



Service Definition Document

Discovery



Why choose ea Change?

We go beyond your expectations, always!

We are **change and transformation specialists** who have provided services to the public sector and financial services sector for over 25 years.

We provide:

- Business change and transformation consulting services

- Specialist change, digital, data and technology temporary and permanent recruitment

- And an award-winning recruit, train, deploy, graduate scheme.

We make your business our business. We take the time to listen to our clients, to adapt and evolve our services so they are exactly right for your needs. We genuinely want what's best for you and we'll pull out all the stops to make that happen.

Our Discovery Service

Delivered by proven experts.

Our discovery service helps you to understand the problem you are trying to solve. We provide user focussed analysis and assess your policies, systems and processes to support your future investment decisions.

Service Features

- User Research
- Business Needs Analysis
- Stakeholder Mapping
- Analysis of 'As Is' state. Policies, systems and processes
- Concept testing and viability assessment
- Constraint identification and analysis
- Alignment to GDS & Gov.UK design patterns and principles
- GDS assessment support
- Multi-disciplinary discovery team
- Discovery report and recommendations for Alpha

Service Benefits

- Change based on real insight and data
- User needs identified
- Evidence for investment decision
- Alpha roadmap
- Set up for successful GDS assessment
- Clear insight and recommendations for action

Our pricing

	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationships & Engagement
1. Follow	£550	£500	£450	£450	£450	£450
2. Assist	£650	£600	£600	£500	£500	£500
3. Apply	£750	£700	£700	£600	£600	£600
4. Enable	£850	£800	£800	£700	£700	£700
5. Ensure Advise	£950	£900	£900	£800	£800	£800
6. Initiate Influence	£1050	£1000	£1000	£900	£900	£900
7. Set strategy Inspire Mobilise	£1150	£1100	£1100	£1000	£1000	£1000

Standards for consultancy day rate cards

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25.
Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

