

G – Cloud 14

Agile & Design Thinking

Service Definition

Version 1.0

Working collaboratively with you to design User-Centred, Data & AI solutions to your operational challenges via Agile.

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Section 1

Introduction

Section 1.1

Overview of G-Cloud Service

The purpose of this document is to provide potential buyers and procurement leads with an understanding of Collaboraite®'s Agile and Design Thinking training, coaching and implementation consultancy capabilities, which we offer alongside our capability to design, build and deliver bespoke data and AI solutions and products.

For more information on the services we offer please consult our secure website at the following URL: collaboraite.co.uk/

Section 2

Company Overview

Alongside working collaboratively with you to design, build and support secure, human-centred, data and AI related solutions to support your digital transformation and/or solve your operational challenges, we are specialists in providing Agile Scrum and Design Thinking training and consultancy.

Section 2.1

Agile Scrum Training

We offer a series of Agile Scrum training courses:

- Introduction to Agile Scrum for Leaders (1 day): Learn the principles of Agile Scrum in a hands-on interactive 1-day experience
- Registered Scrum Master (2 days): Become a registered Scrum Leader, accredited in partnership with Scrum Inc.
- Registered Product Owner (2 days): Become a registered Product Owner, accredited in partnership with Scrum Inc.
- Combined Registered Scrum Master & Product Owner (3 days): Become a registered Scrum Master and Product Owner, accredited in partnership with Scrum Inc.

Our accredited courses offer certifications through our esteemed partner, Scrum Inc, a pioneer in the development of Agile Scrum and globally recognised as the foremost authority on this widely adopted Agile framework. Training sessions can be conducted either at our training facility located in Liverpool, or arranged to be delivered at a location convenient for you. The customer shall be responsible for all expenses associated with off-site training delivery including any off-site venue hire.

All of our trainers have security clearance to minimum SC level, allowing for our secure government delegates to be more open to discuss real-life examples and project delivery challenges.

Section 2.2

Design Thinking Training

We offer a series of Design Thinking training courses:

- Introduction to Design Thinking (1 day): Break free from conventional approaches and discover how to create human-centred solutions that will transform your problem solving
- Design Thinking Practitioner (2 days): Develop your Design thinking skills, and learn how to lead workshops, activities and promote Design Thinking techniques

Training can take place at our dedicated training facility in Liverpool, or can be delivered at a location of your choice, by arrangement. The customer shall be responsible for all expenses associated with off-site training delivery including any off-site venue hire. All of our trainers have security clearance to minimum SC level, allowing for our secure government delegates to be more open to discuss real-life examples and challenges.

Section 3

Agile Scrum Course Descriptions

Section 3.1

Introduction to Agile Scrum for Leaders – 1 day

Suitable for:

- Leaders or delivery managers who may be considering, or already using Agile Scrum
- People at all levels who are already using Agile Scrum, and would like a refresher
- Anyone who wants to find out what it's all about!

Agile is an increasingly popular approach to managing projects that focusses on incremental and iterative steps to completing projects and other work. Though originally created for software development, the Agile approach is now widely used in executing many different types of projects and in running organisations.

Incremental parts of a project are carried out in short-term development cycles, known as sprints. The approach prioritises quick delivery, adaptation to change, and collaboration rather than top-down management and following a set plan. There is constant feedback, allowing team members to adjust to challenges as they arise and stakeholders an opportunity to communicate consistently.

The workshop is an interactive, hands-on experience, which introduces the key principles of Agile scrum, and puts them into practice through a role-play exercise, allowing delegates to experience the approach while learning the underlying methodology.

Section 3.2

Registered Scrum Master – 2 days

Suitable for:

- Current Scrum Masters who want to enhance their knowledge base
- Individuals who want to or are planning to become a Scrum Master and want to learn the skills to excel in the role

The training is for all levels of Scrum experience. There are no prerequisites.

Becoming a Registered Scrum Master prepares delegates to take the next step into agile. The course is dynamic and highly interactive. Class participants will start by organising into Scrum teams, and will take part in a variety of exercises to experience the Scrum Master role first-hand. With the help of the trainers, teams create a product backlog, prioritise it, and manage a burndown chart.

Delegates leave the class knowing how Scrum can accelerate any project, and will learn:

- The Scrum Framework with an emphasis on the role of the Scrum Master.
- How the Scrum Framework helps deliver products and services faster and with higher quality while cutting cost and improving employee happiness and job satisfaction.
- How to leverage lean principles to identify waste in a system, process, or organisation.
- Techniques and metrics Scrum Masters use to improve team happiness and performance.
- The patterns and practices of high-performing Scrum teams.
- How the Scrum Master role scales in an organisation using Scrum@Scale.

The course includes access to the Registered Scrum Master™ exam, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn their Registered Scrum Master™ credential.

Section 3.3

Registered Product Owner – 2 days

Suitable for:

- Current Product Owners who want to enhance their knowledge base
- Individuals who want to or are planning to become a Product Owner and want to learn the skills to excel in the role

The training is for all levels of Scrum experience. There are no prerequisites.

Becoming a Registered Product Owner prepares delegates to take the next step into Agile. The course is dynamic and highly interactive. Class participants will start by organising into Scrum teams, and will take part in a variety of exercises to experience the Product Owner role first-hand. With the help of the trainers, teams learn how to assess business value, prioritise features, projects, and portfolios, as well as return real value with the product backlog.



Delegates leave the class understanding the role of the Product Owner in Scrum, and will learn:

- The Scrum Framework with an emphasis on the role of the Product Owner.
- Principles of Lean Product Development and proven patterns to drive business outcomes
- Prioritisation techniques to align with business objectives and deliver maximum value for stakeholders
- Writing and decomposition of backlog items so that Scrum teams can deliver effectively
- How to capitalise on feedback loops to decrease project delivery time
- Development of a product from vision through Release Planning

The course includes access to the Registered Scrum Master™ exam, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn their Registered Product Owner™ credential.

Section 3.4

Combined Registered Scrum Master & Product Owner – 3 days



Suitable for:

- Individuals who are looking for a full rounded view of the Agile process, from the Scrum Master and Product Owner perspective.
- The training is for all levels of Scrum experience. There are no prerequisites, although a broad understanding of Agile Scrum is beneficial.

The course is dynamic and highly interactive. Participants will start by organising into Scrum teams, and will take part in a variety of exercises to experience the roles first-hand.

Delegates leave the class knowing how Scrum can accelerate any project, and will learn:

- The Scrum Framework, highlighting the roles of Scrum Master and Product Owner.
- How the Scrum Framework helps deliver products and services faster and with higher quality while cutting cost and improving employee happiness and job satisfaction.
- How to leverage lean principles to identify waste in a system, process, or organisation.
- The patterns and practices of high-performing Scrum teams, and techniques and metrics to improve team happiness and performance.
- Prioritisation techniques to align with business objectives and deliver maximum value for stakeholders.
- Writing effective product backlog items, so that Scrum teams can deliver successfully.
- Development of a product from vision through to release planning.

The course includes access to the Registered Scrum Master™ and Registered Product Owner™ exams, certified by Scrum Inc. Students who successfully complete the course and pass the exam will earn the relevant credentials.

Section 4

Design Thinking Course Descriptions

Section 4.1

Introduction to Design Thinking – 1 day

Design Thinking is a human-centred approach to decision-making that emphasises empathy, collaboration, and iteration. It is a powerful tool that can be used to develop innovative solutions to a wide range of challenges. Embrace the power of Design Thinking and embark on a journey of creativity, innovation and transformative problem-solving. Through an interactive and hands-on approach, this 1-day workshop immerses participants in the key fundamentals of Design Thinking, allowing them to experience the methodology first hand.

What to expect

- Immerse yourself in the principles of design thinking, where the concepts of empathy, ideation, prototyping and testing converge to unlock transformative solutions.
- You will be equipped with the tools and techniques you need to foster innovation and collaboration within your team.

Who should attend?

- This workshop is designed for anyone seeking to enhance their creative problem-solving abilities and apply design thinking principles to real-world challenges.

Section 4.2

Design Thinking Practitioner – 2 days

Through an interactive and hands-on approach, this 2-day course offers a more in-depth analysis of the theory and practices involved in Design Thinking, and teaches delegates techniques and practical tips to enable them to lead workshops and collaborative activities within their own organisations.

What to expect:

- Learn ways to understand customers better, better than they know themselves.
- Tools and techniques that help you develop non-obvious insights that inspire innovation
- Ideation techniques to generate ideas and focus them into tangible solutions
- Methods to help you build on your ideas to create solutions that are disruptive and not incremental.
- Tools and techniques that help you create non-obvious solutions to your problems

- Use Lean start-up methodology to rapidly experiment your solutions and learn from those experiments.

Who should attend?

- This workshop is suitable for anyone wishing to develop a greater practical understanding of Design Thinking Principles, and common tools and techniques.
- While not a formal pre-requisite, prior experience of Design Thinking techniques, or attendance at the 'Introduction to Design Thinking' is recommended.

Section 5

Agile & Design Thinking Coaching and Consultancy

In addition to the formal courses, we offer a number of bespoke training and consultancy options, in order to help you to implement Agile or Design Thinking into your organisation.

Our consultants and mentors are either DV or SC security cleared, allowing for our secure government delegates to be more open to discuss real-life examples and challenges.

Section 5.1

Bespoke Training Packages

We offer bespoke training in Agile Scrum and Design Thinking to meet your specific requirements. This can be delivered at our dedicated training facility in Liverpool, or can be delivered at a location of your choice, by arrangement.

Section 5.2

Agile Team Launch – Coaching Package

To launch Agile within your organisation, we offer a 'team launch' coaching package, which includes the following:

- **Preparation**
 - **Pilot Project:** Help you to select a pilot team & project. Define team roles and recommend specific training (Scrum Master / Product Owner) if necessary
 - **Tool selection & implementation:** Assist with selection of initial issue tracking / agile management tool.
 - **Senior stakeholder briefing:** Mini-workshop with senior stakeholders (if required), outlining proposed benefits

- **Team Launch**
 - **Introduction to Agile for Team Members:** 1 day training prior to start of first sprint. Introduces key concepts and techniques within Agile, and equips team to start using the methodology
 - **Initial Backlog Creation & Refinement:** Training workshop to co-create 2-3 sprints of product backlog items for the pilot project, coach team through refinement and estimation, ready for first Sprint Planning
 - **Sprint 1:** Intensive coaching for the team (esp. Scrum Master & Product Owner) during the first sprint
- **Support & Mentoring** (gradually reducing input across a 6-week period)
 - **Sprint Events:** Shadowing the team during sprint events (daily scrum, refinement, sprint planning, sprint review, retrospective), providing input & coaching when needed.
 - **Ad-hoc mentoring:** One-to-one or small group mentoring as necessary to address specific issues that may arise.
 - **Metrics:** Support the Scrum Master in collection & tracking of metrics. Leadership checkpoints (1 per sprint).

Section 5.3

Agile Scrum and Design Thinking Consultancy

Our experienced team have implemented Agile and Design Thinking across a range of organisations, as well as using the techniques operationally within our own product development. We can provide many options to assist you on your Agile and/or Design Thinking journey, for example:

- Short discovery engagements to assess your current maturity, aspirations and challenges. We can propose a road map for future implementation, and help you to drive a business case for change.
- Tactical support to assist you to overcome specific problems or issues within this space, or to target new practices, teams, or outcomes.
- Medium term consultancy and support to help you to implement Agile or Design Thinking within your organisation, to improve your delivery and innovation
- Longer term coaching, support and mentoring to help you to embed new practices and techniques within your organisation.

We work closely with you to define and agree a practical and pragmatic approach, tailoring our input and resources to match your organisation's strategic aspirations and available budget.

Contact us

Name – Claire Pickup

Email – info@collaboraite.co.uk

Phone – 0344 247 0115