

Digital Transformation Office (DTO) G-Cloud 14

November 2024





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1 Service Overview

Capgemini's Digital Transformation Office (DTO) Service provides Strategy, Programme and Portfolio Management and Governance, and Leadership Coaching in respect to the design and implementation of Cloud based services.

Capgemini's Digital Transformation Office model helps organisations go beyond the 'hygiene factor' boundaries of the traditional Project Management Office (PMO) function, providing the required governance mechanisms to drive the implementation of the company's digital strategy. An effective DTO will add considerable value to any major portfolio or programme of digital initiatives and dramatically improve overall performance. Capgemini views the DTO as the hub of a programme, the 'operations room' and 'critical friend' to digital transformation.

Capgemini's Digital Transformation Office approach has been refined for Cloud-based transformations through Capgemini's significant pool of subject matter Cloud and transformation governance expertise as well as through numerous highly effective deliveries within complex client transformation environments.

Capgemini's core DTO service is comprised of:

- 1. Strategy development:** Realising strategic objectives through clear accountability within executive leadership.
 - Enable clear definition of strategy and purpose from a transformation and delivery perspective.
 - Build clear accountability and improve awareness with executive leadership.
 - Drive transparency and consistency of strategic indicators to drive executive buy-in and capability.
- 2. Portfolio Management:** Driving the right data, at the right time, to make the right decisions at pace.
 - Build a set of enterprise-wide objectives, outcomes and KPIs.
 - Identify strategic organisational outcomes and prioritise resources through data driven decision making.
 - Establish a framework to track value delivery in real-time through integrated methods, tools & metrics.
- 3. Programme Management:** Integrating business and IT to deliver full benefits of cloud and digital initiatives:
 - Assess holistic ability to execute strategic transformation.
 - Provide targeted and tailored improvement plans to identify and address common and client-specific blockers pre-rollout.
 - Develop an integrated, iterative rollout approach considering specific initiative and market characteristics and client agile maturity.
 - Integrate and orchestrate digital initiatives, including managing Programme requirements and timelines.
- 4. Transformation Leadership:** Enabling the necessary cultural and behavioural change within the organisation through engaged and effective leadership:
 - Establish Transformation Leaders across the organisation and within each role, from Senior Leaders to Early Adopters.
 - Build transformation capability across Transformation Leaders to foster a strong culture of change and continuous development, and employee engagement within organisations.
 - Provide the tools to equip and sustain the transformation and effectively embed change.
- 5. Solution Design:** This encompasses the development of user journeys, business process models, technology component recommendations, and integration matrices. We work collaboratively with key stakeholders to define and validate the target architecture and functional design for as part of a transformation programme.
- 6. Data Architecture and Management:** provides data architecture services including conceptual and logical data modelling, design of Bronze/Silver/Gold data zones, and ingestion strategies. We assess the current data landscape and define a scalable, secure, and compliant data architecture to support the transformation objectives.



7. **Integration Planning:** We can deliver an integration strategy that identifies key systems, data flows, and APIs. This includes integration matrices, interface specifications, and sequencing plans to ensure seamless interoperability across the client's digital ecosystem.
8. **AI and Automation Advisory:** We can assess opportunities for intelligent automation and AI adoption across the client's customer and regulatory services. This includes feasibility assessments, use case identification, and roadmap development for AI-driven efficiency improvements.
8. **Indicative Costing and Delivery Phasing:** To support procurement and planning processes, DTO can provide indicative ROM (Rough Order of Magnitude) costs and delivery phasing options. This can include resource profiles, timelines, and affordability assessments aligned to budgetary constraints.
9. **Public Sector and Regulatory Experience:** The DTO team brings extensive experience working with UK public sector and regulatory bodies. We can tailor our transformation leadership and governance approach to align with the client's organisational context and assist in consideration of statutory obligations.

Capgemini's delivery approach uses a range of tools, both quantitative and qualitative, to produce actionable insights to tailor the design and implementation of the DTO to the needs of The Buyer.

2 Business Need

Organisations and Departments are struggling to respond to the increased pace and complexity of change driven by new customer expectations, market opportunities, evolving industry dynamics and new, cloud-based technology disruptions.

There are several common challenges that prevent the value of cloud transformation programmes being realised and typically result in siloed working, duplicated effort, and slow, costly programme delivery. These include lack of defined vision and objectives that clearly translates into outcomes and priorities for delivery, lack of transparency and value realisation frameworks, existing cultures, and a lack of distributed Transformational Leadership across the organisation that hinders change. In this context, a traditional PMO model often ends up as an administrative function more focussed on governance and control **than actively managing the transformation portfolio to achieve the desired benefits and value.**

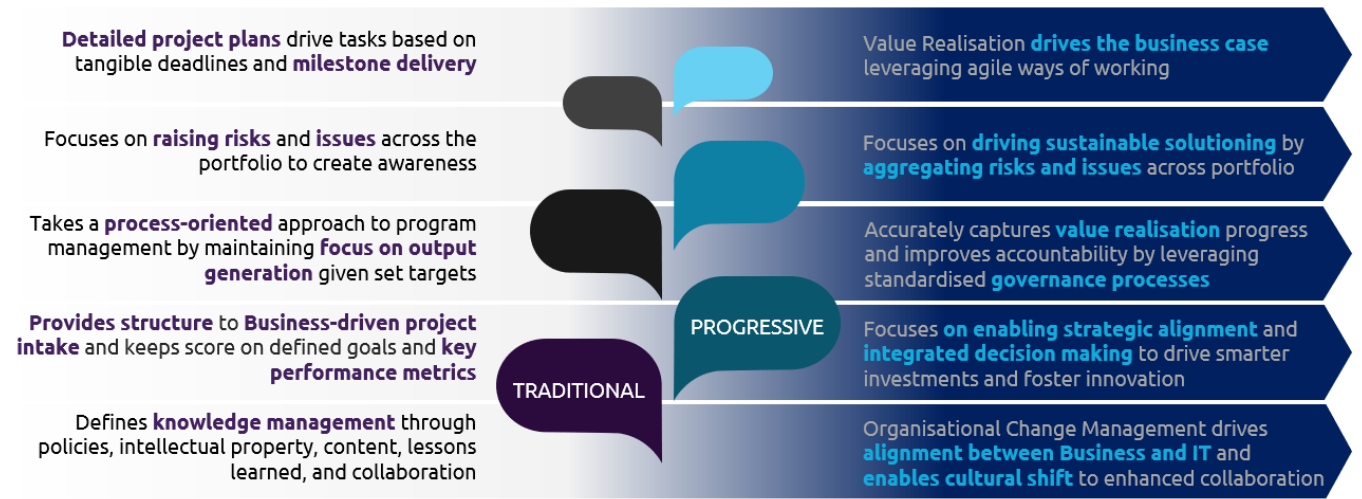
Capgemini's Digital Transformation Office model offers a holistic approach to the implementation of digital strategy that avoids the usual pitfalls.



TRADITIONAL PMO MODEL

VS.

DIGITAL TRANSFORMATION OFFICE MODEL

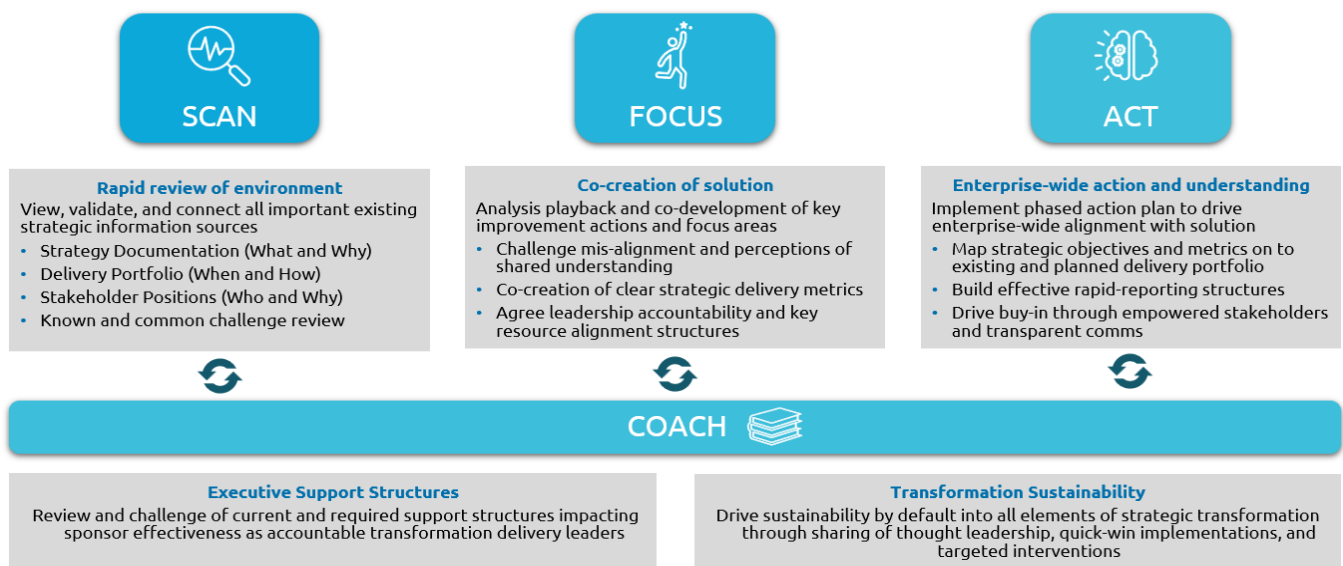


3 Our Approach

Capgemini's rapid review approach uses a range of tools, both quantitative and qualitative, to produce actionable insights and tailor the design and implementation of the DTO to the needs of your organisation's cloud transformation objectives.

1. Transformation Strategy Development

The diagram shows Capgemini's approach to Transformation Strategy Development, which reviews at pace the existing components that will influence the strategy, collaborates with clients to define the strategy and its accountable stakeholders, and creates a direct correlation between the strategy and the organisations planned delivery portfolio.





2. Portfolio Management

Strategy-Driven Governance

Alignment of strategic intent to transformation outcomes.

Streamlining governance processes through data-driven process mining and optimisation.

Defining and adhering to strategic KPIs and sign-off processes

Targeted co-ordination and centralisation of key resources / stakeholders

Value-Centric Tracking & Decision-Making

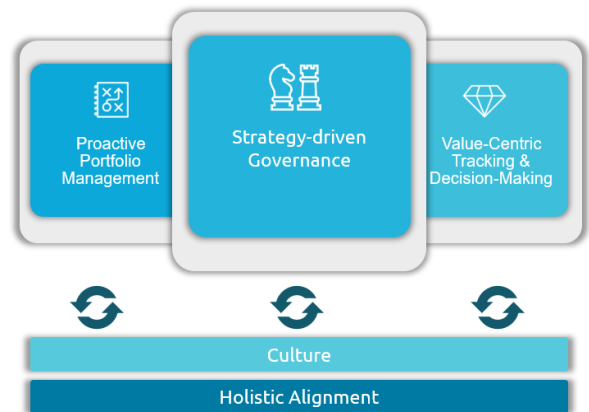
Value-centric and strategy driven value tracking, providing input for informed prioritisation decisions and supported by a prototyping model.

Providing visibility on value realisation and benefits, supporting business case.

Proactive Portfolio Management

Alignment of strategic intent to transformation design.

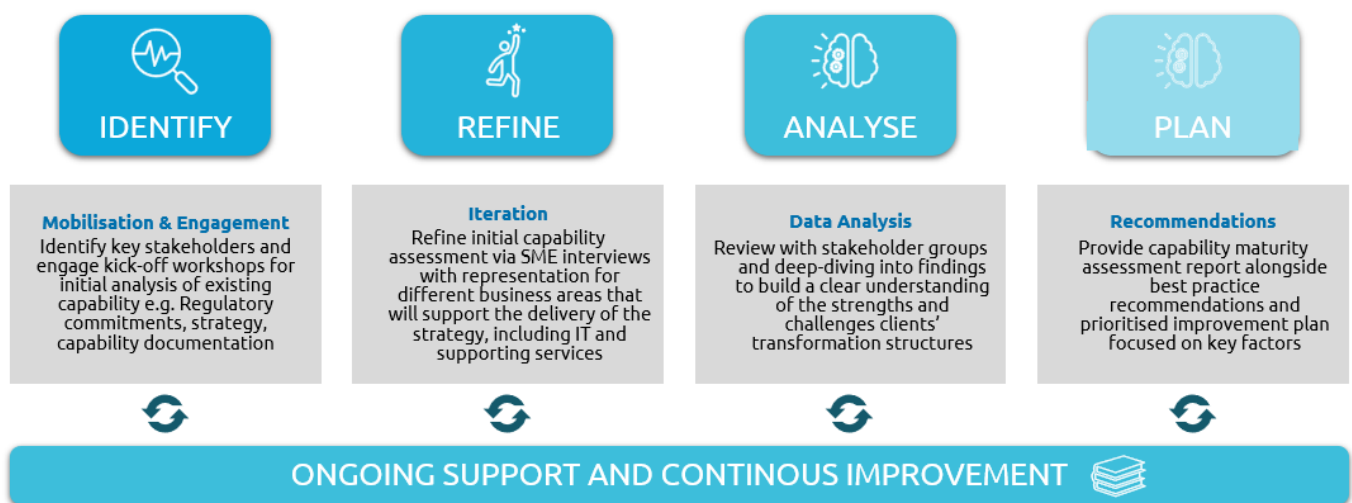
Portfolio prioritisation to prioritise resource commitment to the highest value-driving initiatives and that the investment method is transparent and collaborative.



3. Programme Management

Capgemini's approach to Programme Management is shown in the diagram below and consists of four stages. These stages look to:

1. Undertake workshops to analyse the organisations existing Programme Management capabilities,
2. Enhance the understanding through with SME interviews,
3. Analyse the outputs to generate key insights, and
4. Provide the client with an action-orientated, iterative improvement plan.



4. Transformation Leadership

Investigate and Assess



- Understand the Transformation Leadership eco-system, its strengths, and the opportunities to grow using Capgemini's Transformation Leader Maturity Assessment.

Upskill

- Build transformation leadership capability through change management training on Capgemini's People Science methodology.
- Utilise Capgemini Change Management and Leadership Development capabilities to create customised coaching and/or training programmes.
- Work with the Buyer to tailor the organisation's change management methodology.

Equip and Sustain

- Accompany Transformation Leaders on their development journey and give them the tool to efficiently drive change.
- Scale the change approach and streamline change initiatives across the organisation.

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.

Digital Transformation Office can be delivered as an end-to-end solution or on an individual service by service basis depending on the needs of the client.

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, Capgemini 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 Vendor Accreditations/Awards



For the 12th year in a row, Capgemini has been recognized 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.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



Capgemini is the first amongst consultancy and technology firms to be recognized six times in a row for its thought leadership reports.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality, and inclusion



UK Best Workplaces for Women: 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: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



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.

10 Sub-contractors

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

- Capgemini Technology Services India Limited.

11 Business Continuity and Disaster Recovery

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

12 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.

Digital Transformation Office can be provided as an end-to-end solution or on an individual service by service basis depending on the needs of the client.

All prices are in GBP and exclude VAT.

13 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.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 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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