p·d

G-Cloud 14 service description:
Exemplar cloud or digital service/product creation

Exemplar cloud or digital service/product creation

Service type: Cloud support

<u>Introduction</u>

Public Digital is a digital transformation consultancy. We help organisations develop exemplar digital cloud-hosted services and products that support digital transformation, build organisational capacity, and embed good digital practices. Our approach enables both optimisation of existing services and ways of working, and identification and development of new products/services.

<u>Planning</u>

Our specialist teams have in-depth knowledge and experience of designing and implementing digital cloud-hosted products and services. Their collaborative, methodical approach to exemplar product/service design integrates real-world lessons from a range of high-impact digital and cloud-based change projects, supporting transition to more sustainable cloud-based technologies.

Our end-to-end development process outlines a structured programme of engagement, design, testing and implementation activities to create user-focused exemplar products/services that reflect organisational challenges, opportunities and strategic objectives.

We work to form and mobilise multidisciplinary teams with the skill sets to deliver transformation, and build capacity, ensuring organisations have the infrastructure, culture, and resources to optimise the benefits of cloud-hosted solutions, through agile, open and iterative ways of working.

Our multi-faceted approach to developing exemplar products/services includes:

- Technical: technology design, architecture, and interoperability of cloud-based systems, integrating user-centric design principles and user research
- Strategic: aligning cloud-hosted solution to organisational objectives, driving digital transformation and growth
- Operational: optimising delivery methodologies (e.g. iterative/agile), risk management (including quantifying risk), business continuity planning, and security
- Cultural: ensuring robust governance, while embedding open, agile ways of working, building team & organisational capacity, and instilling widespread understanding of project domain among stakeholders and subject matter experts.

Service features

- Identifying opportunities to deliver exemplar products/services to achieve organisational outcomes
- Planning, performing and analysing user research, informing design and delivery
- Forming multidisciplinary teams responsible for service design, build and operations
- Coaching teams to apply user-centred design/development methodologies
- Assessing organisational impact, ensuring interoperability with business-critical systems
- Exploring new ways of working to support exemplar systems/products/services
- Planning for and supporting launch of cloud-hosted services
- Facilitating user testing and feedback to support continuous improvement
- Refining exemplar services as needs and requirements evolve
- Co-development of roadmaps to scale and continuously improve services.

Service benefits

- Delivery of an internally-built cloud-based service
- Forming digital teams to deliver and support the service
- Providing enhanced user experiences through good design practices
- De risking product development/implementation through iterative, agile, evidence-based approach
- Provision of a scalable exemplar that can evolve over time
- Cloud-based digital services/products that provide value for money
- Delivery of actionable, achievable roadmaps for implementation and scaling
- Maximising rate of success through evidence-based, user-informed, strategic decision-making
- Establishing agile, iterative ways of working to support wider transformation.

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
public·digital