of cloud-hosted/digital platform, with diagnostics
- Benchmarking against digital maturity matrix for global government organisations
- Holistic assessment of wider culture, processes, operating model and technologies
- Evaluation of known and potential strengths/weaknesses in digital capability
- Team capability review, including training needs and skills gaps
- Programme of interviews, workshops, observations and strategic review
- Deep-dive on specific projects/workstreams based on emerging hypotheses
- Recommendations on strategy, decision-making, prioritisation for senior leadership
- Strategy, culture and technology recommendations to support cloud-based services
- Clear, needs-based Roadmap for improving maturity and capability.

Service benefits

- Understand capability to support/deliver cloud-based products and services
- Clear understanding of the organisational changes required for growth
- Understand operational factors critical to delivery of cloud-based services
- Benchmark services against global best practice from public/private sector
- Collaboratively identify, refine and prioritise improvements/goals instilling ownership
- Highlight strengths, gaps, challenges, and opportunities to build digital capability
- Identify cost savings from streamlining cloud-based systems/services
- Engaging digital Cloud specialists, providing bespoke, one-to-one support
- Drive actionable and transformative change across your organisation
- Ensure digital strategy aligns with long-term objectives, futureproofing services.

<u>Training</u>

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.

Examples:

- Existing multi-year training programme across 120 NHS Health Trusts on digital awareness/leadership.
- Co-design/delivery of training for ITV's senior leadership team on agile, user-centred practices.

Thank you
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