



Service Definition - itelligent-i Data, Analytics Review

Service Definition for: itelligent-i Data, Analytics review (DAR)
G-Cloud 15 (Lot 3 Cloud Support)

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Service Overview

The Data and Analytics Review (DAR) is a focused consulting engagement that provides executives with:

- A current-state assessment of data and analytics across people, process and technology
- Priority value opportunities to embed insight into business workflows to improve outcomes
- Clear roadmap to achieve key insights and technology that can be used to:
 - Identify business improvement opportunities
 - Identify challenges with services users and cohorts
 - Monitor continuous improvement, targets and goals
- A phased transformation roadmap with an investment profile, governance guardrails, and risk controls.

Purpose of the Review

Confirm, with evidence, what must change and why, and define a sensible, sequenced path to a data-driven operating model. The REVIEW does not deliver those changes; it determines whether the target-state outcomes are appropriate and required for this organisation and what it will take to achieve them.

Why undertake a Data & Analytics Review now?

Public services face rising demand, constrained budgets and heightened expectations for fair, timely, evidence-based decisions. Many organisations still operate with manual reporting, fragmented data and ad-hoc processes, which erodes decision velocity, consistency and assurance. The DAR establishes a robust fact base and an actionable delivery roadmap so leaders can move confidently to a data-driven operating model:

- Process design anchored in insight – with a governed single source of truth, decision support and AI, assistance can be placed at critical decision points (front-door triage, case progression, payments, workforce planning, budget monitoring), improving productivity and service quality, and outcomes for service users.
- Workforce efficiency and experience – evidence consistently shows a high share of effort goes into data preparation and maintenance. Standardisation and automation release capacity for analysis, improvement and resident engagement.
- Outcome management – consistent measures and cross-service views (demand, supply, cost, outcomes) enable targeted investment, measurable benefits and transparent performance governance.

What buyers receive (headline):

- Executive Summary: the case for change, options and recommendation
- Findings Report: fact base, issues and risks, controls, recommendations
- Transformation Roadmap & Value Case: phasing, costs, benefits, risks
- Power BI Evidence Pack: themes, quantified effort, opportunities
- AI Opportunities Backlog linked to business processes and data readiness

Our Credentials (capability & delivery track record)

Sector experience and scale

- Over 20 Reviews delivered across UK local government in the last eight years, with many moving into platform enablement and managed services.
- Cross-departmental delivery experience across Adults, Children's, Education/SEND, HR, Housing/Homelessness, Finance, HR, Revenues & Benefits, Customer Services, ensuring designs work end-to-end in real operating conditions.
- Assets that accelerate delivery
- Analytics Accelerators: Pre-configured semantic models and report packs, tailored to local workflows and terminology, that enforce governed measures and definitions and accelerate time-to-value.
- Data Framework Codebase (ELT): Standardised pipelines/notebooks and engineering patterns with CI/CD and observability, ensuring repeatable build and consistent curation.
- Operating Model & Governance (TOM): Role definitions, decision rights, RACI, demand management, and control frameworks to run analytics and AI as a business-aligned service.
- Single source of the true included data matched across services (*where Master Data Management is deployed*)

What this means for buyers

- Better assessments: Practical, evidence-based findings that quantify current effort and risk and map directly to deliverable solutions (data platforms and accelerators).
- Alignment from legacy to cloud: Translation of today's reporting and data assets to a secure, automated Azure/Fabric platform with curated semantic models, RLS, lineage and deployment pipelines.
- Outcome-led recommendations: A sequence of no-regret moves and targeted investments to reduce failure demand, free capacity and improve resident outcomes.

Operate Option: managed service / outsourced function

Rather than Time and Materials + Training, some organisations choose to outsource the analytics function rather than managing the complexities that come with modern Data, analytics and AI solutions. itelligent-i provides a managed service that operates the data platform, semantic layer, analytics and AI services and change demand end-to-end:

- Scope: Proactive Incident/change/problem management; monitored refresh & observability; cost management; continuous improvement; controlled change through CI/CD; collaboration with business users for requirements triage.
- Direct to end user support: the business has direct access to a manned service desk through the business day (minimum).
- Service levels: SLA-backed response/fix times, root-cause analysis, and proactive engagement to minimise buyer overhead.

- Governance & skills: Operating model coverage across data engineering, analytics, AI enablement and data management (policy, quality, stewardship), aligned to the TOM.
- Procurement: Available via G-Cloud – Lot 3 (Cloud Support) with clear scope and commercials, or via direct contract.

Objectives & Outcomes

- Value creation: Identify and prioritise analytics requirements, and burdensome manual processes to provide better service outcomes and cashable/non-cashable benefits.
- Control & assurance: Establish data governance, security, lineage and quality controls to de-risk decisioning, compliance and audit.
- Capability uplift: Define the Target Operating Model (roles, skills, processes, decision rights) to sustain delivery and accelerate AI adoption.
- Change enablement: Support adoption with structured communications, training and benefits realisation governance.

Objectives of the REVIEW (what this engagement will achieve)

1. Validate target-state outcomes — test whether the organisation needs (and to what extent) outcomes such as decision-latency reduction, continuous monitoring, cross-service insight and process automation to become data driven.
2. Assess unmet analytical demand — catalogue which analytical requirements are not being met today, at service and cross-service levels, and the impact of gaps on decision-making.
3. Quantify current effort & cost — establish a fact base for time/cost spent producing analytics (especially manual activities by senior/high-cost staff) and where those manual processes are or are not inefficient.
4. Evidence the case for modernisation — show, via options and patterns, how a optimised and modernised data platform and analytics provision would address the pain points and enable service monitoring and redesign.
5. Define the path forward — produce a prioritised, costed roadmap (quick wins → strategic enablers) with governance, risk and benefits measures to move from today's state to the target state.

Scope of Services

Discovery & evidence

- Executive and service stakeholder interviews/workshops (strategy, pain points, measures of success).
- Role-based 1:1s with data producers (effort, cycle times, handoffs, toolchain).
- Optional capability survey to benchmark maturity and capacity.

Current-state assessment

- Review of reporting and performance management outputs and self-service footprint.

- Assessment of governance and controls (policy, RLS, privacy, catalogue/lineage, auditability).
- Platform assessment (Azure/Fabric/Databricks/Power BI), pipelines, semantic models, deployment pipelines, security posture and cost hygiene.

Future-state design & roadmap

- Design options: Quick wins, no-regret moves, strategic enablers.
- Phased transformation roadmap: Dependencies, investment profile, risks/mitigations.
- Accelerate: Key analytics supported by full automation and minimised data management

Method & Approach

A top-down and bottom-up approach refined across multiple authorities:

1. Mobilise – Confirm scope, stakeholders, comms, risk approach, and information access.
2. Discover & assess – Workshops, interviews and 1:1s; artefact and platform review; surveys; evidence catalogue.
3. Roadmap & value case – design of a phased roadmap and investment profile based on evidence; benefits; with delivery governance built-in.
4. Playbacks – Executive & operational playbacks; decision support; mobilisation plan for next step (if agreed).

Deliverables

- Executive Summary (C-suite) – Case for change, options and recommendation, high-level roadmap and investment profile.
 - Findings Report (fact base) – Current-state assessment (people/process/technology), issues and risks, controls, recommendations.
 - Power BI Evidence Pack – Insight requirements, themes, quantified effort for delivery, process bottlenecks, opportunity heatmaps.
 - Transformation Roadmap & Value Case – Phased plan with costs, benefits, dependencies and risks, benefits realisation approach.
 - AI Opportunities Backlog – Ranked opportunities with prerequisites and governance guardrails.
- Operating Model & Governance (TOM) Recommendations – Role definitions, decision rights and RACI, demand management, policies, standards.

Timeline & Team

- Typical engagement: fieldwork 40-60 days; write up and presentation 20 days.
- Cadance: Structured to public-sector availability (school holidays, committee cycles, workload etc.).
- Team: Principal Consultant and Analytics Director supported by solution SMEs (platform, governance, AI enablement).

Roles & Responsibilities

Client – Appoint an executive sponsor and day-to-day engagement lead to coordinate:

- Stakeholder access
- Coordinate 1 to 1 schedule (with intelligent-i support) for report writers and those that provision data to anyone internally or externally
- Data governance leads
- Systems administrators

intelligent-i – Plan and deliver fieldwork; conduct analysis and syntheses; facilitate playbacks; provide deliverables; support change planning and mobilisation for the next step (if customer is interested in progressing with additional project deliverables).

Assumptions & Dependencies

- Timely access to stakeholders and information; stakeholder availability for readouts.
- Agreement of scope for sample artefacts and any environment access.
- Sponsor availability for decisions; data privacy approvals as needed.
- Availability of officers working on 'data/reporting' tasks

Out of Scope

- Technology Stack Review (this can be appended at additional cost)
- Data model review
- All data outputs created – a representative subset is presented to the review as applicable
- Full data-platform build/migration; broad ELT onboarding; enterprise MDM rollout; ongoing run/operate (managed service).

Acceptance, Handover & Next Steps

- Acceptance: Sign-off of deliverables and the recommended roadmap option.
- Handover: Repository of all artefacts; briefing for internal stakeholders.
- Mobilise next step: Agree one of—(a) Pilot/PoC, (b) Platform enablement (with / without MDM) or (d) Managed service onboarding.

Illustrative Workshop Agenda

- Executive kick-off (60 min): goals, success measures, scope, governance.
- Service workshops (90–120 min each): ASC, CSC, Education/SEND, HR, Housing, Finance — insight requirements, priorities, data pain points.
- 1:1s with data producers (20–30 min): outputs, data sources, effort/cycle time, handoffs, toolchain, quality issues.
- Platform/governance reviews (2–3 sessions): Azure/Fabric/Databricks/Power BI; security, catalog/lineage; cost hygiene.

- Playbacks (60–90 min): operational and executive, decisions and next steps.