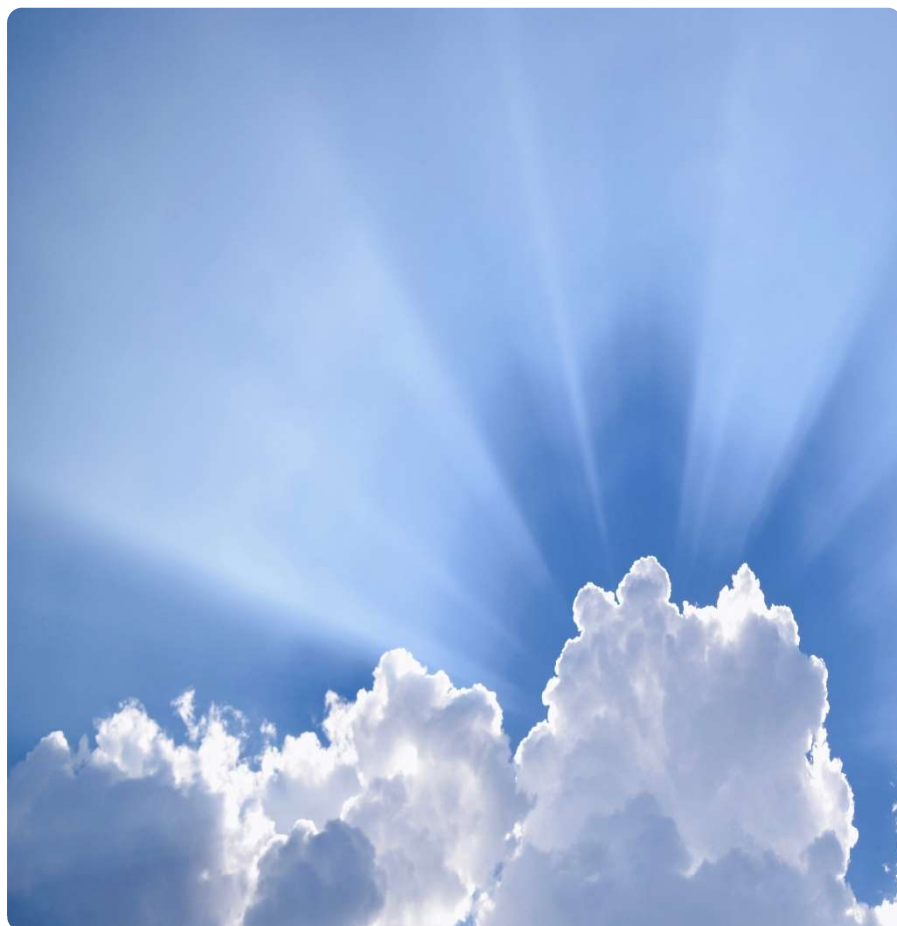




Crown
Commercial
Service



Agile Coaching

GCloud Service Description

Bringing Ingenuity to Life.
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1 AGILE COACHING

1.1 Short Service Description

PA provides Agile coaching for every stage of adopting cloud-based solutions and can coach from every level of Agile maturity. PA's experience of over 100 transformations, our research and unique insights mean our agile coaching unlocks leadership, individual, team, ART and organisation potential and enables faster delivery of business value.

1.2 Key Service Features

1. Four-wave coaching framework covering acting, doing, thinking, being Agile
2. Delivers Agile leadership, 121, team and ART coaching
3. Various methodologies: Scrum, SAFe, Kanban, LeSS, DAD, Scrum@Scale, DSDM
4. Maturity assessments to measure progress and identify improvement opportunities
5. Coach empowerment, self-organisation and continuous improvement
6. Identify and coach change agents to enable self-sufficient change
7. Builds foundation in Agile principles, values and best practices
8. Embeds Agile mindset and behaviours, to enable cultural change
9. Coaches on roles and responsibilities, agile process, ceremonies, artefacts
10. Creates awareness of anti-patterns and how to avoid them

1.3 Key Service Benefits

1. Full lifecycle Agile coaching providing support throughout the change
2. Business and organisation maturity to facilitate lasting change
3. Able to deploy appropriate Agile framework for your organisation
4. Leaders capable of leading change and new ways of working
5. Embedded Agile mindset and behaviours
6. Enriched capability with skills and knowledge transferred to Agile champions
7. Aligned, high-performing teams capable of implementing best practices
8. Motivated staff, empowered through decentralised decision-making and streamlined governance
9. Faster time to value and improved flow of work
10. Ability to track and measure progress through Agile metrics

1.4 Service Definition

Approach and insights

Coaching is critical to the successful uptake of Agile ways of working and enabling a continuous learning culture. PA's approach identifies and upskills Agile change agents, enabling a self-sustainable uptake by having your newly trained change agents coach other employees.

We will engage in coaching across four elements:

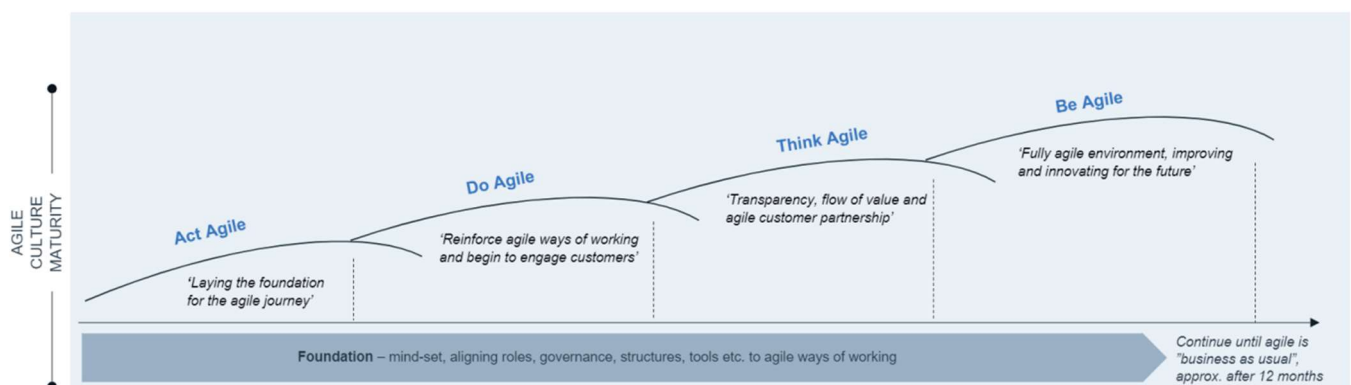
1. **Leadership:** We believe the leadership effort required for agility is disproportionately more than what would be required for any other types of change. But, when successful, this effort can unlock disproportionate returns. For this reason, leadership coaching is essential to show they are personally and visibly involved, sacrificing time to genuinely take the lead.
2. **Individual:** At the centre of Agile is collective ownership, everyone needs to play their part, particularly in key roles such as Product Owner and Scrum Master. We tailor our coaching to focus on the development needs of individuals to ensure these key roles are effective in prioritising work and removing impediments to team progress.
3. **Team:** Research is clear that Agile teams deliver with higher quality, greater speed and with higher engagement. Agile team level coaches help teams transition from traditional ways of working so that they can be more nimble and customer/user centric.
4. **Agile Release Train (ART) or Team of teams:** To effectively scale Agile we need to coach mindsets that break down silos and foster true collaboration to ensure alignment to the organisation's strategic goals. One of the central mechanisms for achieving this is PI (or Big Room) Planning, aligning teams on the ART to a shared mission and Vision.

We use a combination of 121 sessions and group workshops, facilitated by our coaches to teach and guide teams and leaders through the adoption process.

We will also undertake an Agile Maturity Assessment: The Agile Maturity Assessment will be conducted with the intent of structuring the coaching to individual needs, as well as having a measurement of the progress and benefit of agile ways of working.

Our Framework

Our framework takes a four-wave approach, covering Act Agile, Do Agile, Think Agile and finally Be Agile. Every wave is underpinned by a foundation of mindset, aligned roles, governance and structures. It also incorporates tools and ways of working, including our Agile Leadership Attributes Reflective Assessment that assists leaders to raise their self-awareness around the core attributes of agile leadership that help embed Organisational Agility.



1.5 Why PA?

PA Consulting Group (PA) is a leading IT consultancy and one of the largest advisors to the UK government. We work as a trusted partner to help the UK Government apply an assured cloud delivery approach when developing their most complex information systems and cloud solutions.

PA is well placed to work with clients to help assess readiness, design, build, deliver, and test, to take advantage of cloud solutions. We will bring:

- Leading experience in identifying the costs and complexity drivers for moving existing or new IT services to cloud environments.

- Experience and knowledge to challenge the client organisation to ensure the key stakeholders are aligned ahead of the move to a Cloud solution.
- Access to the latest cloud vendor migration developments, ensuring a best-in-class approach, based on our work with major clients in both the public and private sector in the UK and overseas.
- Experience supporting cloud, in-house and hybrid systems side-by-side

More specifically we will bring:

Ideation & Strategy:

- Cloud strategy and advisory services
- Assessment of cloud readiness
- Cost-benefit analysis and ROI modelling
- Security and compliance assessment

Design & Architecture:

- Custom cloud architecture design
- Integration with existing IT infrastructure
- Multi-cloud and hybrid cloud solutions
- Disaster recovery and business continuity planning
- Robust solution delivery meeting GDS best practice and ISO27001

Development & Deployment:

- Cloud-native application development
- Containerization and microservices & serverless architecture
- DevOps practices and CI/CD pipeline setup
- Automated testing and quality assurance

Implementation & Migration:

- Data migration to the cloud
- Legacy application modernization
- Cloud service provider selection and management
- Implementation of Infrastructure as Code (IaC)

Operations & Management:

- Continuous monitoring and incident management
- Performance optimization and cost management
- Backup and restore operations.
- User training and change management.

Innovation & Scaling:

- Scalable infrastructure to support growth.
- Implementation of AI and machine learning capabilities
- Internet of Things (IoT) integration
- Ongoing innovation workshops and R&D

1.5.1 Social Value

Building a positive human future is at the core of PA's organisational purpose and we live this value as a key advisor and partner to the UK public sector and by delivering tangible benefits to communities and society.

We are passionate about the positive impact PA can have on wider society, making a significant contribution to efforts in tackling inequality, wellbeing, online safety and ensuring effective stewardship of the environment and fighting climate change.

We are committed to maximising Social Value by using our specialist knowledge and skills to develop firm-wide health, well-being and, diversity and inclusion initiatives for our own people, project-specific initiatives with our clients and wider community benefits. We can work with you to deliver measurable improvements across your key social value initiatives.

1.5.2 Security Clearance

PA are a government List X accredited company who have a dedicated Security Vetting team. This allows PA to achieve security vetting of its employees in a time effective manner ensuring the correct processes are always followed (In accordance with the Security Policy Framework). As a matter of standard process, PA puts all its eligible employees through the Baseline Personnel Security Standard (BPSS), set out by the Cabinet Office. Those employees working on, or planning to work on, government projects are automatically put forward for SC clearance which are processed via UK-SV (formally the Defence Business Services – National Security Vetting). PA also process DV vetting through the UK-SV and other agencies, these are generally client sponsored.

PA currently have a large pool of cleared individuals (80% of UK Staff). Should a resource be identified where clearance is needed, the PA Security Vetting team will then process the individual through the relevant clearance procedure. The team will also be able to validate all existing clearances held by PA employees when requested.

1.5.3 Next Steps

This service is intended to help customers develop and deliver successful outcomes regardless of the life cycle stage they are at. PA prides itself on working with clients and helping them to deliver outcomes whilst also providing them the ability to 'stand on their own' so that they can move their solutions forward without future involvement. Please contact us on GCloudFramework@paconsulting.com to discuss your needs further.



About PA.

We believe in the power of ingenuity to build a positive human future.

As strategies, technologies, and innovation collide, we create opportunity from complexity.

Our diverse teams of experts combine innovative thinking and breakthrough technologies to progress further, faster. Our clients adapt and transform, and together we achieve enduring results.

We are over 4,000 strategists, innovators, designers, consultants, digital experts, scientists, engineers, and technologists. And we have deep expertise in consumer and manufacturing, defence and security, energy and utilities, financial services, government and public services, health and life sciences, and transport.

Our teams operate globally from offices across the UK, Ireland, US, Nordics, and Netherlands.

PA. Bringing Ingenuity to Life.

Discover more at paconsulting.com and connect with PA on [LinkedIn](#) and [Twitter](#).

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