

Agile Coaching and Support G-Cloud 14

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1 Service Overview

The adoption of Agile is commonly associated with the use of Digital and Cloud Services. Capgemini can support Public Sector organisations that wish to either implement and embed Agile ways of working, or further refine existing Agile approaches, across their business and IT function through coaching at both the enterprise and team levels.

Capgemini provides Agile coaching and support to understand the problems that might be holding organisations back from the successful adoption of Agile and creating difficulty in realising the benefits that can accrue from Agile ways of working.

Capgemini can work with business and IT leadership, product owners, scrum masters and teams, and can help diagnose causes of problems and devise strategies through the application of deep Agile and lean knowledge, coaching, facilitation, training, and mentoring.

2 Business Need

Organisations want to gain the benefits that Agile can bring, such as productivity, speed-to-value, and enhanced collaboration. Agile allows organisations to exploit the flexibility that Cloud offers supporting the rapid deployment of solutions created through Agile development.

Although easy to understand, organisationally Agile can be very difficult to implement effectively so that the benefits can be fully realised. Agile adoption is not achieved simply by the adoption of Agile methods by teams, but it also requires a shift in mindset at all levels within the organisation across the end-to-end delivery lifecycle from ideation through to live service.

Public Sector organisations implementing Agile, including in the context of Cloud Services, therefore often find they benefit from external coaching. Coaching support may be required at various levels to address barriers that may hold them back from the successful adoption of Agile and achieving benefits. Coaching can assist in realising the benefits, not only through training, processes, and tools but also through working through the cultural change, different behaviours, and new ways of working required.

3 Our Approach

With Capgemini's Agile coaching offer, Capgemini recognises that it must work at multiple levels within any organisation adopting Agile.

At the enterprise level, Capgemini embeds standards and methods such as those set by the Government Digital Service; as well as bringing in tools and knowledge from leading Agile approaches such as SAFe, DAD and Capgemini's own Agile Framework. However, successful implementation requires more than the implementation of methods and Capgemini works with leadership to build the mindset and culture that supports and nurtures Agile ways of working and provides an environment in which Agile can thrive.

At a team level, Capgemini works with teams on both their adoption of chosen Agile methods as well as building their understanding not only of what they need to do but why they need to do it. This understanding helps teams to embed Agile ways of working.

As coaches, Capgemini works with organisations to understand the problems that may be holding teams back from their successful adoption of Agile, to:



- Work with leadership, product owners, scrum masters and teams.
- Help diagnose causes of problems and devise strategies through the application of deep Agile and lean knowledge, coaching, facilitation, training, and mentoring.
- Drive implementation of change through deep process engineering and business change management expertise.

Capgemini can provide Agile coaches from a pool of experienced practitioners to work alongside, transfer knowledge and build a sustainable in-house capability.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

This service can be delivered as a defined project or on a day rate basis.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.



9 Partnerships/Alliances

This section is intentionally left blank.

10 Vendor Accreditations/Awards



For the 11th time in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Business Analysis Accreditation

- BCS International Diploma in Business Analysis
- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- Scrum.org User Experience
- Professional Scrum with User Experience Certification

Product Management Accreditation

- SAFe – Leading SAFe and SAFe PO/PM
- Agile EEE – Scrum.org PSM & PSPO
- scrum.org PSPO1
- scrum.org PSPO2
- scrum.org PSPO3
- scrum alliance CSPO
- scrum alliance A-CSPO
- SAFE POPM

Cloud Technology & Services Awards

SAP

- SAP® EMEA North Award for Partner Excellence 2022 – for SAP Business Technology Adoption
- SAP® Pinnacle Award 2021 – Capgemini received the 2021 SAP® Annual Pinnacle Award in the Partner Learning Excellence Category, presented to the top partners across 28 categories excelled in developing and growing their partnership with SAP and helping customers run better.
- SAP Innovation Awards 2021 (finalist) – Capgemini (Fieldglass), Excelerate Energy Projects
- SAP Innovation Awards 2020 (finalist) – Truechain, Safety Workers

Microsoft



- Capgemini won six Microsoft Partner of the Year awards in 2023.
- Capgemini won Microsoft Business Applications 2022/2023 Inner Circle award for the fourth consecutive year.

AWS

- Capgemini received seven AWS 2023 Partner of the Year Awards

Google Cloud

- Capgemini won several 2023 Google Cloud Partner of the Year Awards

Adobe

- 2021 Adobe Digital Experience Partner of the Year Award – EMEA
- 2021 Best Overall Cloud Native CXM Champion – Adobe Go for Gold Challenge
- 2021 Adobe Digital experience Partner of the Year Award – EMEA
- 2020 Gartner Magic Quadrant Leader in CRM and Customer Experience Implementation
- 2020 Adobe Platinum Status

Analyst Awards

- Capgemini positioned as a **Leader** in Gartner's 2021 Magic Quadrant for SAP S/4HANA Application Services, Worldwide
- Capgemini named a **Leader** by NelsonHall in its 2021 NEAT evaluation for SAP ERP Cloud Migration Services

Sustainability, Diversity, and Inclusion Awards

- CDP A List recognition - Global environmental impact non-profit CDP again positioned us in its leadership tier for our approach to climate change in 2022.
- 2023 Ecovadis Platinum Rating - We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.
- Bloomberg Gender-Equality Index - We were recognised for our commitment to supporting gender diversity with a position in the 2023 Bloomberg Gender-Equality Index.
- Ranked 2nd in the inclusive top 50 UK employers 2022/23 list.
- Great Place to Work - We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.
- UK Best Workplaces for Women – In 2023, we were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.
- UK Best Workplaces for Wellbeing – In 2023, we are also listed by Great Place to Work® as a Best Workplace for Wellbeing.
- Defence Employer Recognition Scheme – In 2023, we were recognised by the Armed Forces Covenant with Gold in their Defence Employer Recognition Scheme, for our commitment to supporting veterans and reservists.
- edie Awards 2023 - We won edie's Social Sustainability, Diversity & Inclusion Award in 2023, for our work with CodeYourFuture to offer socially excluded individuals' access to tech careers.
- Better Society Awards - Our collaboration with CodeYourFuture to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



- Stonewall Silver Global Employer – In 2022, we were rated with Silver Global Employer status by Stonewall, reflecting Capgemini UK's acceptance without exception for everyone who identifies as LGBT+.
- Social Mobility Top 75 Employer Index - Capgemini UK was listed in Social Mobility Foundation's 2022 ranking of the top 75 UK employers that have taken the most action to improve social mobility in the workplace.
- Supporting Returners - Capgemini UK was shortlisted in WM People's 2022 Top Employer Awards as an employer that has demonstrated stand-out initiatives to support individuals returning to the workplace after a career break.
- Disability Confident certified - We hold a Disability Confident Employer Badge, which recognises our commitment to supporting team members with disabilities.
- For the 11th time in a row, in 2023 Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

All prices are in GBP and exclude VAT.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.



Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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